



Scottish Qualifications Authority

Security Licence Qualifications

Candidate Handbook

GA2H 46 Award in Security Guarding (Scotland)

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1 Introduction

This is the SQA Handbook for candidates taking the licence-linked security **Award in Security Guarding (Scotland)**.

The Handbook explains why you need the qualification if you want to work in the private security industry in the UK. It then goes on to give some more detail about who is involved and why.

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

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

1.1 Background

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

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

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

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

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

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

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

1.2 Security Industry Authority (SIA)

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

- ◆ Its goal is to help protect society by developing and achieving high standards in the UK private security industry.
- ◆ It has two main duties. One is the compulsory **licensing of individuals** working in specific sectors of the private security industry; the other is to manage the **Approved Contractor Scheme (ACS)**, which measures private security companies against a set of independently assessed criteria.
- ◆ Its licensing scheme currently covers manned guarding (which includes security guarding, door supervision, close protection, cash and valuables in transit, and public space surveillance using CCTV) as well as key holding and vehicle immobilising (where appropriate). Licensing ensures that private security operatives are 'fit and proper' persons who are properly trained and qualified to do their job.
- ◆ Its 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 purchaser's of private security service with independent proof of a contractor's commitment to quality.
- ◆ It advocates that a professional and regulated private security industry has the potential to be 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 for the development, accreditation, assessment and certification of qualifications other than degrees. Its functions are set out in the Education (Scotland) Act 1996 as amended by the Scottish Qualifications Act 2002.

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

2 Qualifications

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

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

- ◆ GA2H 46 Award in Security Guarding (Scotland)
- ◆ GA2J 46 Award in Door Supervision (Scotland)
- ◆ GA2K 46 Award in CCTV Operations (Public Space Surveillance) (Scotland)

Whichever qualification you are doing will require you to undertake a period of training, after which you will be assessed.

2.1 Purpose of the SQA Award in Security Guarding (Scotland)

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

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

2.2 Recommended entry requirements

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

2.3 Credit points and level

The Award in Security Guarding (Scotland) has three SCQF credit points at SCQF level 6.

2.4 Award structure and content

The qualification consists of three mandatory Units which cover knowledge and understanding. The mandatory Units are:

- ◆ FD39 04 Working in the Private Security Industry
- ◆ FD3E 04 Working as a Security Officer
- ◆ FD3A 04 Conflict Management for the Private Security Industry

The areas of learning that will be covered are:

- ◆ **Common security industry knowledge:** awareness of the law in the Private Security Industry; health and safety for the Private Security Operative; fire safety awareness; emergency procedures; knowledge of the main characteristics of the Private Security Industry; communication skills and customer care.
- ◆ **Conflict management:** avoiding conflict and reducing personal risk; defusing conflict; resolving and learning from conflict; application of communication skills; conflict management skills.
- ◆ **Security guarding:** introduction to the roles and responsibilities of Security Officers; patrolling; access and egress control; searching; technology and systems in the security environment; the security officer and the law; communicating, reporting and record keeping.

2.5 Programme delivery

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

Unit	SIA Guided Learning Hours	Minimum Contact Hours
FD30 04 Working in the Private Security Industry	10	5
FD3A 04 Conflict Management for the Private Security Industry	8	7.5
FD3E 04 Working as a Security Officer	8	8

2.6 Assessment requirements

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

Approach to assessment

Unit	Assessment
FD39 04 Working in the Private Security Industry	Externally set multiple choice question paper for the whole Unit.
FD3A 04 Conflict Management for the Private Security Industry	Externally set multiple choice question paper for the whole Unit.
FD3E 04 Working as a Security Officer	Externally set multiple choice question paper for the whole Unit.

