

Scottish Qualifications Authority

Security Licence Qualifications

Centre Handbook

**GK5H 46 — Award for Working as a Security
Officer within the Private Security Industry
(Scotland) at SCQF level 6**

May 2015

Version: 01

History of changes

Version	Description of change	Date

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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 Security Officer within the Private Security Industry (Scotland) at SCQF level 6 (GK5H 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
www.sia.homeoffice.gov.uk
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

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 Security Officer (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.

Further information contact SQA’s Business Development Team on 0303 333 0330 or by email on 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 the requirements as communicated by the relevant awarding organisation.

2.3.3 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.

2.3.4 Assessor and Internal Verifier requirements

Award for Security Officers

This award does not have a practical element. Therefore, SQA cannot insist that the centre has an assessor and internal verifier. However, we would recommend that this is good practice for formative assessment.

There are specific requirements for the *Conflict Management* Unit; these can be found in Section 2.3.2.

2.3.5 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.
- ◆ Awarding organisations retain the right to make spot checks on examination days to ensure the approved room and numbers are being adhered to.
- ◆ The awarding organisation 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 the awarding organisation 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.

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 Security Officer within the Private Security Industry	10	10

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

16–17 year olds may enrol on the Security Officer qualification providing it is made clear to them that they cannot possess a licence until the age of 18.

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.

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 Security Officer 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 Security Officer (Scotland) qualification comprises three Units which cover knowledge and understanding.

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.

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:

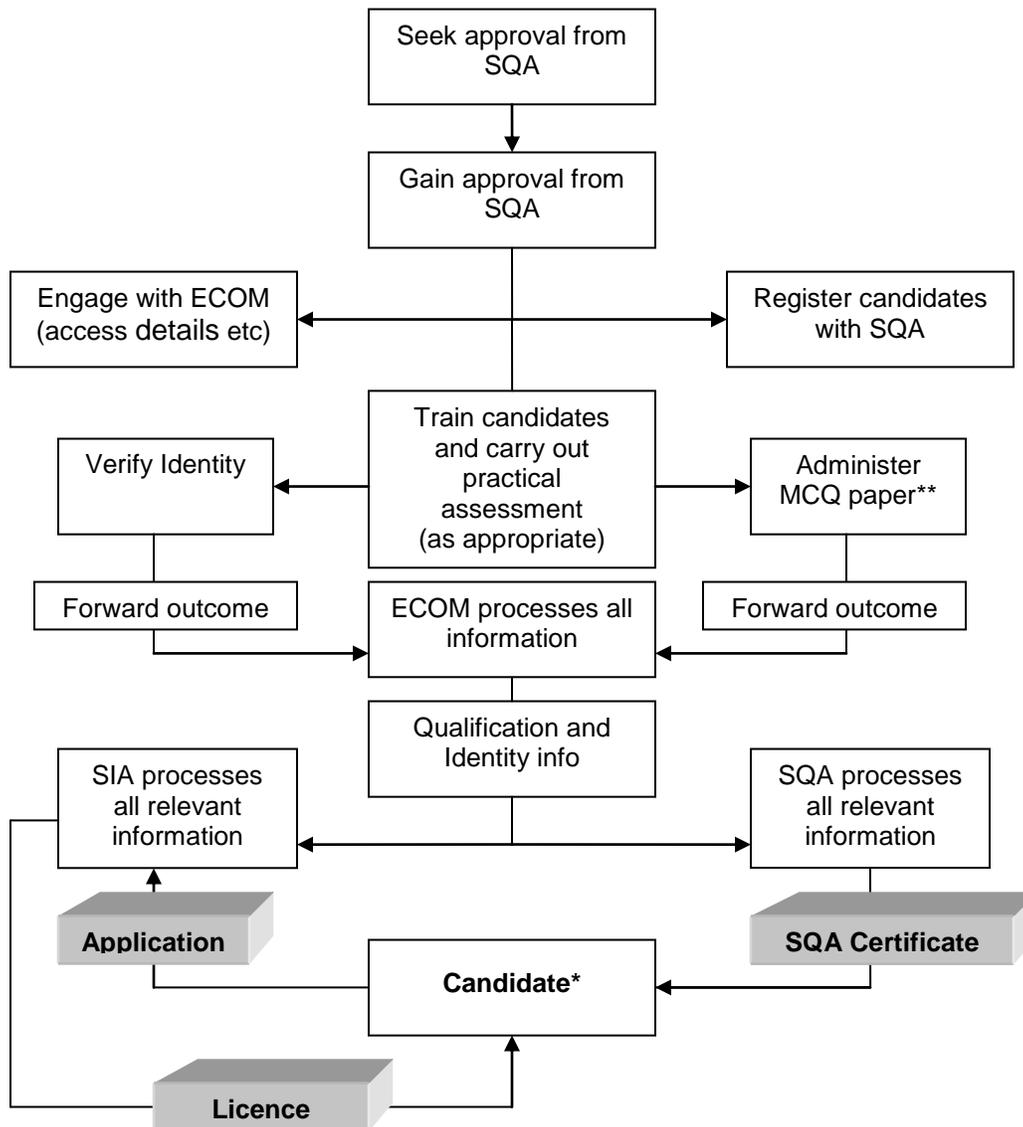
Unit	Assessment
Working within the Private Security Industry (H8XJ 04)	Externally set multiple-choice question paper for the whole Unit. 45 questions; 71% pass mark
Conflict Management within the Private Security Industry (H8XL 04)	Externally set multiple-choice question paper for the whole Unit. 22 questions; 73% pass mark
Working as a Security Officer within the Private Security Industry (H8XN 04)	Externally set multiple-choice question paper for the whole Unit. 40 questions; 70% pass mark

