

Working as a Door Supervisor

Principles of Working in the Private Security Industry

Delegate Pack **(Key Tasks and Activities Answers)**

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The private security industry

1 What does the abbreviation SIA stand for?

Security, Industry, Authority.

2 Describe the THREE main aims of the SIA.

1 Protect the public and regulate the security industry through licensing

2 Monitor the activities and effectiveness of those working in the industry

3 Set and approve standards of conduct, training and supervision within the industry.

3 Identify FIVE standards of behaviour expected of a security operative.

1 Professional

2 Polite

3 Honest

4 Observant

5 Approachable.

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Legislation

1 Describe civil law and criminal law.

Civil law	Criminal Law
Civil law helps govern our daily lives.	Criminal law prevents people from committing more serious offences, usually against people or property.

2 Identify the key legislation relating to equality and diversity in the workplace.

The Equality Act 2010.

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3 Explain how the data protection regulation impacts your role as a security operative.

The legislation covers any information related to a person or 'data subject' that can be used directly or indirectly to identify them e.g. incident reports, notebooks, identification, CCTV.

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Arrest Procedures

1 Explain what is meant by the term 'arrest'.

The taking or restraint of a person from their liberty in order that they shall be forthcoming to answer an alleged crime or offence.

2 Provide SIX examples of offences for which a security operative can make an arrest.

1 Murder

4 Sexual assault

2 Rape

5 Drug offence

3 Assault (ABH, GBH and GBH w/i)

6 Robbery.

3 Explain the procedures a security operative should follow after an arrest.

You are responsible for the suspects welfare and safe custody until the arrival of the police.

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Health and safety

1 Identify the responsibilities of employees and employers under the Health and Safety at Work Act.

Employees	Employers
<p>Employees must follow the site's health and safety policy at all times.</p>	<p>Employers must carry out a proper risk assessment of any possible risks to employees and other people visiting the site. They must do what they reasonably can to either remove or reduce those risks.</p>

2 Identify FOUR risks associated with lone working.

- 1** Violence
- 2** injury
- 3** Ill health
- 4** Lack of communication.

3 State the procedures that should be followed for recording and reporting accidents and health and safety incidents.

Accidents	Health and safety incidents
<p>Record all information in the accident book.</p>	<p>Record all information in the incident book.</p>

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Fire procedures

1 State the THREE elements needed for a fire to start and survive.

1 Heat

2 Fuel

3 Oxygen

2 List FOUR tasks a fire warden/marshal may be required to carry out.

1 Sounding the alarm

2 Checking allocated areas to ensure everyone has left

3 Taking control of the evacuation and ensuring anyone with evacuation difficulties is aided

4 Proceeding to the assembly area and reporting to the fire officer in charge.

3 List FOUR classes of fire and their meaning.

1 Class A - paper, wood, textiles, rubber, plastic, fabrics

2 Class B - flammable liquids i.e. petrol, oil, paints and solvents

3 Class C - flammable e gases i.e. butane, propane

4 Class D - metal fires i.e. magnesium, sodium

Class F - cooking oils and fats.

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Emergencies

1 What are the FOUR aims of first aid?

- 1 Preserve life
- 2 Prevent the condition from worsening
- 3 Promote recovery
- 4 Obtain qualified assistance.

2 Identify FOUR types of emergency that could happen in the workplace.

- 1 Power system or equipment failures
- 2 Floods
- 3 Fire
- 4 Terrorist threats.

3 Explain the principles of evacuation and invacuation.

Evacuation

A controlled process of emptying an area or premises of people.

Invacuation

A controlled process of getting people into a safe premises due to an incident that could cause harm to people who are outside.

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Communicate effectively

1 Provide THREE examples of verbal and non-verbal communication.

Verbal	Non-verbal
Speaking, pitch and tone of voice, listening.	Gestures, stance, eye contact.

2 Give THREE examples of good customer service.

- 1 Being professional with every customer
- 2 Being approachable
- 3 Communicating effectively.

3 State the importance of effective communication in the workplace.

Helps to successfully get the job done and ensures all people receive a good impression of you.

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Record keeping

1 Explain the importance of accurate record-keeping.

To comply with the law

To provide a clear audit trail of the incident or accident

To prevent yourself from having to rely on your memory.

2 Identify the types of information that should be included in records.

1 Day, date and time of incident

4 How you were alerted to it

2 What happened

5 What you saw

3 Where it happened

6 Details of any witnesses.

3 Describe the process of attending court to give evidence.

Arrive at court in good time

Inform the CPS you have arrived and follow their instructions

Read through your statement

Stand in the witness box

Swear your oath

Answer the questions put to you honestly.

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Terrorism

1 What are the FIVE different threat levels?

1 Critical

2 Severe

3 Substantial

4 Moderate

5 Low.

2 What are the most common terror attack methods?

Marauding terror attack

Explosive devices

Vehicle as a weapon

Hazardous substances

Cyberattacks.

3 Identify behaviours that could indicate suspicious activity and explain how you would respond to the activity you have identified.

Particular interest in the outside of the building

An interest in the CCTV systems and other security measures

Asking unusual questions or very specific questions about the site or security arrangements.

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Keeping vulnerable people safe

1 Identify FIVE factors that could make someone vulnerable.

1 Drink

2 Drugs

3 Alone

4 Victim of domestic violence

5 Young people (under 18).

2 Identify behaviours that may be exhibited by sexual predators.

Close monitoring of vulnerable people e.g. someone looking lost or alone.

Buying drinks for people who are already intoxicated.

3 Identify indicators of abuse.

1 Restricted freedoms of individuals

2 Unexplained bruising

3 Lack of confidence and insecurity

4 Change of personal circumstances.

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Post-incident management

1 Explain where post-incident support or resources can be found.

Colleagues, management, counsellors or helplines.

2 Explain why it is important to access support following an incident.

People cope with assaults and incidents in different ways. Anyone can start to feel shock, anger, embarrassment and disbelief.

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Post-incident management

3 Identify FIVE benefits of reflecting on an incident.

- 1 Learn from what happened
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- 2 Update policies, practices and procedures if required
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- 3 Increase staff safety
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- 4 Increase safety for customers
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- 5 Promote teamwork.
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