

SIA Specification name: Specification for Learning and Qualifications for Door Supervisors including Scottish indicative content,

Level 2
 Credit 1
 GLH/MCT 11
 TQT 14

LOs The learner will	Assessment Criteria The learner can	Indicative Content
1. Understand crimes relevant to door supervision	1.1 Recognise the types of crimes against a person that a door supervisor may come across	<ul style="list-style-type: none"> • Murder/manslaughter • Grievous bodily harm with intent / Assault • Grievous bodily harm / Aggravated assault • Actual bodily harm • Common assault • Rape • Sexual assault
	1.2 Recognise common crimes against property and premises that a door supervisor may come across	<ul style="list-style-type: none"> • Arson • Criminal Damage / Vandalism • Threats to Damage / Malicious mischief • Robbery • Burglary / Housebreaking • Theft • Fraud
	1.3 Identify an offensive weapon	<ul style="list-style-type: none"> • Any article made or adapted for use to cause injury to the person, or intended by the person having it with him for such use • Vehicle • Knives • Glass • Baseball bats
2. Know how to conduct effective search procedures	2.1 State the different type of searches carried out by a door supervisor	<ul style="list-style-type: none"> • General <ul style="list-style-type: none"> ○ when everyone is searched • Random <ul style="list-style-type: none"> ○ when a random selection of people are searched (i.e. search every fourth person) • Specific <ul style="list-style-type: none"> ○ when specific individuals are searched for specific reasons • Premises

2.2 Identify a door supervisor's right to search	<ul style="list-style-type: none"> • Only with the permission from the person prior to the search • As a part of the admissions policy • As a condition of entry
2.3 Identify the different types of searching equipment	<ul style="list-style-type: none"> • Search wand • Metal detector • AMD Archway Metal Detectors
2.4 Recognise possible hazards when conducting a search	<ul style="list-style-type: none"> • Drugs • Needles / sharp objects • Weapons • Violence • Infectious Diseases • Uncooperative clients
2.5 State the precautions to take when carrying out a search	<ul style="list-style-type: none"> • Use of a dedicated search area • Carry out searching in pairs if possible • Carry out searching in view of CCTV if possible • Use of personal protective equipment (PPE), e.g. safety gloves • Use self-search techniques • Follow same sex searching policy (inc. searches of transgender individuals should be performed according to the 'SIA Trans customers: A guide for door supervisors' guidance) https://www.sia.homeoffice.gov.uk/documents/sia-ds-trans-guide.pdf • Infectious diseases • Use of personal protective equipment (PPE) • Use self-search techniques
2.6 State the actions to take if an incident or an accident occurs	<ul style="list-style-type: none"> • Contact emergency services • Follow venue policy / assignment instructions
2.7 Demonstrate how to search people and their personal possessions	<ul style="list-style-type: none"> • Use of signage to indicate that searching could take place • Explain the search policy • Obtain permission of person being searched prior to the search • Follow venue policy / assignment instructions • Same-sex searching <ul style="list-style-type: none"> ◦ Follow same sex searching policy (inc. searches of transgender individuals should be performed according to the 'SIA Trans customers: A guide for door supervisors' guidance) https://www.sia.homeoffice.gov.uk/documents/sia-ds-trans-guide.pdf • Use appropriate PPE

		<ul style="list-style-type: none"> • Use self-searching techniques (where appropriate) • Search with a witness or in view of CCTV • Consideration must be given to protected characteristics <ul style="list-style-type: none"> ○ age ○ disability ○ gender reassignment ○ marriage and civil partnership ○ pregnancy and maternity ○ race ○ religion or belief ○ sex/gender • Considerations for searching children and young people: <ul style="list-style-type: none"> ○ never ask to remove clothing, other than outer garments like coats, gloves, jumpers ○ should be conducted in the presence of another individual, ideally parent, guardian or other responsible adult ○ should be spoken to in an appropriate manner whilst informing them of what's happening and why ○ consent should be obtained from the child and understanding confirmed ○ searches should be conducted by a person of the same sex as the child or young person
	<p>2.8 Identify the reasons for carrying out a premises search</p>	<ul style="list-style-type: none"> • Pre-entry check to ensure the safety of the premises on opening • Identifying potential hazards • Search for drugs, weapons, suspicious packages • Closing check to ensure no patrons are left in toilets, VIP area or areas where it is easy to stow away • Lock down with duty manager to ensure all doors are secure etc.
	<p>2.9 Recognise actions to take in the event of a search refusal</p>	<ul style="list-style-type: none"> • Politely explain reasons for search <ul style="list-style-type: none"> ○ condition of entry ○ admissions policy • If customers do not give consent for a search, then they should be denied entry • Follow venue policy / assignment instructions • Record details in search register / other report
	<p>2.10 Identify reasons for completing search documentation</p>	<ul style="list-style-type: none"> • Protection against allegations of misconduct • Protect person who is being searched • To capture time, date, people present and reason for search • For evidential purposes

