



Security Industry Authority

---

# Knowledge and Skills Specification: Common Security Industry Knowledge

**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 security personnel to have undergone a structured programme of learning and education resulting in recognised qualifications if they are to be effective and professional in their role. Increasingly, industry stakeholders also 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 will increase.

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 resulting qualifications required by SIA licensing.

## Section 1: Learning programme overview

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

- Session 1: The private security industry
- Session 2: Awareness of the law in the private security industry
- Session 3: Citizen's arrest
- Session 4: Health and safety for the private security operative
- Session 5: Fire safety awareness
- Session 6: Emergency procedures
- Session 7: Communication skills and customer care
- Session 8: Record keeping
- Session 9: Terror threat awareness
- Session 10: Protecting vulnerable people
- Session 11: Post incident management

## Section 2: Learning programme details

### Session 1: The private security industry

**Aim:**

To identify the main characteristics of the private security industry.

**Objectives:**

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

- define the key purpose of the private security industry
- state the aims and functions of the Security Industry Authority (SIA)
- describe the required standards of behaviour of a private security operative in accordance with Appendix A
- give examples of local crime reduction initiatives and how linking in with them impacts on the role of the security operative
- define how each role may use CCTV under licensing conditions
- understand the Approved Contractor Scheme

## **Session 2: Awareness of the law in the private security industry**

### ***Aim:***

To have an awareness of legislation as it applies to the individual in carrying out a licensable activity.

### ***Objectives:***

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

- explain the main differences between civil and criminal law
- state the requirements of the Private Security Industry Act 2001
- demonstrate an understanding of equality and diversity
- give examples of licences issued under the Private Security Industry Act/Security Industry Authority
- explain how the General Data Protection Regulation/Data Protection Act impacts on the private security industry

### **Session 3: Citizen's arrest**

***Aim:***

To know and understand citizen's arrest procedures.

***Objectives:***

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

- state the meaning of arrest
- know which offences a security officer can make a citizen's arrest for
- identify the limitations to a security operative's powers of arrest
- state procedures to follow when making an arrest
- state why citizen's arrests should only be made as a last resort
- state the procedures to take following an arrest
- state what is meant by 'reasonable' and 'necessary' force

## **Session 4: Health and safety for the private security operative**

### ***Aim:***

To understand the importance of safe working practices to comply with legal requirements.

### ***Objectives:***

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

- describe the responsibilities of employees, employers and the self-employed under the Health and Safety at Work legislation (e.g. lone working)
- describe how to minimise risk to personal safety and security
- identify typical risks and hazards (including slips, trips and falls)
- identify safety signs and signals
- explain the reporting procedures for health and safety accidents and incidents
- identify ways to keep personal information safe

## **Session 5: Fire safety awareness**

### ***Aim:***

To understand fire procedures in the workplace.

### ***Objectives:***

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

- list the 3 elements that must be present for a fire to exist
- explain the actions to be taken upon discovering a fire
- describe basic fire prevention measures/controls
- identify the classifications of fire
- describe the different types of fire extinguishers and their uses
- state other types of firefighting equipment
- describe the role and responsibilities of a fire marshal



## **Session 6: Emergency procedures**

### ***Aim:***

To identify emergencies and describe the importance of emergency procedures.

### ***Objectives:***

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

- define the term “emergency” when used in the workplace
- list different types of emergencies, and the associated problems
- understand human responses to dealing with emergency procedures
- identify actions that should be taken when emergencies occur
- state actions to be taken in common situations requiring first aid
- describe the importance of understanding evacuation procedures

## **Session 7: Communication skills and customer care**

### ***Aim:***

To understand the importance of effective communication skills and good customer care.

### ***Objectives***

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

- identify the different types of communication
- state the importance of effective communication
- identify the benefits of teamwork in the private security industry
- state the principle of customer service
- explain the importance of understanding diverse customer needs and expectations

## **Session 8: Record keeping**

### ***Aim:***

- to know and understand the importance of record keeping
- to demonstrate how to accurately complete an evidential statement

### ***Objectives:***

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

- state the importance of accurate record keeping
- identify the types of records that may need to be completed
- identify what information to include in records
- demonstrate the accurate completion of an evidential statement (Section 9 Statement)
- explain the process of attending court to give evidence

## **Session 9: Terror threat awareness**

### **Aim:**

- to understand the threat from terrorism and the role of a security operative in the event of a terrorist incident taking place
- to understand the basic procedures for emergency response in relation to a terrorist incident

### **Objectives:**

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

- understand the UK threat level assessment system
- recognise current attack methodology, including:
  - Marauding Terror Attack (including firearm, knife, etc.)
  - Explosive device (including IED / P / VBIED)
  - VAAW (Vehicle as a weapon)
  - CBRN (including acid attacks)
- understand what actions to take in response to a terrorist attack
- know the HOT principles and 4 Cs protocols for suspicious items
- identify behaviours that could indicate suspicious activity, including 'hostile reconnaissance'
- know how to respond to suspicious behaviour

## **Session 10: Protecting vulnerable people**

### ***Aim:***

To know and understand how to keep vulnerable people safe.

### ***Objectives:***

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

- recognise their duty of care with regards to vulnerable people
- identify factors that could make someone vulnerable
- identify the actions that the security operative should take towards vulnerable people
- identify the behaviours shown by of potential sexual predators, including use of drugs, and know when to report them
- identify indicators of abuse
- know how to deal with allegations of sexual assault
- know how to deal with anti-social behaviour, including from members of the public (use of force, law appropriate person, theft, etc.)

## **Session 11: Post incident management**

### ***Aim:***

To know and understand good practice for post incident management.

### ***Objectives:***

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

- identify sources of post incident support available
- state why accessing support following an incident is important
- state the benefits of reflecting on an incident
- identify why it is important for security operatives to contribute to improving practice

## Appendix A: Standards of behaviour for security operatives

### Personal appearance

A security operative should at all times:

- wear clothing that is smart, presentable, easily identifies the individual as a security operative, and is in accordance with the employer's guidelines

### Professional attitude and skills

A security operative should:

- greet visitors to the premises in a friendly and courteous manner
- act fairly and not discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and/or sexual orientation, 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

In carrying out his/her duty, a security operative 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 and partners, local authority, SIA, 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