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17 March 2021

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### Tutor guidance and general advice

- Carefully study the training pack and ensure that you are familiar with its contents.
- On this first slide, enter your name in the space provided. The date will update automatically.
- Ensure you have a full set of training aids to enhance your lecture.
- Include any additional aids you intend to use with the list provided.
- Add the visual aids and examples of group exercises, handouts, newspaper articles, anecdotal stories and jokes you intend to use at the relevant page of each of these notes. Any omissions or new information you wish to include in the lecture should also be added.
- Group work and interactive sessions are an essential feature of any successful course. Several examples are included with the pack.
- Ensure that there are adequate strategically timed breaks and always finish on time.
- Lecturers should arrive at least 30 minutes prior to the lecture to check:
  - All equipment is working satisfactorily, that they know how to operate it and participants can clearly see and read the information projected
  - The projector is properly focused and the screen is clearly visible from all parts of the room; ensure it is safe and there are no trip hazards caused by

wires. It is also useful to have a spare bulb and to know how to change it.

- The lecture room is arranged to suit the style of lecture and the visual aids being used.
- The PowerPoint™ slides in this pack will enhance your lecture.
- Always face the audience when speaking and do not address your comments to the screen, with your back to the participants.
- If you have any suggestions for improving this training pack or would like any specific amendments, please do not hesitate to contact Highfield on 01302 363277.

Good luck with your course.




# Working as a Door Supervisor

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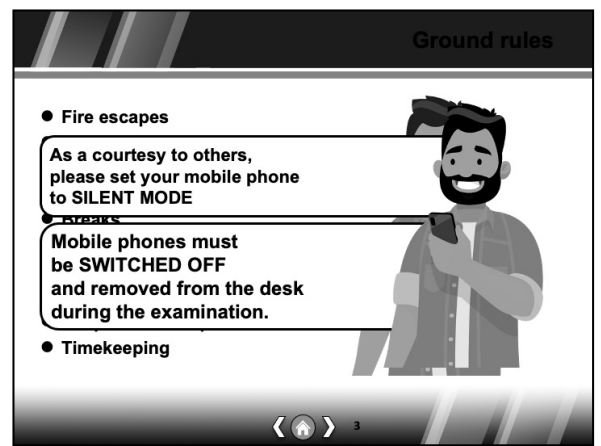
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## Module 2: Principles of Working as a Door Supervisor in the Private Security Industry

This training presentation covers the learning outcomes and assessment criteria for module 2: Principles of Working as a Door Supervisor in the Private Security Industry (level 2 Award for Door Supervisors in the Private Security Industry qualification).

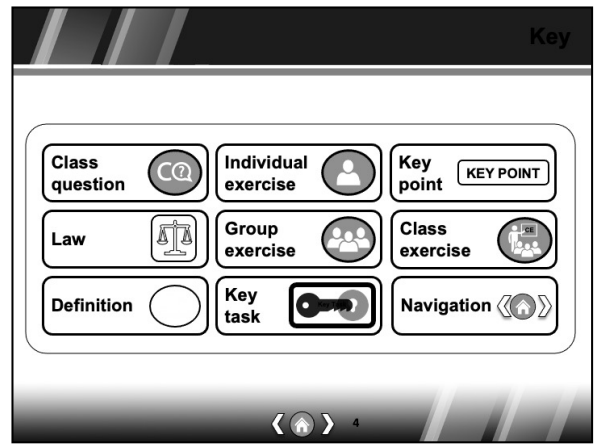


This can be made interactive by encouraging delegates to suggest ground rules.

