

Working as a Door Supervisor within the Private Security Industry

Unit no: TBC

Level: 2

Credit: 2

GLH: 12

Contact time: 12

Learning Outcome	Assessment Criteria
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the role and objectives of a door supervisor	1.1 State the role of a door supervisor 1.2 State the objectives of a door supervisor 1.3 State the importance of an admissions policy
2. Understand civil and criminal law relevant to a door supervisor	2.1 State the law relating to the use of force 2.2 Identify different types of crimes against the person as defined by law 2.3 Identify common crimes against property that a door supervisor may come across 2.4 State the definition of an 'offensive weapon'
3. Understand searching relevant to a door supervisor	3.1 State the differences between general, random and specific searches 3.2 Identify a door supervisor's right to search 3.3 Recognise possible hazards when conducting a search 3.4 State the precautions to take when carrying out a search 3.5 State how to search people and their property 3.6 Identify reasons for carrying out a premises search 3.7 Identify actions to take in the event of a search refusal 3.8 Identify search documentation that a door supervisor is required to complete

	<p>3.9 Identify actions to take if a prohibited or restricted item is found during a search</p> <p>3.10 Identify additional considerations to take when searching individuals</p>
4. Understand powers of arrest relevant to a door supervisor	<p>4.1 Identify offences for which a door supervisor can make an arrest</p> <p>4.2 Identify the limitations to a door supervisor's powers of arrest</p> <p>4.3 State why an arrest should only be made as a last resort</p> <p>4.4 State arrest procedures to be followed by a door supervisor</p> <p>4.5 Identify procedures to take following an arrest</p>
5. Understand drug-misuse issues and procedures relevant to the role of a door supervisor	<p>5.1 Identify key areas of drug-misuse legislation</p> <p>5.2 Recognise the indicators of drug misuse</p> <p>5.3 Identify common types of illegal drugs</p> <p>5.4 Recognise signs of drug dealing</p> <p>5.5 State the procedure for dealing with individuals found to be in possession of drugs</p> <p>5.6 State the procedure for handling seized drugs</p> <p>5.7 State how to dispose of drug-related litter and contaminated waste</p>
6. Understand incident recording and crime scene preservation relevant to the role of a door supervisor	<p>6.1 Identify different types of evidence</p> <p>6.2 State how to preserve evidence after an incident</p> <p>6.3 Identify records to complete when an incident has occurred</p> <p>6.4 Identify the reasons for recording incidents</p> <p>6.5 Identify the types of incidents which need to be recorded</p> <p>6.6 Identify incidents when a door supervisor should call the police</p> <p>6.7 Identify the requirements for completing incident records</p>
7. Understand licensing law and social responsibility relevant to	<p>7.1 Identify the licensing objectives</p>

<p>the role of a door supervisor</p>	<p>7.2 State the rights and duties of licensees and door supervisors as their representatives</p> <p>7.3 State the law in relation to refusing entry and ejecting customers</p> <p>7.4 Identify police powers regarding licensed premises</p> <p>7.5 State the law regarding children and young persons on licensed premises</p> <p>7.6 Identify acceptable forms of proof of age</p> <p>7.7 State conduct that is unlawful under licensing, gaming and licensing of sex establishments legislation</p> <p>7.8 State the powers of entry of authorised persons</p>
<p>8. Understand emergency procedures which should be followed by a door supervisor</p>	<p>8.1 State the importance of knowing the venue's evacuation procedures</p> <p>8.2 State the role of a door supervisor when dealing with threats of terrorism</p> <p>8.3 Identify sources of information on terrorism awareness</p> <p>8.4 Identify appropriate responses to situations requiring first aid</p>
<p>9. Understand how a door supervisor can help to keep vulnerable people safe</p>	<p>9.1 Recognise the risks to vulnerable people being ejected from, or refused entry to a venue</p> <p>9.2 Identify actions that can be taken by a door supervisor to protect vulnerable people</p> <p>9.3 Recognise behaviours that could indicate potential sexual predators</p>
<p>10. Understand queue management and venue capacity responsibilities relevant to a door supervisor</p>	<p>10.1 Recognise the benefits of queue control</p> <p>10.2 Indicate why communication is important throughout the queuing process</p> <p>10.3 Identify why managing venue capacity is important</p>

