



Scottish Qualifications Authority

Security Licence Qualifications

Centre Handbook

GA2J 46 Award in Door Supervision (Scotland)

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1 Introduction

This is the SQA Guidance Document for existing and new centres seeking to offer the Security licence-linked **Award in Door Supervision (Scotland)**. See Appendix 1 for an overview of the SQA licence-linked qualifications in Scotland and Appendix 2 for information about the Unit specifications for Door Supervision (Scotland).

This document tracks the requirements of the Security Industry Authority (SIA) and is intended to clarify issues around process, responsibility and information management.

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 qualifications.

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 3).

The following websites are recommended for those wishing to offer the qualifications in the security sector:

- ◆ www.sqa.org.uk
- ◆ www.sia.homeoffice.gov.uk
- ◆ www.skillsforsecurity.org.uk

Your initial point of contact at SQA is the SQA Business Development and Customer Support Team:

Telephone: 0303 333 0330

E-mail: 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 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 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 sectors or activities that must be covered by a licence are currently:

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

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

1.2 The 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 is responsible for regulating the private security industry.

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

- ◆ It conducts inspections.
- ◆ It sets and approves standards of conduct, training and supervision within the industry.
- ◆ It makes recommendations to improve standards.

1.3 The Scottish Qualifications Authority (SQA)

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

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

2 Approval to offer the SQA Award in Door Supervision (Scotland)

2.1 SQA's requirements for centre approval

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

- ◆ Approval as an SQA centre and to offer specific qualifications (new centre approval)
- ◆ Approval to offer specific qualifications (existing centre approval)

Note: Existing centres offering Door Supervision will be subject to a re-approval visit for re-accredited qualifications.

For further information contact SQA's Business Development Team on 0303 333 0330 or by e-mail on mycentre@sqa.org.uk.

2.1.1 Approval to offer Physical Intervention Skills for the Private Security Industry

Insurance requirements

Centres wishing to offer the Unit *Physical Intervention Skills for the Private Security Industry* will need to meet additional approval criteria and demonstrate that they have appropriate insurance cover.

The *Physical Intervention Skills for the Private Security Industry* Unit can only be delivered as part of the Award in Door Supervision (Scotland). The Unit can also only be delivered by approved centres of an SIA endorsed awarding body.

Approved centres must only offer Approved Learning Programmes in physical intervention.

Awarding organisations and the SIA publish a list of programmes that have been approved against stringent criteria. This list will be updated at regular intervals to reflect new programmes that have been approved. Please access the following link:

www.sia.homeoffice.gov.uk/pages/training-trainer-training.aspx

Any training provider or interested party can submit a learning programme to be measured against the approval criteria. Centres wishing to do this should contact SQA.

There are additional requirements for existing and potential centres to deliver the *Physical Intervention Skills for the Private Security Industry* Unit. These include:

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

To be fit for purpose, the insurance cover should specify that the activities being carried out are included. In this case, 'training in physical intervention' must be covered under 'business activity' on the insurance documentation.

Insurance details must be evidenced to the awarding body by the centre before approval is granted. This level of insurance cover is mandatory for approved centres and individual trainers delivering physical intervention training at the approved centre. Where individual tutors do not hold their own cover, the approved centre must make sure its insurer is aware of this and provide extended cover secured where necessary. The insurance documentation should clearly detail the cover for trainers.

Venue requirements

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

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

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

- ◆ size and suitability of training rooms
- ◆ ratio of trainers to learners (1 trainer to 12 learners)

Centres must have a first aid policy, which must cover:

- ◆ Access to staff with First Aid at Work qualifications during physical skills training
- ◆ First aid equipment available during physical skills training
- ◆ Access to water and a telephone in case of an emergency

The centre must furnish candidates with safety information, before they attend training, which 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

2.1.2 Competence of trainers

The current requirement for all trainers of candidates undertaking the SIA endorsed licence-linked qualifications in Scotland is to have a teaching or training qualification at

S/NVQ level 3 (SCQF level 6/7 or equivalent), that has been accredited by SQA or QCA or validated by an HEI. Examples of currently relevant teaching or training qualifications in Scotland are:

- ◆ S/NVQ level 3 in Direct Training and Support
- ◆ S/NVQ levels 3, 4, and 5 in Learning and Development
- ◆ Scottish Training Qualification for Further Education (TQFE)
- ◆ CIPD level 3 Certificate in Teaching Practice

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

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.

To ensure that trainers have the right occupational expertise, the SIA and SQA require trainers to have three years frontline operational experience in the last ten years, relevant to the area in which they are providing training.