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

2.7 Exemptions

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

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

2.8 Alternative assessment arrangements

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

3 Licensing

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

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

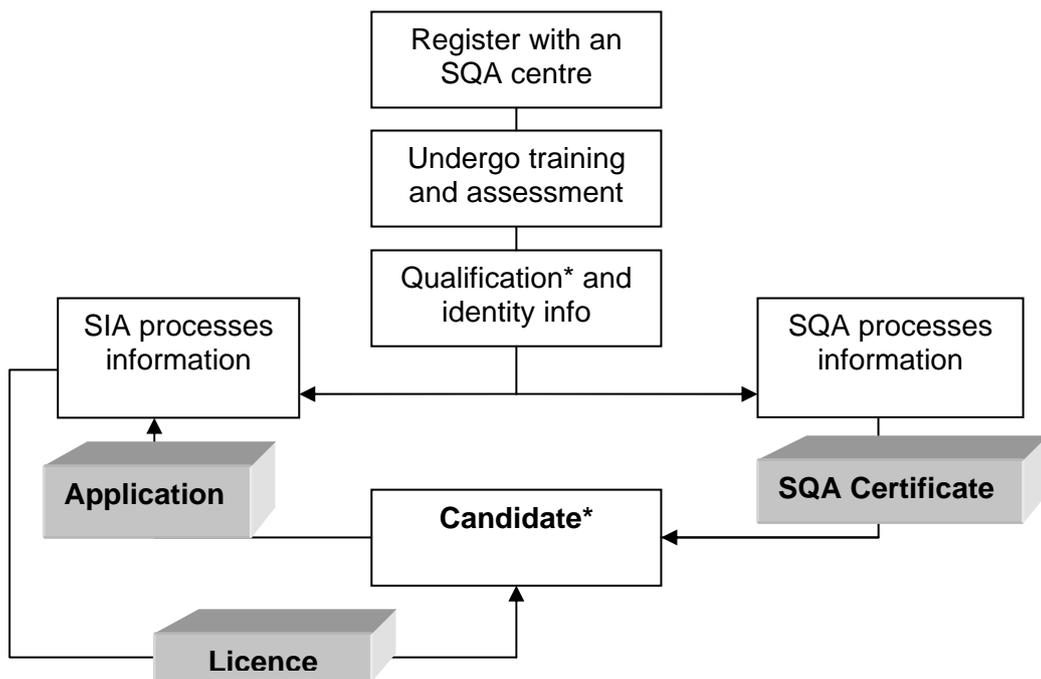
Further details on applying for an SIA licence can be found on the following link:

<http://www.sia.homeoffice.gov.uk/pages/step-by-step.aspx>.

Further details on acceptable evidence to prove identity can be found on the following link:

<http://www.sia.homeoffice.gov.uk/Pages/licensing-id-checklist.aspx>.

Fig 1: The process



*You will apply to the SIA for your licence when you have achieved the SQA qualification. Note that you must be at least 18 to apply for a licence.

Appendix 1: Overview of SQA Security Licence-Linked Qualifications

Key:

SG Award in Security Guarding (Scotland)

DS Award in Door Supervision (Scotland)

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

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

Appendix 2: Unit specifications

FD39 04 Working in the Private Security Industry

Learning outcome	Assessment criteria
<p>1. Know the purpose and main features of the private security industry</p>	<p>1.1 Define the main purposes of the private security industry 1.2 Identify different sectors and career opportunities within the private security industry 1.3 State the main aims of the Private Security Industry Act 1.4 Identify the main functions of the Security Industry Authority and other key bodies within the private security industry 1.5 Describe the main qualities required by security industry operatives</p>
<p>2. Understand the legislation that is relevant to people working in the private security industry</p>	<p>2.1 Identify the differences between civil and criminal law 2.2 Identify aspects of human rights legislation that are relevant to the private security industry 2.3 State the data protection principles outlined in data protection legislation 2.4 Describe types of discrimination that can occur in the workplace 2.5 Identify how equal opportunities legislation applies in the workplace</p>
<p>3. Understand relevant aspects of health and safety in the workplace</p>	<p>3.1 Outline the importance of health and safety in the workplace 3.2 Identify the main responsibilities of employees, employers and the self employed under health and safety legislation 3.3 Identify ways of minimising risk to personal safety and security 3.4 Identify typical hazards in the workplace 3.5 Describe safe methods of manual handling 3.6 Identify commonly used safety signs 3.7 Describe appropriate reporting procedures for accidents and injuries</p>
<p>4. Know how to apply the principles of fire safety</p>	<p>4.1 Identify the three components that must be present for fire to exist 4.2 Describe how fire can be prevented 4.3 Identify fires by their classification 4.4 Identify the types and uses of fire extinguishers and fire fighting equipment 4.5 State appropriate responses on discovering a fire 4.6 Explain the importance of understanding fire evacuation procedures</p>
<p>5. Know how to deal with non-fire-related workplace emergencies</p>	<p>5.1 Define the term 'emergency' when used in the workplace 5.2 Identify types of workplace emergencies 5.3 Identify appropriate responses to workplace emergencies 5.4 Outline the procedures for dealing with bomb threat warning calls 5.5 Identify appropriate responses to situations requiring first aid</p>