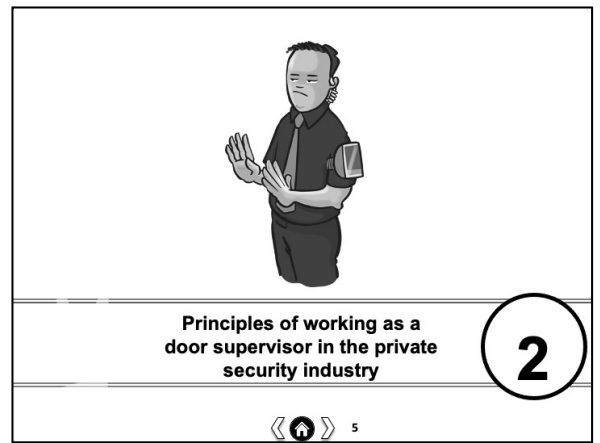
Examples may include:

- confidentiality/anonymity or at least not mentioning names
- being open
- participating



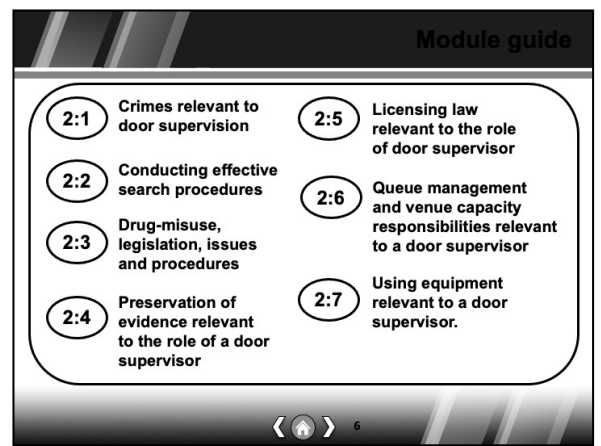


The above symbols are primarily for tutors so that you know when a class question or exercise may be appropriate.



This module covers:

- crimes relevant to door supervision
- conducting effective search procedures
- drug-misuse legislation, issues and procedures relevant to the role of a door supervisor
- preservation of evidence relevant to the role of a door supervisor
- licensing law relevant to the role of a door supervisor
- queue management and venue capacity responsibilities relevant to a door supervisor
- using equipment relevant to a door supervisor



- 7 modules in total
- Comprehensive tutor notes
- Class discussion topics and class questions
- Key tasks at the end of each module should be answered by all learners simultaneously to ensure everyone understands before moving to the next module.



Completion of this module will enable learners to meet the following learning outcome:

**Learning outcome 1: Understand crimes relevant to door supervision**

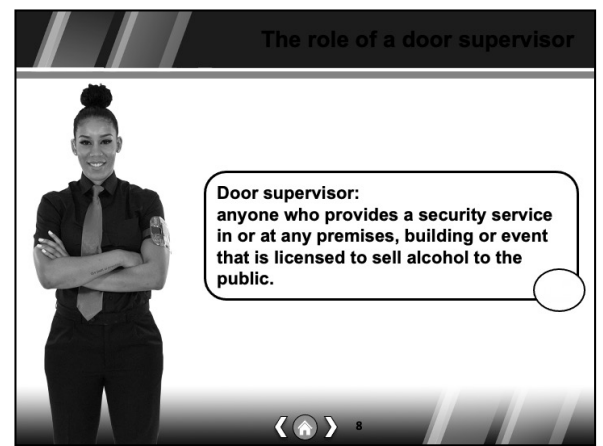
This includes assessment criteria:

- 1.1 Recognise the types of crimes against a person that a door supervisor may come across
- 1.2 Recognise common crimes against property and premises that a door supervisor may come across
- 1.3 Identify an offensive weapon

This module includes the following interactive activities:

- class question: What are the main aims of a door supervisor?

**Key task 1**



A door supervisor is anyone who provides a manned security service in or at any premises, building or event that is **licensed to sell alcohol** to the public. Door supervisors can be seen working at pubs, wine bars, nightclubs, hotels and restaurants in most of our towns and city centres most nights of the week.

All door supervisors, no matter who they are actually employed by, are required by law to have an SIA licence to be able to carry out the role.

This does not apply to off-licences, e.g. supermarkets that sell alcohol.


A contracted security operative may have a security officer or door supervisor licence for these types of premise.