Qualifications for trainers of Conflict Management Skills

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 SCQF level 6/7 in the delivery of conflict management training. Examples of suitable qualifications include:

- ◆ Edexcel level 3 BTEC Award in the Delivery of Conflict Management Training
- ◆ City & Guilds level 3 Certificate for Deliverers of Conflict Management Training

Qualifications for trainers of Physical Intervention Skills

The SIA requires all trainers delivering the *Physical Intervention Skills for the Private Security Industry* Unit to have the following qualifications:

- ◆ a suitable SVQ/NVQ level 2 teaching/training qualification (PTLLS or above, or a suitable equivalent)
- ◆ a suitable SVQ/NVQ level 3 qualification in conflict management (see above)
- ◆ the SVQ/NVQ level 3 Delivering Physical Intervention Training qualification, or approved equivalent * **(to be achieved by all tutors by August 2011)**

Trainers must be authorised to deliver the physical intervention skills training approved programme being used by the approved centre.

* An acceptable equivalent would be a certificate from an approved level 3 programme that confirmed a trainer's ability to deliver the skills in an approved level 2 programme. It

is expected that all trainers will have achieved the relevant SIA recognised national qualification for trainers delivering physical intervention skills by August 2011.

Qualifications for assessors

Assessors must be appropriately qualified and have the appropriate occupational competence. In addition, assessors should hold:

- ◆ FD40 04 Assess Workplace Competence Using Direct Methods

and/or

- ◆ FD41 04 Assess Workplace Competence Using Direct and Indirect Methods

The previous versions of these Units would also be acceptable. These are:

- ◆ D94L 04 Assess Candidates Using a Range of Methods

and/or

- ◆ D94L 04 Assess Candidate's Performance through Observation.

Qualifications for internal verifiers

Internal verifiers must be appropriately qualified and have the appropriate occupational competence. In addition, internal verifiers should hold:

- ◆ FD43 04 Internally Monitor and Maintain the Quality of Workplace Assessment.

The previous version of this Unit would also be acceptable. This is:

- ◆ D94P 04 Conduct Internal Quality Assurance of the Assessment Process

2.1.3 Facilities

Training for approved licence-linked qualifications must be undertaken in an environment appropriate for training and learning. The environment must be adequately equipped for the purpose of training, conducive to effective learning and must comply with current Health and Safety requirements.

Equipment for practical demonstrations must be readily available and fit for purpose. For practical scenario situations it may be necessary or desirable to set these up in a real or realistic work environment.

Training facilities must comply with ongoing approval arrangements of SQA.

2.1.4 Examination venue criteria

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

- ◆ The seating arrangements for candidates must ensure that 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 an exam.
- ◆ Suitable arrangements must be made for those with special needs or disabilities.
- ◆ 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 SQA procedures.
- ◆ The SIA and SQA retain the right to make spot checks on examination days to ensure the approved room and numbers are being adhered to.
- ◆ Only rooms approved can be used: not substitutes, unless there has been an emergency, such as a fire.
- ◆ Invigilation can only be carried out by an individual who does not have an interest in any of the candidates passing the qualification. This means, that a trainer may not invigilate when the learners take their exam.

2.2 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, to ensure consistent quality of delivery.

3 The SQA Award in Door Supervision (Scotland)

3.1 Introduction

In developing these qualifications, SQA and the SIA have taken into consideration the existing National Occupational Standards (NOS). NOS are statements of competence and are written to measure performance outcomes. The primary function of the standards is to help develop qualifications that are occupationally current and relevant. However, they have many other uses, including training design, training needs analysis, appraisals, recruitment, skills matrices, skills benchmarking and quality assurance.

Only qualifications awarded by a recognised and approved awarding body such as SQA, and positioned in the Scottish Credit and Qualifications Framework (or equivalent

regulated framework), will be regarded by the SIA as legitimate for contributing towards licensing.

3.2 Purpose of the SQA Award in Door Supervision (Scotland)

The qualification is designed for those who wish to seek employment as a Door Supervisor and apply for an SIA licence to practise. The qualification embeds the SIA's specifications for learning which incorporate all key aspects of knowledge and skills required of those intending to work in the role of Door Supervisor.