	2.11 Identify actions to take if a prohibited or restricted item is found during a search	<ul style="list-style-type: none"> • Follow venue policy / assignment instructions • If the item is against entrance policy but is not illegal - follow venue policy / assignment instructions. This could be to consider holding / looking after the item before entry is granted and then returning on exit • Consider seizing / securing item (where appropriate), refusing entry, recording find and informing police • Consider seizing the item, arresting the customer, calling the police (where appropriate), handing-over both person and item to the police • Record the find in line with venue policy / assignment instructions and record details of the find • Inform control room / senior management • Use drugs amnesty boxes if available
3. Understand drug-misuse legislation, issues and procedures relevant to the role of a door supervisor.	3.1 Identify relevant aspects of drug-misuse legislation	<ul style="list-style-type: none"> • Misuse of Drugs Act 1971 • Possession of drugs • Possession of controlled drugs with intent to supply • Supplying controlled drugs • Manufacturing controlled drugs • Allowing the premises to be used to take controlled drugs • Class A, B and C drugs
	3.2 Identify common types of illegal drugs	<ul style="list-style-type: none"> • Class A: crack cocaine, cocaine, ecstasy (MDMA), LSD, heroin, crystal methamphetamine (crystal meth), psilocybin (magic mushroom), methadone • Class B: amphetamines, barbiturates, cannabis, ketamine, codeine, ritalin • Class C: GHB, rohypnol, anabolic steroids and other tranquilisers • Other drugs restricted under the Medicines Act
	3.3 Recognise the signs and symptoms of drug use	<ul style="list-style-type: none"> • Uncoordinated behaviour • Repetitive movement • Dilated pupils • Anxiety • Bloodshot or watering eyes • Excessive sweating • Feeling drowsy • Unconsciousness
	3.4 Identify the signs that may indicate drug dealing	<ul style="list-style-type: none"> • Suspicious behaviour • Frequent trips to the toilet • Meetings with lots of strangers • Lots of people approaching one individual • Covert exchanges of items/cash • Hiding in areas out of view of staff and CCTV • Information from other customers or members of staff • Reduction in alcohol sales

		<ul style="list-style-type: none"> • Drug litter found in the venue
	3.5 State the procedure for dealing with individuals found to be in possession of drugs	<ul style="list-style-type: none"> • Follow venue policy/assignment instructions with regards to refusal, ejection or arrest • Seize any drugs if it is safe to do so • Secure the drugs if it is safe to do so • Inform a supervisor, manager and/or licence holder • Record incident in line with venue policy/assignment instruction
	3.6 State the procedures for handling and storing seized drugs	<ul style="list-style-type: none"> • Think safety first (including use of safety gloves) • Follow venue policy / assignment instructions • Ensure drugs place somewhere securely • Ensure seizure is recorded correctly • Inform police where necessary
	3.7 State how to dispose of drug related litter and contaminated waste	<ul style="list-style-type: none"> • Use personal protective equipment (i.e. safety gloves) • Use sharps boxes or bottles for needles • Dispose of blood-stained tissues down the toilet or place in contaminated waste bags
4. Understand preservation of evidence relevant to the role of a door supervisor	4.1 State reasons for recording and preserving crime scenes	<ul style="list-style-type: none"> • Permanent written record of the event • For evidential purposes • To assist in identifying offenders • To assist outside agencies or court cases • To justify actions taken • To prevent malicious allegations or civil actions
	4.2 State actions to take to preserve evidence after an incident	<ul style="list-style-type: none"> • Contact the emergency services • Cordon off the area • Contain potential evidence • Control the area • Call for support and inform management • Restrict access • Show police any potential evidence • Record actions
	4.3 Identify circumstances when a door supervisor should call the police	<ul style="list-style-type: none"> • Following an arrest • To report a serious crime • To report serious public order offences • To report other serious incidents inside or outside of the venue
	4.4 Identify how different types of evidence can be obtained at a crime scene	<ul style="list-style-type: none"> • Direct / factual <ul style="list-style-type: none"> ○ evidence that directly proves a fact • Circumstantial <ul style="list-style-type: none"> ○ evidence that supports a presumption of guilt • Hearsay <ul style="list-style-type: none"> ○ something heard from another person • Documentary