Indicative content – (including reference to Scots law where necessary)

LO 1. Understand the role and objectives of a door supervisor

1.1 State the role of a door supervisor

- Ensure customers and other members of staff on licensed premises are safe
- Ensure customers on licensed premises have an enjoyable experience
- Assist the management of the premises to comply with licensing objectives and admissions policy
- Provide excellent customer service

1.2 State the objectives of a door supervisor

- Work under the direction of the Designated Premises Supervisor (Designated Premises Manager - Scotland) (Northern Ireland Legislation does not currently require the nomination of a DPS)
- Ensure the venue's admission policy is adhered to
- Control entry
- Prevent crime
- Maintain order

1.3 State the importance of an admissions policy

- Ensure compliance with the law
- Ensure compliance with the venue's specific requirements
- Prevent troublesome people entering the venue
- Specify age and dress requirements
- Allow for searching to prevent illegal and prohibited items
- Ensure that all customers are dealt with fairly and equally
- Abide by 'maximum capacity figures' where applicable

LO2. Understand civil and criminal law relevant to a door supervisor

2.1 State the law relating to the use of force

- Such use of force must be reasonable and necessary (and proportionate - Scotland)
- Any use of force must be fully justified and properly reported and recorded
- Force can be used to protect self, as self-defence
- Force can be used to make a lawful arrest and prevent a crime
- Force can be used to eject a trespasser from private premises
- Force can be used to prevent a breach of the peace
- Door supervisors can be prosecuted if they use unnecessary or excessive force

2.2 Identify the different types of crimes against the person as defined by law

- Murder/manslaughter
- Grievous bodily harm with intent
- Grievous bodily harm
- Actual bodily harm
- Common assault
- Rape
- Sexual assault
- (Scotland – Murder/Homicide, Culpable Homicide, Aggravated Assault (Serious Assault), Assault, Rape, Sexual Assault , Robbery)

2.3 Identify common crimes against property that a door supervisor may come across

- Arson (wilful fire raising - Scotland)
- Criminal Damage (Malicious Mischief/ Vandalism - Scotland)
- Threats to Damage (Breach of Peace - Scotland) (Threats to commit criminal damage - NI)
- Robbery

- Burglary (housebreaking - Scotland)
- Theft

2.4 State the definition of an 'offensive weapon'

- Any article made or adapted for use to causing injury to the person, or intended by the person having it with him for such use

LO3. Understand searching relevant to a door supervisor

3.1 State the differences between general, random and specific searches

- General: when everyone is searched
- Random: when a random selection of people are searched (i.e. search every fourth person)
- Specific: when specific individuals are searched for specific reasons

3.2 Identify a door supervisor's right to search

- As a part of the admissions policy
- As a condition of entry
- Follow same-sex searching policy
- Only with permission from the person prior to the search

3.3 Recognise possible hazards when conducting a search

- Drugs
- Needles
- Weapons
- Violence
- Malicious allegations

3.4 State the precautions to take when carrying out a search

- Use of personal protective equipment (PPE), e.g. safety gloves
- Use of a dedicated search area
- Carry out searching in pairs if possible
- Carry out searching in view of CCTV if possible
- Use self search techniques

3.5 State how to search people and their property

- Obtain permission of person being searched prior to the search
- Follow search policy
- Same-sex searching
- Use appropriate PPE
- Search with a witness
- Search in view of CCTV
- When searching children and young people, two staff should be present during search and children and young people should not be asked to remove clothing, other than outer garments like coats

3.6 Identify reasons for carrying out a premises search

- Pre-entry check to ensure safety on opening
- Identifying potential hazards
- Search for drugs and/or weapons
- Search for suspicious packages

