



Security Industry Authority

Specification for Learning and Qualifications for Door Supervisors

August 2014

Foreword

The Security Industry Authority (SIA) recognises that it is essential for door supervisors 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 I: Learning Programme Overview

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

| Session | Topic |
|------------|--------------------------------------------------|
| Session 1 | Standards of Behaviour |
| Session 2 | Civil and Criminal Law |
| Session 3 | Searching |
| Session 4 | Arrest |
| Session 5 | Drugs Awareness |
| Session 6 | Recording Incidents and Crime Scene Preservation |
| Session 7 | Licensing Law |
| Session 8 | Emergency Procedures |
| Session 9 | Dealing with Vulnerable People |
| Session 10 | Dealing with Queues and Crowds |

Section 2: Learning Programme Details

Session 1: Standards of Behaviour

Aim:

- To discuss behaviour appropriate for individual door supervisors.

Objectives:

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

- Define the role and objectives of a door supervisor.

National Occupational Standards:

None relevant – training relevant to the industry only

Session 2: Civil and Criminal Law

Aim:

- To discuss civil and criminal law relevant to door supervision.

Objectives:

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

- State what is meant by 'reasonable' and 'necessary force'
- Identify types of assault
- List common crimes against property that door supervisors may come across
- Define an 'offensive weapon'.

National Occupational Standards:

SLP 11 – Arrest people suspected of committing an offence – Skills for Security

Session 3: Searching

Aim:

- To understand and demonstrate search procedures.

Objectives:

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

- State a door supervisors right of search, including 'conditions of entry' and the importance of obtaining permission to search
- State the hazards of conducting a search and the precautions to be taken against infectious diseases
- State how to search people and their property
- State the reasons for searching premises
- State the actions which may need to be taken in the event of a refusal to be searched
- Describe typical search documentation
- State typical actions to be taken when a prohibited or restricted item is found during a search
- State the cultural and religious considerations in searching individuals
- State additional considerations when searching people with a disability
- State additional considerations for searching of minors
- State the different types of searches.

National Occupational Standards:

SLP 8 – Carry out searches of people and property for unauthorised Items – Sfs

SLP 11 – Arrest people suspected of committing an offence – Sfs

Session 4: Arrest

Aim:

- To discuss arrest procedures.

Objectives:

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

- Identify offences for which door supervisors can make an arrest
- State the limitations to a door supervisor's powers of arrest
- State arrest procedures
- Specify why arrests should only be made as a last resort
- State the procedures to be taken following an arrest.

National Occupational Standards:

SLP 5 – Produce documents manually SfS

SLP 11 – Arrest people suspected of committing an offence – SfS

Session 5: Drugs Awareness

Aim:

- To discuss drugs and drug abuse.

Objectives:

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

- Identify key areas of drugs misuse legislation
- Identify the signs and symptoms of drug abuse
- Identify the most common types of illegal drugs
- Identify signs of drug dealing
- State how to deal with customers found in possession of drugs
- State the procedure for handling seized drugs
- Identify Health and Safety issues in relation to illegal drugs
- State how to dispose of contaminated waste.

National Occupational Standards:

SLP 8 – Carry out searches of people and property for unauthorised Items - SFS

SLP 11 – Arrest people suspected of committing an offence – SFS

Session 6: Recording Incidents and Crime Scene Preservation

Aim:

- To demonstrate incident recording and crime scene preservation.

Objectives:

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

- List the different types of evidence
- Identify the types and reasons for records
- Identify incidents that need recording and when to call the police
- Explain what information a record should contain
- State the rules for incident book/notebook entries
- State how evidence can be obtained and preserved at a crime scene.

National Occupational Standards:

CTV13 – Maintain videotape storage systems – SfS

SLP 2.1 – Provide written information related to your work – SfS

SLP 26 – Record information – SfS

U224 – Produce written documents – NOSU224

2J3 – Present evidence in court and at other hearings – Sfj

Session 7: Licensing Law

Aim:

- To discuss licensing law and the licensee's social responsibility.

Objectives:

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

- State the licensing objectives under the Licensing Law
- State the law in relation to refusing entry and ejecting customers
- State police powers in relation to licensed premises
- State the rights and duties of licensees and door supervisors as their representatives
- State the law in relation to children and young persons
- State the conduct that is considered unlawful under licensing, gaming and sexual offences legislation
- Identify acceptable forms of proof of age.

National Occupational Standards:

SLP 9 – Provide security at licensed venues

Session 8: Emergency Procedures

Aim:

- To learn the basic procedures for emergency situations.

Objectives:

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

- Explain the importance of knowing the venue's fire and evacuation procedures
- Demonstrate an awareness of the threat of terrorism as applies to the role of a door supervisor
- Briefly describe the first aid procedures to be observed for the most common injuries sustained on licensed premises
- State further learning and key local and national initiatives to raise awareness of the terror threats.

National Occupational Standards:

SLP 4 – Control security incidents - SfS

SLP 4.1 – Deal with security emergencies

SLP 4.2 – Deal with security threats

SLP 4.3 – Recognise and deal with actual or potential breaches of the law or security requirements

Please note:

Awarding organisations and training providers will be expected to maintain and update the currency of training in the light of any changes to procedures or legislation.

Awarding organisations are reminded of the importance of signposting and supporting candidates in developing basic and/or key skills.

Session 9: Dealing with Vulnerable People

Aim:

To develop an awareness of how to keep vulnerable people safe.

Objectives:

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

- Understand the risks to vulnerable people being ejected from, or refused entry to, a venue and the actions that can be taken to protect them.
- State factors to consider when ejecting or refusing entry to a person that may be vulnerable
- Identify the behaviours of potential sexual predators
- Identify and know how to report indicators of child sexual exploitation.

Session 10: Dealing with Queues and Crowds

Aim:

- To ensure door staff are aware of their crowd management role within a queue system and understand crowd capacity responsibilities within a venue.

Objectives:

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

- State the responsibilities of a door supervisor regarding queue control
- State the benefits of queue control
- Describe why communication is important throughout the queuing process
- State responsibilities regarding crowd capacity regulations (including specific areas of venues)
- State reasons why managing crowd capacity is important to your venue and customers.