If employed directly by the business, they do not require an SIA licence.

What are the main aims of a door supervisor?

Door supervisors are there to:

- ensure that customers and other members of staff are safe at the venue
- ensure that customers are able to enjoy themselves
- assist the venue management to comply with the licensing objectives
- enforce the venue's admissions policy and provide good customer service while doing so.



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**Class question – what are the main aims of a door supervisor?**

Door supervisors are there to:

- ensure the safety of public and staff
- enforce conditions and rules of the premise licence
- good customer service is a key part of a door supervisor's role

As a door supervisor there are 2 types of law you need to be aware of:

- Civil law
- Criminal law



You will need to know what powers you have to deal with different situations when laws are broken.

The following slides will cover the different types of civil and criminal offences.

**There are many serious offences that you may have to deal with during the course of your duties as a door supervisor, ranging from assault to murder**

**These are mostly criminal offences for which people can be arrest and prosecuted**

**You will need to be aware of the most serious and most common of these offences.**

The following slides will cover the different offences that door supervisors may have to deal with during the course of their duties.



This is committed when a sane person over 10 years of age, through some deliberate act or omission, causes the death (which takes place within a year and a day of the attack) of a human being, either intending to kill that person or some other person, or to cause grievous bodily harm.

*(Common law)*

**Scotland:** Murder *(common law)*.

Brief discussion about the difference between murder and manslaughter.

Manslaughter is the unintentional killing of another person.

## Scotland

### Murder (Scots law)

This is committed when a sane person over 12 years of age, carries out any wilful act causing the destruction of life, whether wickedly intended to kill, or displaying such wicked recklessness as to imply a disposition depraved enough to be regardless of the consequences. *(Common law)*.

**Whosoever shall unlawfully and maliciously by any means whatsoever, wound or cause grievous bodily harm to any person with intent to do grievous bodily harm to any person, or with intent to resist or prevent the lawful apprehension or detainer of any person, shall be guilty of an offence.**

*(Sec. 18 Offences Against the Person Act 1861).*

GBH stands for grievous bodily harm (broken bones etc.). When GBH with intent, it means that grievous bodily harm was caused during a planned attack, e.g. waiting inside/outside a venue for a particular person with the intent to attack them.

Whosoever shall unlawfully and maliciously wound or inflict grievous bodily harm upon any person, either with a weapon or instruments shall be guilty of an offence.

*(Sec. 20 Offences Against the Person Act 1861)*

**Scotland:** *Aggravated assault (serious) (common law).*

## Assault

GBH stands for grievous bodily harm (broken bones etc.) but not planned.

## Scotland

### Aggravated assault (serious) (Scots law)

An assault is classified as serious if the victim sustained an injury resulting in detention in hospital as an in-patient or any of the following injuries, whether or not they were detained in hospital:

- fractures
- internal injuries
- severe concussion
- loss of consciousness
- lacerations requiring sutures
- any other injury that may lead to impairment or disfigurement

*(Common law)*

It is an offence to assault any person thereby occasioning him actual bodily harm.

(Sec. 47 Offences Against the Person Act 1861)

Scotland: Assault (common law).

## Assault (ABH)

Actual bodily harm – e.g. cuts, bruises, broken nose (nose is cartilage not bone).

## Scotland

### Assault (Scots law)

Assault may be very simply defined as an attack upon the person of another.

An attack ranges from the violent infliction of personal injury to very trivial attacks and indeed need not involve any personal injury at all.

Examples would be:

- a punch which is aimed but does not connect
- a gun pointed without being fired
- a dog being set upon another person, but where that person receives no actual injury

(*Common law*)

**An offence of common assault is committed where a person either assaults another person or commits battery.**

*(For very minor injuries only – not indictable)  
(Sec. 39 Criminal Justice Act 1988).*

Common assault is not an indictable (arrestable) offence in most cases (includes spitting). Unpleasant behaviour but does not cause significant harm in most cases.