3.7 Identify actions to take in the event of a search refusal

- Politely explain reasons for search
- Explain that it is a condition of entry that customers agree to be searched
- If customers refuse to consent to a search then they should be denied entry

3.8 Identify search documentation that a door supervisor is required to complete

- Search book/register
- Search report
- Incident book/report

3.9 Identify actions to take if a prohibited or restricted item is found during a search

- Follow venue's policy
- If item is against entrance policy but is not illegal, follow venues policy. This could be to consider holding/looking after the item before entry is granted and then item can be return on exit.
- Consider seizing item, refusing entry, securing item, recording find, informing police
- Consider seizing item, arresting customer, calling police, handing-over both person and item to police
- Record the find in line with local policy
- Door supervisors should be aware of the requirements of GDPR when following local procedures and policies

3.10 Identify additional considerations to take when searching individuals

- Cultural/religious considerations when searching individuals
- Considerations when searching people with a disability
- Considerations when searching minors

LO4. Understand powers of arrest relevant to a door supervisor

4.1 Identify offences for which a door supervisor can make an arrest

- Door supervisors have no special powers of arrest, only the same powers of arrest as every other citizen.
- Indictable offences and Breach of the Peace under Common Law (definition) (Arrestable offences and a breach of breach of peace - Scotland)
- Indictable offences may be tried at a Crown Court (Arrestable offences may be tried at either the Sheriff Court or High Court depending on the seriousness of the offence - Scotland)
- Powers of arrest under the Police and Criminal Evidence Act, as amended by the Serious Organised Crime and Police Act (definition) (Powers of arrest under the common law - Scotland)

- Offences include:
 - Murder
 - Rape
 - Assaults (ABH, GBH, GBH w/i)
 - Sexual assaults
 - Firearms offences
 - Drugs offences
 - Possession of offensive weapons
 - Robbery
 - Burglary
 - Theft
 - Criminal damage
 - (Murder/Homicide, Culpable Homicide, Aggravated Assault (Serious Assault), Assault, Rape, Sexual Assault , Robbery, Firearms offences, Drugs offences, housebreaking, theft, fraud, vandalism and malicious mischief - Scotland)

4.2 Identify the limitations to a door supervisor's powers of arrest

- Must be within powers of arrest
- Indictable offence must be either being committed or have been committed, or there must be reasonable grounds for suspecting so (Scotland – arrestable offence must be either being committed or have been committed')
- Arrest can only be made to prevent the person from (a) causing injury to himself or another; (b) suffering injury himself; (c) causing loss of or damage to property; (d) making off before a constable can assume responsibility for him

4.3 State why an arrest should only be made as a last resort

- Taking someone's liberty is a serious matter
- Can only arrest for indictable offences (Scotland - can only arrest for arrestable offences)
- False arrest can lead to civil or criminal prosecution of door supervisor making the arrest
- Personal safety of door supervisor can be at risk

4.4 State arrest procedures to be followed by a door supervisor

- Inform person that they are under arrest, what for, and that the police will be called
- Detain the person and ensure their safety
- Only use reasonable and necessary force to prevent escape of individual under arrest or to prevent assault against door supervisor or others

4.5 Identify procedures to take following an arrest

- The arrested person is now the door supervisor's responsibility
- Ensure own safety
- Ensure the person's safety
- Ensure any evidence is preserved and not disposed of
- Hand person over to police, explaining reason for arrest
- Inform police of any extra evidence of offence (witnesses, CCTV, property)
- Record arrest in line with local policy
- Assist police with a statement if required
- Attend court at a later date if required
- Door supervisors should be aware of the requirements of GDPR when following local procedures and policies

LO5. Understand drug misuse issues and procedures relevant to the role of a door supervisor

5.1 Identify key areas of drug misuse legislation

- 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

5.2 Recognise the indicators of drug misuse

- Uncoordinated behaviour
- Repetitive movement
- Dilated pupils
- Anxiety
- Powder traces under the nose
- Bloodshot or watering eyes
- Excessive sweating
- Feeling drowsy
- Unconsciousness
- Drug litter found in the venue