		<ul style="list-style-type: none"> ○ handwritten, typed or printed documents ○ notebooks ○ logs ○ reports ○ footage from CCTV /body-worn cameras (BWC) / mobile phone ○ computer records ● Real <ul style="list-style-type: none"> ○ produced as an exhibit ● Oral <ul style="list-style-type: none"> ○ spoken evidence given by witnesses ● Forensic <ul style="list-style-type: none"> ○ scientific evidence, i.e. DNA from blood, hair, body fluids ○ fingerprints ○ disposed of articles
5. Understand licensing law relevant to the role of a door supervisor	5.1 Identify the licensing objectives	<ul style="list-style-type: none"> ● Listed in the Licensing Act 2003 Licensing (Scotland) Act 2005 <ul style="list-style-type: none"> ○ Prevent crime and disorder ○ Securing Public safety ○ Preventing public nuisance ○ Protection of children and young persons from harm ○ Protecting and improving public health
	5.2 State the law in relation to refusing entry and ejecting customers	<ul style="list-style-type: none"> ● Licence holder, other members of staff and door supervisors acting on their behalf can refuse entry to any person from entering licensed premises, particularly to enforce licensing objectives ● Anyone refusing to leave the premises when asked becomes a trespasser, and can be lawfully ejected from the premises using only such force as is reasonable and necessary
	5.3 Identify police powers regarding licensed premises	<ul style="list-style-type: none"> ● Have right of entry / inspection ● Have right to search premises ● Have powers of closure
	5.4 State the rights and duties of licensees and door supervisors as their representatives	<ul style="list-style-type: none"> ● Licence holder is responsible for ensuring that the premises complies with licensing objectives and all other relevant legislation ● Licence holder decides on admission policy and other house rules ● Door supervisors, acting on behalf of licence holders should promote those policies ● Door supervisors and the licence holder should know the differences between personal and premises licences and how to obtain them
	5.5 State the role of the designated premises supervisor (DPS) / premises manager (PM)	<ul style="list-style-type: none"> ● Must only have one DPS / PM for that premises ● A DPS / PM has day-to-day ultimate responsibility for the running of the premises ● Must be named in the operating schedule (which is completed when applying for a premises licence)

		<ul style="list-style-type: none"> • Point of contact for police and local government
	5.6 State the law regarding children and young persons on licensed premises	<ul style="list-style-type: none"> • Protection of children from harm is a licensing objective • Selling alcohol to a person under 18 is illegal • Penalties can be imposed on venues • Test purchasing may take place • Other age-related licensing offences include young people and meals, serving alcohol, collecting alcohol
	5.7 State conduct that is unlawful under licensing, gaming and sexual offences legislation	<ul style="list-style-type: none"> • Allowing drunkenness on licensed premises • Serving someone who is drunk • Serving alcohol to someone under the legal age • Unlawful gaming • Contravening the Policing and Crime Act 2009 • Contravention of licence terms, conditions and/or restrictions as described by local authorities • Running establishments without a licence granted by the local authority • Soliciting on licensed premises
	5.8 Identify acceptable forms of proof of age	<ul style="list-style-type: none"> • Follow venue policy / assignment instructions • Passports • Photo-card driving licences • Proof-of-age scheme cards • Local Challenge 21 and Challenge 25 schemes
6. Understand queue management and venue capacity responsibilities relevant to a door supervisor	6.1 State the responsibilities of a door supervisor when controlling queues	<ul style="list-style-type: none"> • Access the most up-to-date guidance from gov.uk • Venue management e.g. queues, rules that impact socialising, venue access, PPE • To have a professional appearance and attitude • To ensure that only appropriate people can enter • To ensure that only the appropriate numbers of customers can enter • To ensure safe entry for customers
	6.2 Recognise the benefits of queue control	<ul style="list-style-type: none"> • Decreases the potential for conflict outside of the venue • Demonstrates good customer service • Allows assessment of attitude and behaviour of different customers • Allows enforcement of admissions policy • Improves customer safety • Ensures customer enjoyment
	6.3 Identify the importance of following dispersal procedures	<ul style="list-style-type: none"> • Ensures safe exit of customers • Prevents disorder • Shows good customer service • Assists outside agencies • Help compliance with licensing objectives