A person (A) commits an offence if:

- a) He intentionally penetrates the vagina, anus or mouth of another (B) with his penis;
- b) (B) does not consent to the penetration; and
- c) (A) does not reasonably believe that (B) consents

*(Sec. 1(1) Sexual Offences Act 2003)*

**Scotland:** *Sec. 1(1) Sexual Offences (Scotland) Act 2009 and common law*

**Northern Ireland:** *Art 5 Sexual offences (NI) Order 2008.*

The offence of rape does require a penis, hence the reference to 'he'. However, rape can be committed on a male, female or transgender person – essentially any person who has a vagina, anus or mouth.

A person (A) commits an offence if:

- a) He intentionally touches another person (B);
- b) The touching is sexual;
- c) (B) does not consent to the touching; and
- d) (A) does not reasonably believe that (B) consents

*(Sec. 3 (1) Sexual Offences Act 2003)*

**Scotland:** *Sec.3(2)(b),(c), sexual offences  
(Scotland) Act 2009*

**Northern Ireland:** *Art 7 Sexual offences (NI) Order 2008.*

The law uses the term 'he'. In this context, the term 'he' is as per the Oxford Dictionary definition:

Used to refer to a person or animal of unspecified sex (in modern use, now chiefly replaced by 'he or she' or 'they'): see usage note below)

*'Every child needs to know that he is loved'.*

It is an offence for a person without lawful excuse to destroy or damage any property, whether belonging to himself or another, intending to destroy or damage any property or being reckless as to whether any property would be destroyed or damaged, and intending the destruction or damage to endanger life of another or being reckless as to whether the life of another would be thereby endangered.

*(Criminal damage by fire is called 'arson')*

*(Sec. 1(2) Criminal Damage Act 1971)*

**Scotland:** *Reckless endangerment (Common law).*

## Scotland

### Reckless endangerment

A person commits the crime of reckless endangerment if the person recklessly engages in conduct which creates a substantial risk of serious physical injury to another person. 'Reckless' conduct is conduct that exhibits a culpable disregard of foreseeable consequences to others from the act omission involved.

*(Common law)*



A person who without lawful excuse destroys or damages any property belonging to another, intending to destroy or damage any such property, or being reckless as to whether any such property would be destroyed or damaged, shall be guilty of an offence.

(Sec. 1(1) Criminal Damage Act 1971)

**Scotland:** Vandalism

Malicious mischief (common law)

**Northern Ireland:** Threats to destroy or damage property  
(The Criminal Damage (NI) Order 1997).

## Criminal damage

### Scotland

#### Vandalism (Scots law)

Any person who, without reasonable excuse, wilfully or recklessly destroys or damages any property belonging to another shall be guilty of the offence of vandalism.

There must be either a deliberate intention to damage the property or an act so reckless as to show utter disregard for the consequences.

This statutory charge of vandalism is used when property is damaged in the vast majority of cases. If the value is particularly high however, the common law crime of malicious mischief may be more competent as punishment can be greater.

Attempted vandalism may be a competent charge if there has not been damage or destruction of property.

**(Sec. 52(1), Criminal Law (Consolidation) (Scotland) Act 1995)**

#### Malicious mischief

Malicious mischief consists in the wilful, wanton, and malicious destruction of, or damage to, the property of another person. There must be malice, either actual or inferred, on the part of the perpetrator, as destruction or damage caused by accident, or under a reasonable belief of right, is not criminal.

### Northern Ireland

#### Threats to destroy or damage property

A person who without lawful excuse makes to another a threat, intending that the other would fear it would be carried out:

- a. To destroy or damage any property belonging to that other or a third person; or
- b. To destroy or damage his own property in a way which he knows is likely to endanger the life of that other or third person; shall be guilty of an offence.

