



Level 2 Award in Door Supervision

This Qualification Specification document is designed to outline all you need to know about the Level 2 Award in Door Supervision.

Qualification

The Level 2 Award in Door Supervision (QCF) has been accredited by the regulators of England, Wales and Northern Ireland (Ofqual, Welsh Government and CCEA) and is part of the Qualifications and Credit Framework (QCF). It is supported by Skills for Security, the Sector Skills Body for the Security sector.

Overview

This qualification 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 knowledge and understanding to apply for an SIA licence and work as a security guard, security officer and door supervisor within the Private Security Industry.

Entry Guidance

The qualification can be undertaken by learners aged 16 or over who wish to work either as a Security Officer or a Door Supervisor. However, an SIA licence cannot be applied for until the age of 18.

Qualification Structure

This qualification is made up of four mandatory units, the details of which are included at the end of this document. Learners must successfully complete the assessments for the units to achieve the qualification.

Learning Hours

The SIA stipulate a minimum number of contact hours per unit. Contact hours are defined as time spent with a tutor or trainer, or during the assessment.

Unit	Unit Title	SIA Minimum Contact Hours
1	Working in the Private Security Industry	5
2	Working as a Door Supervisor	10
3	Conflict Management for the Private Security Industry	7 ½
4	Physical Intervention Skills for the Private Security Industry	7 ½

How the qualification is assessed

This qualification is assessed through 3 multiple-choice examinations.

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 assessment and part two is a test.

You will learn about the following:

Unit 1: Working in the Private Security Industry

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 de-escalate 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.



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