

ATLANTIAN BUSINESS SOLUTIONS GROUP
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LEVEL 2 - AWARD IN DOOR SUPERVISION



The Level 2 Award in Door Supervision

The Level 2 Award in Door Supervision has been developed to meet the requirements of the Security Industry Authority (SIA). It is based on the relevant SIA Specifications for Learning and Qualifications and provides the learner with the necessary skills and knowledge to apply for an SIA licence and work as a Door Supervisor within the Private Security Industry.

Entry Guidance/Restrictions

There are no prerequisites for this qualification, however it is advised that learners have a minimum of Level 2 in literacy or numeracy or equivalent.

This qualification is approved for delivery to the age ranges 18+ due to the requirements of an SIA licence. Licencing Act 2003 also requires a minimum age of 18 years of Age to work in Licensed premises

Course Contents and Learning Objectives

1. Know the purpose and main features of the private security industry
2. Understand the legislation that is relevant to people working in the private security industry
3. Understand relevant aspects of health and safety in the workplace
4. Know how to apply the principles of fire safety
5. Know how to deal with non-fire-related workplace emergencies
6. Understand the principles of effective communication and customer care in the private security industry

Unit 2: Working as a Door Supervisor

1. Understand the behaviour appropriate for individual door supervisors, as defined by the Security Industry Authority's (SIA) Standards of Behaviour
2. Understand the elements of civil and criminal law relevant to door supervisors
3. Understand search procedures and the reasons for having them
4. Understand the powers of arrest and related procedures
5. Understand relevant drug legislation and its relevance to the role of the door supervisor
6. Understand incident recording and crime scene preservation
7. Understand licensing law and social responsibility
8. Understand and be able to follow procedures for emergency situations

Unit 3: Conflict Management for the Private Security Industry

1. Understand the principles of conflict management appropriate to their role
2. Understand how to recognise, assess and reduce risk in conflict situations
3. Understand how to communicate effectively in emotive situations and deescalate conflict
4. Understand how to develop and use problem solving strategies for resolving conflict

5. Understand good practice to follow after conflict situations

Unit 4: Physical Intervention Skills for the Private Security Industry

1. Understand physical interventions and the legal and professional implications of their use
2. Understand how to reduce the risk of harm when physical intervention skills are used
3. Be able to use non-pain related physical skills to protect yourself and others from assault
4. Be able to use non-pain related standing holding and escorting techniques, including non-restrictive and restrictive skills
5. Understand good practice to follow after physical interventions

Examination Requirements

Unit 1: Working in the Private Security Industry

This unit is assessed by a 25 question multiple-choice examination the duration of which is 40 minutes. To be successful, learners must achieve a score of at least 18 out of 25.

Unit 2: Working as a Door Supervisor

This unit is assessed by a 40 question multiple-choice examination the duration of which is one hour. To be successful, learners must achieve a score of at least 28 out of 40.

Unit 3: Conflict Management for the Private Security Industry

This unit is assessed by a 25 question multiple-choice examination the duration of which is 40 minutes. To be successful, learners must achieve a score of at least 18 out of 25.

Unit 4: Physical Intervention Skills for the Private Security Industry

This unit is assessed in two parts. Part one is a practical test and part two is a written test set by HABC.

Professional Attitude & Skills

A door supervisor should:

- Greet visitors to the licensed premises in a friendly and courteous manner.
- Act fairly and not discriminate on the grounds of gender, sexual orientation, marital status, race, nationality, ethnicity, religion or beliefs, disability, or any other difference in individuals which is not relevant to the Door Supervisors responsibility.
- Carry out his/her duties in a professional and courteous manner with due regard and consideration to others.
- Behave with personal integrity and understanding.
- Use moderate language, which is not defamatory or abusive, when dealing with members of the public and colleagues.

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- Be fit for work and remain alert at all times.
- Develop knowledge of local services and amenities appropriately.

General Conduct

In carrying out his/her duty, a door supervisor should:

- Never solicit or accept any bribe or other consideration from any person.
- Not drink alcohol or be under the influence of alcohol or drugs.
- Not display preferential treatment towards individuals.
- Never abuse his/her position of authority.
- Never carry any item which is or could be considered to be threatening.
- Report all incidents to the management.
- Co-operate fully with members of the Police, Local Authority, Security Industry Authority, and other statutory agencies with an interest in the licensed premises or the way they are run.



Not all weapons are easily recognisable, so we have developed a Weapons Awareness section to the course which has various examples of weapons used in actual attacks, giving each Candidate an insight into the criminal mind

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