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 On-line assessments:

eCom Scotland
18b Dickson Street
Dunfermline,
Fife.
KY12 7SL
Scotland.

Tel: 0845 643 1344
Fax: 0845 280 2318

E: info@ecomscotland.com
Website: 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

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

Appendix 1: Overview of SQA Security Licence-Linked Qualifications

Key:

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

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

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

Appendix 2: Code of Practice

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 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.		

Signature	
Date	

Appendix 3: SIA Standards of Behaviour for Security Operatives

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

Organisation/Company Values and Standards

A security operative should:

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

Appendix 4: Role play to accompany delivery of the searching content in the Unit Working as a Security Officer within the Private Security Industry (H8XN 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 security officer given the role of searching an individual making their way into a building
- 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 security officer is as follows:
 - ◆ You are the security officer controlling access and egress to a construction site. There have been thefts of fittings from the site recently, and a new policy has been introduced whereby all bags belonging to workers on the site will be searched as they leave the site. You are responsible for conducting a search.
- 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 worker on a construction site. You are on your way home. You have your bag with some personal items in it. You have nothing to hide, but don't like the idea of a stranger looking through your bag. You don't want to bring trouble on yourself but wonder what gives the security officers the right to look through your bag

- 6 Where centres have developed their own scenario, 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 Security Officer within the Private Security Industry* Unit on _____¹ at _____². 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: _____

¹ Insert date

² 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.

Delivery of this Unit to Security Officers and Close Protection Officers the below scenarios must be covered:

- ◆ **Enforcement Scenario:** A situation that requires demonstration of positive communication skills when dealing with other persons on day-to-day issues, such as, access control and identity checks.
- ◆ **Defusing Scenario:** A situation that requires demonstration of effective communication skills in calming an emotive situation, such as, an angry customer.
- ◆ **Confronting Scenario:** A situation that requires non aggressive but firm handling of unacceptable behaviour such as foul language or breach of rules of entry.
- ◆ **High Risk Scenario:** An obvious risk situation that demands accurate threat assessment, decision-making skills and safe practice.

Trainer Declaration

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

_____ ¹

at _____ ². 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: _____

¹ Insert date

² Insert venue