



Security Industry Authority

Knowledge and Skills Specification: Door Supervision Responsibilities for Close Protection Operatives

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The requirements set out within it take effect on 1 April 2022.**

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.

This specification includes safety critical areas that close protection operatives working in the role of a door supervisor are required to know and understand.

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: Protecting vulnerable people
- Session 2: Licensing law
- Session 3: Dealing with queues and crowds

Section 2: Learning programme details

Session 1: 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 2: 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 3: Dealing with queues and crowds

Aim:

To know and understand the responsibilities of door supervisors 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