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

3.3 Recommended entry requirements

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

3.4 Credit points and level

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

3.5 Award structure and content

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

Unit	Credit value	SCQF level
FD39 04 Working in the Private Security Industry	1 SCQF credit point	SCQF level 6
FD3D 04 Working as a Door Supervisor	1 SCQF credit point	SCQF level 6
FD3A 04 Conflict Management for the Private Security Industry	1 SCQF credit point	SCQF level 6
FD3C 04 Physical Intervention Skills for the Private Security Industry	1 SCQF credit point	SCQF level 6

The areas of learning that will be covered are:

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

3.6 Programme delivery

SQA does not prescribe the mode of delivery for this qualification. Centres are free to offer the qualification 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	SIA Guided Learning Hours	Minimum Contact Hours
FD39 04 Working in the Private Security Industry	10	5
FD3D 04 Working as a Door Supervisor	10	10
FD3A 04 Conflict Management for the Private Security Industry	8	7.5
FD3C 04 Physical Intervention Skills for the Private Security Industry	10	7.5

The SIA has stipulated that all candidates undertaking the *Physical Intervention Skills for the Private Security Industry* Unit should have previous learning in:

- ◆ Conflict management
- ◆ The law relating to the use of force
- ◆ Powers of arrest
- ◆ Communication skills
- ◆ The law regarding health and safety

As a result, candidates should only undertake the *Physical Intervention Skills for the Private Security Industry* Unit once they have completed the learning for the other component Units of the Door Supervision Award.

Existing door supervisors who have achieved their licence-linked qualification will have received training in the critical areas outlined above. They should therefore be given access to training leading to the *Physical Intervention Unit*.

The SIA and awarding organisations will review the rules around the use of the *Physical Intervention Skills for the Private Security Industry Unit* as and when further evidence comes to light.

3.7 Assessment requirements

Knowledge and Understanding will be tested by online, on-demand multiple choice question (MCQ) papers. The MCQ papers will be generated from an item bank that has been developed by SQA. This method of assessment ensures that 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 examinations.

Practical skills 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 retain this for external verification purposes. Where possible, performance should also be visually recorded and the recording retained for external verification purposes.

Note: Both 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.

Approach to assessment

Unit	Assessment
FD39 04 Working in the Private Security Industry	Externally set multiple choice question paper for the whole Unit. The candidate will answer 25 questions. The pass mark is 72%.
FD3D 04 Working as a Door Supervisor	Externally set multiple choice question paper for the whole Unit. The candidate will answer 30 questions. The pass mark is 70%.
FD3A 04 Conflict Management for the Private Security Industry	Externally set multiple choice question paper for the whole Unit. The candidate will answer 14 questions. The pass mark is 71%.
FD3C 04 Physical Intervention Skills for the Private Security Industry	Externally set multiple choice question paper and assessment of practical skills. The candidate will answer 10 questions. The pass mark is 70%. Scenarios are provided for the assessment of practical skills. An observation checklist is also provided.

Candidates must pass all **multiple choice question papers** and the **practical assessment** to achieve the full qualification. Note: Candidates should not undertake the online test for the knowledge part of the *Physical Intervention Skills for the Private Security Industry* Unit until they have achieved all of the criteria for the practical outcomes of this Unit.

Centres should ensure that candidates are fully conversant in the SIA Standards of Behaviour for Door Supervisors (see Appendix 4).

3.8 Exemptions

A candidate who has achieved a particular Unit in another licence-to-practise qualification from an SIA approved awarding body will not have to achieve this Unit again in this qualification.

Further details of exemptions can be found on the SIA website.