5.3 Identify common types of illegal drugs

- Class A: cocaine, ecstasy, LSD, heroin, crack, crystal meth, morphine, opium, psilocybin, methadone
- Class B: amphetamines, barbiturates, cannabis
- Class C: GHB, ketamine, rohypnol, anabolic steroids and other tranquilisers
- Other drugs restricted under the Medicines Act
- Prescription drugs and legal highs

5.4 Recognise signs of drug dealing

- Suspicious behaviour
- Frequent trips to toilets
- 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
- Drug litter found in the venue

5.5 State the procedure for dealing with individuals found to be in possession of drugs

- Seize drugs if safe to do so
- Secure the drugs
- Follow local policy with regards to refusal, ejection or arrest
- Inform supervisor, manager and/or licence holder
- Record incident in line with local policy
- Door supervisors should be aware of the requirements of GDPR when following local procedures and policies

5.6 State the procedure for handling seized drugs

- Think safety first (including use of safety gloves)
- Follow local policy
- Ensure drugs are put somewhere secure
- Ensure seizure is recorded correctly
- Door supervisors should be aware of the requirements of GDPR when following local procedures and policies

5.7 State how to dispose of drug related litter and contaminated waste

- Use PPE (i.e. safety gloves)
- Use sharps boxes or bottles for needles
- Dispose of blood-stained tissues down the toilet

LO6. Understand incident recording and crime scene preservation relevant to the role of a door supervisor

6.1 Identify different types of evidence

- Direct: evidence that directly proves a fact
- Circumstantial: evidence that supports a presumption of guilt

- Hearsay: something heard from another person
- Documentary: handwritten, typed or printed documents, notebooks, logs, reports, CCTV footage, computer records
- Real: produced as an exhibit
- Oral: spoken evidence given by a witness
- Forensic: scientific evidence, i.e. blood, hair, fingerprints, body fluids

6.2 State how to preserve evidence after an incident

- Control the area
- Call for support and inform management
- Contact emergency services
- Cordon off the area
- Restrict access
- Show police any potential evidence
- Record actions
- Door supervisors should be aware of the requirements of GDPR when following local procedures and policies

6.3 Identify records to complete when an incident has occurred

- Incident reports/books
- Accident reports/books
- Property reports/books
- Personal notebooks
- Search registers
- Police witness statements

6.4 Identify the reasons for recording incidents

- Permanent written record of what happened
- Potential use as evidence
- To assist outside agencies or court cases

- To justify actions taken
- To prevent malicious allegations or civil actions

6.5 Identify the types of incidents which need to be recorded

- Ejections
- Arrests
- Use of force
- Accidents
- Drugs/weapons/property seizures
- Serious crimes
- Visits by officials
- Disputes or complaints
- Suspicious behaviour
- Any other emergencies

6.6 Identify incidents when a door supervisor should call the police

- Arrests
- Serious crimes
- Serious public order
- Other serious incidents outside of the venue
- Door supervisors should follow local procedures

6.7 Identify the requirements for completing incident records

- Complying with local procedures/company policy
- Using correct type of record
- Recording fact only, as accurately as possible
- Recording information as soon as practicable after the event
- Using notebook rules

- Records need to show when and where it happened, what happened, how it happened, what you saw, what you were told, what you did, what the result was, details of any witnesses, evidence or description
- Door supervisors should be aware of the requirements of GDPR when following local procedures and policies

LO7. Understand licensing law and social responsibility relevant to the role of a door supervisor

7.1 Identify the licensing objectives

- Licensing Act 2003 (Licensing (Scotland) Act 2005) (The Licensing (Northern Ireland) Order 1996)
- Prevent crime and disorder
- Public safety
- Prevention of public nuisance
- Protection of children from harm
- (Protecting and improving public health - Scotland)

7.2 State the rights and duties of licensees and door supervisors as their representatives

- Licence holder responsible for ensuring 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 licence holder should know the differences between personal and premises licences and how to obtain them

