SFJ FC2 - SQA Unit Code F29V 04
Maintain security at entry and exit points

Overview

This unit is about following security procedures when controlling the entry and exit of visitors, other people and vehicles.

There are two elements

1 Maintain security while people are entering and leaving
2 Maintain security while vehicles are entering and leaving

Target Group

This unit applies to operational staff who work on access points to any secure area, including gate lodge, immigration control and custodial environments.

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Performance criteria

Maintain security while people are entering and leaving

You must be able to:

P1 identify people wishing to enter or leave the premises and verify that they have the correct authorisation
P2 issue the correct passes and retrieve them when visitors leave
P3 advise visitors on the relevant security procedures and any conditions and restrictions relevant to their visit
P4 request escorts for visitors as appropriate
P5 use security and communications equipment appropriately and within laid down protocols
P6 maintain security in a way that is sensitive to individuals' needs and rights
P7 deal with visitors' requests for information and objections effectively and courteously in accordance with your organisation's procedures
P8 monitor the area outside the entry point
P9 deal with unauthorised and uncooperative visitors in a way that respects their individual rights and your organisation's procedures
P10 maintain security in a way that is consistent with the current state of alert
P11 complete all relevant records accurately and legibly

Maintain security while vehicles are entering and leaving

You must be able to:

P12 check the authorisation of the vehicle and any conditions applying to passengers and items
P13 ensure that people and items not authorised to enter the secure area are transferred to an appropriate area
P14 carry out searches of vehicles in a manner consistent with laid down procedures and current state of alert
P15 deal with any unauthorised vehicles, people and items in line with organisational procedures
P16 complete all relevant records accurately and legibly

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Knowledge and understanding

You need to know and understand:

K1 your organisation's security procedures for controlling entry points
K2 different states of alert and their effect on how you control security
K3 the records concerning the entry and exit of people and vehicles and how to complete them
K4 your organisation's contingency plans for security alerts
K5 facilities available for people with special needs and who provides these
K6 the types of requests you receive from visitors and how to deal with these correctly and courteously
K7 the types of information that are restricted and the procedures you must follow before you provide such information
K8 your organisation's procedures for taking and relaying messages
K9 your organisation's procedures for escorting individuals
K10 the types of communications and security equipment available, and how to use such equipment correctly
K11 how to be sensitive to individual needs while at the same time maintaining security
K12 your organisation's procedures for monitoring the area outside
K13 your organisation's procedures for dealing with unauthorised and abusive visitors
K14 your organisation's procedures for searching vehicles
K15 the types of methods that may be used to conceal people, items and substances in vehicles
K16 methods and the use of equipment for detecting concealed people, items and substances

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