



Security Industry Authority

Knowledge and Skills Specification: Door Supervisor Refresher Training

This document was published in October 2024.

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 key areas that will keep current licence holders up to date with the new licence-linked qualifications requirements.

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 for door supervisors must include the following areas:

- Session 1: Searching
- Session 2: Protecting vulnerable people
- Session 3: Terror threat awareness
- Session 4: Spiking

Section 2: Learning programme details

Session 1: Searching

Aim:

To understand and demonstrate effective search procedures.

Objectives:

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

- understand the different types of searches
- understand a door supervisor's right of search, including the 'conditions of entry' and the importance of obtaining permission to search
- identify different types of searching equipment
- understand the hazards associated with conducting an effective search
- know what precautions to take to protect against adverse effects
- know what action to take should an incident or accident occur
- demonstrate how to search people and their property
- understand the reasons for searching premises
- know what actions to take in the event of a refusal to be searched
- complete search documentation
- know what actions to take when a prohibited or restricted item is found during a search
- understand considerations in searching individuals with diverse needs

Session 2: Terror threat awareness

Aim:

To understand terror threats and the role of the security operative in the event of a threat

Objectives:

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

- identify the different threat levels
- recognise the common terror attack methods
- recognise the actions to take in the event of a terror threat
- identify the procedures for dealing with suspicious items
- identify behaviours that could indicate suspicious activity
- identify how to respond to suspicious behaviour

Session 3: 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 4: Spiking

Aim:

To recognise and understand how to keep the public safe from incidents of spiking.

Objectives:

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

- state the different methods of spiking
- state the law in relation to spiking
- state indicators that drinks have been spiked
- identify behavioural signs of an individual attempting to spike drinks
- identify situations when an individual might be at high risk of spiking
- state the actions door supervisors and/or venues may take to prevent incidents of spiking
- recognise indicators that suggest an individual may have been spiked
- state how to manage a spiking incident