7.3 State the law in relation to refusing entry and ejecting customers

- 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 necessary (Scotland – using only such force which is ‘reasonable’)

7.4 Identify police powers regarding licensed premises

- Have right of entry
- Have right to search premises

- Have powers of closure

7.5 State the law regarding children and young persons on licensed premises

- 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

7.6 Identify acceptable forms of proof of age

- Follow local policies
- Passports
- Photo-card driving licences
- Proof-of-age scheme cards (Not applicable to NI)
- Local Challenge 21 and Challenge 25 schemes (Not applicable to NI)

7.7 State conduct that is unlawful under licensing, gaming and sex establishments legislation

- Allowing drunkenness on licensed premises
- Serving someone who is drunk
- Serving alcohol to someone under the legal age
- Unlawful gaming
- Prostitutes soliciting on licensed premises
- Policing and Crime Act 2009
 - Sex establishments are licensed by local authorities, who produce licensing policy and conditions. Offences include:
 - Running sex establishment without a licence
 - Contravention of licence terms, conditions and/or restrictions
 - Allowing anyone under 18 years to enter the premises

7.8 State the powers of entry of authorised persons

- Authorised persons
 - Licensing authorities
 - Fire safety inspector
 - Environmental health officer
 - Statutory agencies
- Powers
 - Right to enter licensed premises at any reasonable time to carry out statutory duties

LO8. Understand emergency procedures which should be followed by a door supervisor

8.1 State the importance of knowing the venue's evacuation procedures

- Know the venue's procedures for different types of evacuations such as emergencies; fires, bomb threats, floods, fights, serious crimes, etc
- Knowing where entrances and all fire exits are
- Know how people react in emergencies
- Know role of the door supervisor in specific emergencies

8.2 State the role of a door supervisor when dealing with threats of terrorism

- Identify suspicious behaviour
- Remain vigilant in and near the venue
- Search individuals on entry
- Conduct regular patrols inside and outside the venue
- Be aware of suspicious vehicles

8.3 Identify sources of information on terrorism awareness

- National threat levels
- Local information – police intelligence, licensing forums
- Home office and security services websites

- National and Local anti-terrorism initiatives – e.g. Griffin, Argos, Fairway

8.4 Identify appropriate responses to situations requiring first aid

- Identify and call for trained first aiders on site
- Call the emergency services if required
- Keep calm and reassure casualty/others
- Keep area clear around the casualty
- Report first aid incidents

LO9. Understand how a door supervisor can help to keep vulnerable people safe

9.1 Recognise the risks to vulnerable people being ejected from, or refused entry to a venue

- Being under the influence of drink or drugs
- Being assaulted
- Being alone
- Receiving unwanted attention
- Domestic violence
- Being too young to look after themselves
- Becoming the target of a sexual predator

9.2 Identify actions that can be taken by a door supervisor to protect vulnerable people

- Call friend or relative to assist them
- Call a licensed taxi to take them home
- Use a 'safe haven'
- Ask street pastors or street marshals to assist
- Call the police

9.3 Recognise behaviours that could indicate potential sexual predators

- Behaviours often include:

- A lone male seen pestering a customer or member of staff
- Heavily intoxicated female leaving with a male
- Regular attendee leaving often with different intoxicated females
- Finding a date-rape type drug on a person during a search

LO10. Understand queue management and venue capacity responsibilities relevant to a door supervisor

10.1 Recognise the benefits of queue control

- Decreases the potential for conflict outside the venue
- Demonstrates good customer service
- Allows assessment of attitude and behaviour of different customers while queuing
- Allows enforcement of admissions policy
- Improves safety of customers

10.2 Indicate why communication is important throughout the queuing process

- Manages customer expectations
- Decreases potential conflict
- Provides good customer service
- Builds positive relationships with customers who may then return to the venue

10.3 Identify why managing venue capacity is important

- Complies with health and safety legislation
- Complies with fire-safety regulations
- Complies with licence for the venue
- Ensures customer safety and enjoyment.