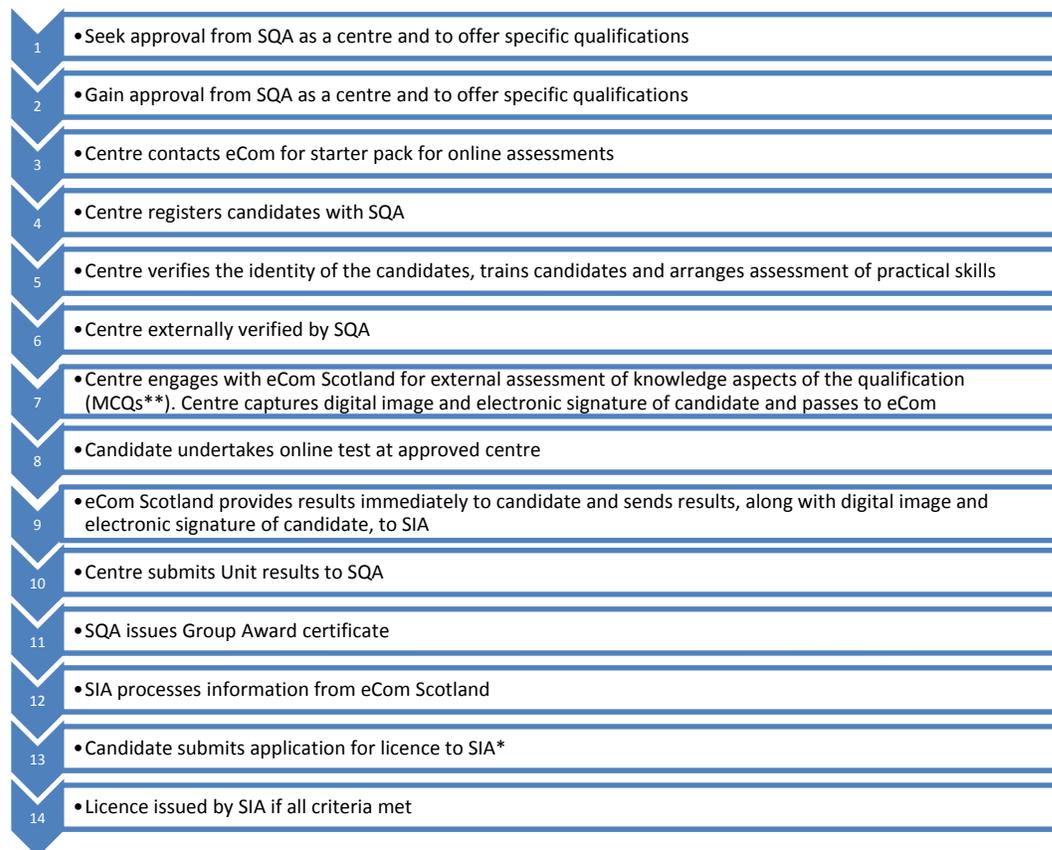
3.9 Alternative assessment arrangements

The additional support needs of individual candidates will be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. 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.

4 Licensing requirements

4.1 The process



*Candidates can only apply to the SIA for a licence on achievement of the SQA qualification. Note that candidates must be 18 years of age (as a minimum) to apply to the SIA for a licence and must provide proof of identity.

**Multiple Choice Question Paper

4.2 Identification requirements

Current information on suitable identification documents can be found on the SIA website.

4.3 Contact information

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

eCom Scotland Ltd
18b Dickson Street
Dunfermline
Fife
KY12 7SL
Scotland

Tel: 08456 431344
Fax: 08452 802318
E: info@ecomscotland.com
Website: www.ecomscotland.com

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

SQA Customer Contact Centre
The Optima Building
8 Robertson Street
GLASGOW
G2 8DQ

Tel: 0845 279 1000

Website: www.sqa.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

Appendix 1: Overview of SQA Security Licence-Linked qualifications

Key:

SG Award in Security Guarding (Scotland)

DS Award in Door Supervision (Scotland)

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

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

FD38 04 Working as a CCTV Operator 2 SCQF credit points at SCQF level 6 GLH = 14			Y	Externally set multiple choice question paper for whole Unit.
FD3F 04 Practical Operation of CCTV Equipment 1 SCQF credit point at SCQF level 6 GLH = 8			Y	Internal assessment of practical skills.

*GLH = Guided Learning Hours

Appendix 2: Unit specifications

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

The Unit specifications can be found on [SQA's website](#).

Appendix 3: Code of Practice

Centre	
Centre number	
Person responding	
Position	
Tel	
E-mail	

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

ID	Detail	Yes	No
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 relationship between the Award and the National Occupational Standards (NOS)		
5	are aware of the need to provide the appropriate facilities for training and assessment		
6	hold relevant qualifications and have relevant occupational experience and associated competence		
7	understand and will adhere to appropriate training programmes and delivery timescales		
8	understand and will adhere to SQA assessment methodology including the use of the externally set SQA awarding body online assessments and practical assessment materials.		
9	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 delivery		
10	understand and can implement the exemption criteria		
11	understand that training and assessment carried out in Scotland must comply with the current laws and legal system in Scotland		

Signature	
Date	

Appendix 4: Standards of behaviour for door supervisors

Presentation

A door supervisor should at all times:

- ◆ wear clothing which is smart, presentable, easily identifies the individual as a door supervisor, 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

Professional attitude and skills

A door supervisor should:

- ◆ greet visitors to the licensed 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 door supervisor's 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

In carrying out his/her duty, a door supervisor should:

- ◆ 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, Local Authority, Security Industry Authority, and other statutory agencies with an interest in the licensed premises or the way they are run

Organisation/company values and standards

A door supervisor 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