

## **Level 2 National Certificate for Door Supervisors**

In order to attain an SIA licence in Door Supervision one must first attain a level 2 National Certificate. The requirements of which include completion of a 30 hour course run by an SIA approved trainer over a 4 day period. The course covers two principal areas with individual examinations provided for each component. The specifications of an SIA approved course are outlined below:

### Part One

#### ***Role and Responsibilities of a Door Supervisor***

Overall aim: To ensure that door supervisors have the knowledge and understanding of their role and responsibilities in the security industry environment.

#### **Introduction**

**Aim:** To introduce door supervisors to the leisure and security industries.

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

- Define the role of the door supervisor
- Identify the qualities of a door supervisor
- Identify the key authorities in the leisure and security industries
- State the relationships with the SIA, the police and local authorities
- State the main objectives of door supervisors
- State the requirements for door supervisors under the Private Security Industry Act

#### **Behavioural standards**

**Aim:** To discuss appropriate behaviour for door supervisors.

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

- State the reasons for having behavioural standards
- State the standards of behaviour required of door supervisors
- State the SIA's specific requirements in relation to licensing and enforcement

## **Civil and Criminal Law**

**Aim:** To discuss civil and criminal law relevant to door supervision.

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

- Show an understanding of civil and criminal law
- State the requirements relating to the use of force
- State what is meant by 'reasonable' and 'necessary force'
- Identify types of assault
- List crimes against property that door supervisors may come across
- Identify the options available when the law is broken

## **Searching**

**Aim:** To discuss search procedures.

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

- State the reasons for searching premises
- State how to search people and their property
- State 'conditions of entry' and the importance of obtaining permission to search
- State the difference between general, random and specific searches
- Define an 'offensive weapon'
- State the hazards of conducting a search
- State the procedures for recording articles seized during searches
- Identify the options available to door supervisors if they find items during searches

## **Arrest**

**Aim:** To discuss arrest procedures.

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

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

## **Drugs Awareness**

**Aim:** To discuss drugs and drug abuse.

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

- Identify key areas of drugs misuse legislation

- State some of the 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

## **Recording Incidents and Crime Scene Preservation**

**Aim:** To discuss incident recording and crime scene preservation.

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

- Identify the types and reasons for records
- State the reasons for recording incidents
- 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
- Identify the different types of evidence
- State how forensic evidence can be obtained at a crime scene
- State the basic rules to follow to preserve evidence

## **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 different types of licences and permissions available for premises
- State the rights and duties of licensees and door supervisors as their representatives
- State the law in relation to young persons
- State the conduct that is considered unlawful under licensing, gaming and sexual offences legislation

## **Equal Opportunities**

**Aim:** To discuss Equal Opportunities and Discrimination.

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

- State what is meant by equal opportunities, prejudice and stereotyping
- State the relevance for door supervisors of the Race Relations Act, the Sex Discrimination Act and the Disability Discrimination Act
- State how these Acts may be enforced

## **Health and Safety at Work**

**Aim:** To discuss Health and Safety in the workplace.

**Objectives:** By the end of the session trainees will be able to:

- State the main areas of Health and Safety legislation
- State the purpose of 'duty of care'
- State the responsibilities of the employer, employees and self employed
- Identify typical risks, hazards and spillages
- Identify safety signs and safety signals
- State the precautions to be taken in the manual handling of heavy goods
- State the precautions to be taken against HIV, hepatitis and other infectious diseases

## **Emergency procedures**

**Aim:** To learn the basic procedures for emergency situations

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

- Identify common human responses in an emergency
- Identify the reasons for fire certificates and occupancy figures
- State the three components of fire
- Explain the importance of knowing the venue's fire and evacuation procedures
- Identify the types of fire extinguishers, and their use
- State the procedures for a bomb threat
- State how to act in a first response situation requiring first aid
- State who to contact in first aid situations

## Part Two

### ***Communication Skills and Conflict Management***

Overall aim: To ensure that door supervisors have the appropriate communication skills and knowledge of conflict management

#### **Introduction to communications skills and conflict management**

**Aim:** To discuss communication skills and conflict management.

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

- State the importance of customer care
- Show an understanding of basic communication skills
- Show an understanding of verbal and non-verbal communication effectively
- State the need to calm difficult situations and avoid violence
- Identify different types of behaviour
- State what risks can occur during violence at work
- Identify the most common conflict flash-points
- State the importance of managing aggression
- Show an understanding of basic problem-solving skills
- State the impact of reflecting and learning from the experience of conflict

#### **Application of communication skills and conflict management**

**Aim:** To observe and discuss scenario situations requiring effective communication skills and conflict management.

**Objectives:** By the end of this session trainees will:

- Understand the issues regarding entry refusal and will know how to refuse entry in a way that reduces the risk of conflict.
- Understand the issues regarding ejection and will know how to eject a customer in a way that reduces the risk of conflict.
- Be able to identify some of the types of incidents that occur inside a venue
- Understand how they can deal with incidents in a way that reduces the risk of conflict.
- Understand the law about arrest in relation to a door supervisor's role