	6.4 State why communication is important throughout the queuing process	<ul style="list-style-type: none"> • Manages customer expectations • Decreases potential conflict • Provides good customer service • Allows assessment of the customers attitude and sobriety • Builds positive relationships with customers who may then return to the venue
	6.5 State the responsibilities of a door supervisor in relation to crowd capacity regulations	<ul style="list-style-type: none"> • Monitor the queue at all times • Use of devices to count customers in and out of the premises • Halt entry once capacity is reached • Ensures compliance with: <ul style="list-style-type: none"> ○ Health and safety legislation ○ Fire safety regulations ○ Venues licence ○ Licensing objectives
	6.6 Identify how and when to monitor a queue for potential safety issues	<ul style="list-style-type: none"> • Monitor at all times • Monitor for attitude and welfare issues • Maintain observations throughout the queue • Use of barriers, lines or signs to ensure safe entry
	6.7 State the factors to consider when ejecting or refusing entry to a person who may be vulnerable	<ul style="list-style-type: none"> • People being ejected are more vulnerable to specific crimes or attacks which are more common in the night-time economy. • Sobriety • Drug use • Age • Mental capacity • Attitude • Crimes and licensing offences
7. Know how to use equipment relevant to a door supervisor	7.1 Recognise equipment used to manage venue capacity	<ul style="list-style-type: none"> • Clickers • Other counters • Radio calling colleagues and asking for number updates on venue capacity (multiple entrances) • Use of CCTV
	7.2 Recognise the different types of personal protective equipment relevant to the role of a door supervisor	<ul style="list-style-type: none"> • Wearables <ul style="list-style-type: none"> ○ Waterproof clothing ○ High-visibility clothing ○ Headwear ○ Stab vests ○ Gloves (needle/slash resistant) ○ Rubber gloves and face shields ○ Ear defender ○ Eye protection ○ Safety boots

		<ul style="list-style-type: none"> • Equipment <ul style="list-style-type: none"> ○ Metal detectors ○ Body worn cameras ○ Radios, mobile phones ○ Personal alarms ○ Torches ○ Equipment as it applies to the incident e.g. to help control infections ○ Breathalysers
	7.3 State the purpose of using body-worn cameras (BWC)	<ul style="list-style-type: none"> • Securing evidence against an offender • Deterring crimes • Self-protection • Curbing behaviour (DS or customer) • Identifying offenders
	7.4 Identify how to communicate effectively using relevant equipment	<ul style="list-style-type: none"> • Equipment <ul style="list-style-type: none"> ○ Radio's and earpieces ○ Mobile phones ○ Internal telephone systems • Communication occurring between: <ul style="list-style-type: none"> ○ internal and external colleagues ○ professionals i.e. within the premises or ○ police/external agencies • Methods used to communicate clearly and accurately over a radio network: <ul style="list-style-type: none"> ○ use of radio protocols to signal start/end of transmissions; ○ use of clear and concise language; ○ ensure clear and effective communication; ○ ensure urgent incidents are dealt with quickly
	7.5 Demonstrate effective use of communication devices	<ul style="list-style-type: none"> • Accurate, brief and clear • Use of call-signs, pro-words, local code words • Use of the NATO phonetic alphabet • Correct pronunciation of numbers • Professional local radio etiquette • Equipment used <ul style="list-style-type: none"> ○ Radios ○ Mobile phone ○ Internal telephone systems ○ Internal tannoy systems / use of the DJ • Ensure radio equipment is tested and fully charged prior to use