



Security Industry Authority

Knowledge and Skills Specification: Door Supervision

**This document was published in February 2021.
The requirements set out within it take effect on 1 April 2021.**

Foreword

The Security Industry Authority (SIA) recognises that it is essential for door supervisors to undertake a structured programme of learning and education that will result in recognised qualifications if they are to be effective and professional in their role. Increasingly, industry stakeholders recognise that the individuals who work to provide a more secure leisure environment must have a broad range of skills and a clear understanding of their role. As the scope, diversity and importance of their work continues to grow, so the degree of professionalism expected from security personnel increases.

This document is intended to provide a clear specification on the approach that has been agreed by the SIA and industry stakeholders in relation to the core learning and qualifications required by SIA licensing.

Section 1: Learning programme overview

Training leading to an SIA licence-linked qualification for door supervisors must include the following areas:

- Session 1: The law
- Session 2: Searching
- Session 3: Drugs awareness
- Session 4: Recording incidents and crime scene preservation
- Session 5: Licensing law
- Session 6: Dealing with queues and crowds
- Session 7: Equipment

Section 2: Learning programme details

Session 1: The law

Aim:

To know and understand the laws relevant to door supervision.

Objectives:

By the end of this session learners will be able to:

- identify the types of assault
- outline common crimes against property that door supervisors may come across
- identify an 'offensive weapon'

Session 2: Searching

Aim:

To understand and demonstrate effective search procedures.

Objectives:

By the end of this session learners will be able to:

- understand the different types of searches
- understand a door supervisor's right of search, including the 'conditions of entry' and the importance of obtaining permission to search
- identify different types of searching equipment
- understand the hazards associated with conducting an effective search
- know what precautions to take to protect against adverse effects
- know what action to take should an incident or accident occur
- demonstrate how to search people and their property
- understand the reasons for searching premises
- know what actions to take in the event of a refusal to be searched
- complete search documentation
- know what actions to take when a prohibited or restricted item is found during a search
- understand considerations in searching individuals with diverse needs

Session 3: Drugs awareness

Aim:

To know and understand drugs and drug abuse.

Objectives:

By the end of this session learners will be able to:

- understand the key areas of legislation that relate to drug misuse
- identify the most common types of illegal drugs
- identify symptoms of drug use
- identify the signs of drug dealing
- know how to deal with customers found in possession of drugs
- state the procedure for handling and storing seized drugs
- state how to dispose of contaminated waste

Session 4: Recording incidents and crime scene preservation

Aim:

To understand incident recording and crime scene preservation.

Objectives:

By the end of this session learners will be able to:

- state the reason for recording and preserving crime scenes
- state what actions to take to preserve evidence after an incident (contact, cordon, contain and control)
- know when to call the police
- describe how evidence can be obtained at a crime scene: witnesses, CCTV, body-worn cameras (BWC), phone footage, blood, DNA, disposed of articles, fingerprints

Session 5: Licensing law

Aim:

To know and understand licensing law and the licensee's social responsibility.

Objectives:

By the end of this session learners will be able to:

- know the licensing objectives under licensing law
- understand the law in relation to refusing entry and ejecting customers
- understand police powers in relation to licensed premises
- understand the rights and duties of licensees and door supervisors as their representatives
- state the role of a Designated Premises Supervisor/Premises Manager
- understand the law in relation to children and young persons
- know what conduct is considered unlawful under licensing, gaming and sexual offences legislation
- identify acceptable forms of proof of age

Session 6: Dealing with queues and crowds

Aim:

To know and understand the responsibilities of door staff in relation to crowd management within a queue system and crowd capacity within a venue.

Objectives:

By the end of this session learners will be able to:

- know the responsibilities of a door supervisor in relation to queue control
- describe the requirement for and importance of queue control
- explain the importance of following dispersal processes
- understand why communication is important throughout the queuing process
- know the responsibilities in relation to crowd capacity regulations (including specific areas of venues)
- know how and when to monitor the queue for potential safety issues (including safety of barriers and welfare issues)
- state the factors to consider when ejecting or refusing entry to a person who may be vulnerable

Session 7: Equipment

Aim:

To be able to use equipment in the role of a door supervisor.

Objectives:

By the end of this session, learners will be able to:

- know how to use equipment to help manage capacity (clickers, other counters, facial recognition)
- know how to use different types of personal protective equipment (PPE) (Stab vests, high-vis, gloves, etc.)
- understand how to use body-worn cameras
- understand how to communicate effectively using equipment relevant to their role in security (earpiece, radio etc. and between internal and external i.e. within the premises or with the police)
- demonstrate effective use of communication devices