6. Understand the principles of effective communication and customer care in the private security industry	6.1 Describe the elements of the communication process 6.2 Identify methods of verbal and non-verbal communication 6.3 Identify common barriers to communication 6.4 State the importance of effective communication in the workplace 6.5 Identify different types of customers and how their needs can vary 6.6 Describe the principles of customer care
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FD3A 04 Conflict Management for the Private Security Industry

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

FD3E 04 Working as a Security Officer

Learning outcome	Assessment criteria
<p>1. Understand the role of a security officer within the private security industry.</p>	<p>1.1. Identify the main responsibilities of a security officer. 1.2. Identify the purposes of assignment instructions. 1.3. List items of equipment needed when on duty. 1.4. Explain the term 'confidentiality' within the context of a security officer's responsibilities. 1.5. Identify the purposes of control rooms.</p>
<p>2. Understand the importance of, and reasons for, patrolling.</p>	<p>2.1. Identify the types and purposes of different patrols. 2.2. Identify actions that should be taken before starting a patrol. 2.3. Describe patrolling procedures and techniques. 2.4. State the equipment required for patrolling. 2.5. Explain the importance of vigilance and using local and site knowledge when patrolling.</p>
<p>3. Understand how to control access to and egress from a site.</p>	<p>3.1. Identify the purposes of access and egress control. 3.2. Identify duties of a security officer when using different methods of access and egress control. 3.3. State the powers and identification requirements of statutory agencies.</p>
<p>4. Understand basic search procedures.</p>	<p>4.1. List the conditions that have to be in place before searching can be carried out. 4.2. Identify the different types of search. 4.3. State the correct procedures for carrying out personal and vehicle searches. 4.4. State actions to be taken in the event of a refusal to be searched. 4.5. State the information to be recorded in search documentation. 4.6. State the action to be taken when property is found during a search.</p>
<p>5. Understand the purpose and function of different types of technology, security and monitoring systems in the security environment.</p>	<p>5.1. Identify the types and main purposes of security and monitoring technology. 5.2. Identify the main features of security, monitoring and emergency systems. 5.3. Identify alarm system operator controls and indicators. 5.4. List actions to be taken in response to alarm activations. 5.5. State the meaning of the term 'false alarm'.</p>
<p>6. Understand the law and its relevance to the role of a security officer.</p>	<p>6.1. Identify relevant legislation. 6.2. State the correct procedure to be used when dealing with a trespasser. 6.3. Identify arrest procedures. 6.4. Identify what is meant by the reasonable use of force. 6.5. List the different types of evidence. 6.6. State the actions to be taken when preserving evidence. 6.7. Identify reporting procedures following a crime.</p>

<p>7. Understand the importance and purpose of reporting and record keeping.</p>	<p>7.1. List the different types of records relevant to the role of a security officer. 7.2. Identify the do's and don'ts of report writing. 7.3. State the importance of an incident report. 7.4. Identify the information to be recorded in an incident report. 7.5. Identify the do's and don'ts of keeping a notebook. 7.6. Identify the content and importance of a hand-over. 7.7. Use the NATO phonetic alphabet.</p>
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