#### (The Criminal Damage (NI) Order 1997)

'Aggravated offence' i.e. where the life of another person may be endangered, relates to any

property belonging to the accused person or anyone else.  
(*Common law*)

**A person who without lawful excuse makes to another a threat intending that the other would fear it would be carried out, to destroy or damage any property belonging to that other or a third person, or to destroy or damage his own property in a way which he knows is likely to endanger the life of that other or a third person, is guilty of an offence.**

*(Sec. 2 Criminal Damage Act 1971).*

A person is guilty of robbery if he steals, and immediately before or at the time of doing so, and in order to do so, he uses force on any person, or puts or seeks to put any person in fear of being then and there subjected to force.

(Sec. 8(1) Theft Act 1968)

**Scotland:** Robbery (Common law).

## Scotland

### Robbery

Robbery is the felonious appropriation of property by means of violence or threats of violence.

Violence or threats of violence are an essential element of robbery and must have been used with the theft.

The appropriation of the property must be simultaneous with the violence used or threatened.  
(Common law)

The offence of burglary is committed by a person who enters a building or part of a building as a trespasser with intent to steal anything therein, or inflict grievous bodily harm on any person therein, or do unlawful damage to the building or anything therein, or having entered any building as a trespasser steals or attempts to steal anything or inflicts or attempts to inflict grievous bodily harm on any person therein.

*(Sec. 9 Theft Act 1968)*

**Scotland:** Housebreaking (Common law)

**Northern Ireland:** Burglary – Section 9 Theft Act 1969.

## **Burglary**

Enters with the intention to steal.

## **Scotland**

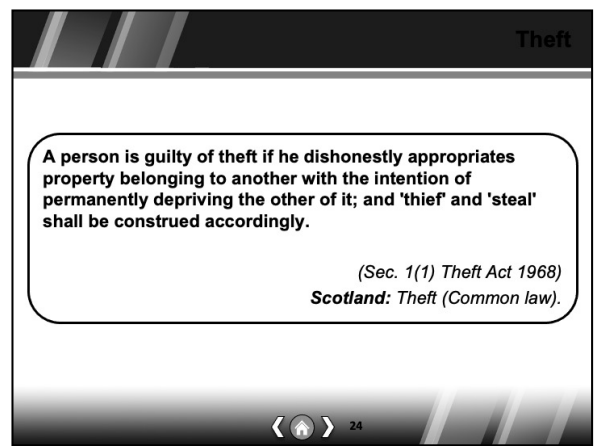
### **Housebreaking (Scots law)**

The offence of housebreaking refers to incidents where somebody broke (or attempted to break) into someone else's home without permission and stole (or attempted to steal) something. This includes breaking into any office, private business, etc.

*(Common law)*

## **Northern Ireland**

Burglary- Section 9 Theft Act 1969.



## **Theft**

Theft is of an item.

## **Scotland**

Theft is 'the taking and appropriating of property without the consent of the rightful owner or other lawful authority'.

In other words, taking something belonging to someone with the intention of not giving it back.

Theft (and all its aggravations) is an arrestable offence for door supervisors, as it is a crime against the common law.

*(Common law)*

(1) A person is guilty of fraud if he is in breach of any of the sections listed in subsection (2) (which provide for different ways of committing the offence)

(2) The sections are:

- a) Section 2 – fraud by false representation
- b) Section 3 – fraud by failing to disclose information
- c) Section 4 – fraud by abuse of position.

(Sec. 1 Fraud Act 2006)

**Scotland:** Fraud (Common law).

## Fraud

Remember, the term 'he' refers to all genders.

## Scotland

### Fraud

The common law of fraud in Scotland is very broadly defined. All that is required is that the accused, by a false pretence, induces the victim to do something which he or she would not otherwise have done. An example could be obtaining services by deception.

Unlike other legal systems, there is no requirement that fraud has an economic element, or any requirement that the victim has been induced to act to his or her detriment.

*(Common law)*

**It is an offence for any person without lawful authority or reasonable excuse, proof whereof shall lie on him, to have with him in any public place an offensive weapon.**

*(Sec. 1 Prevention of Crime Act 1953)*

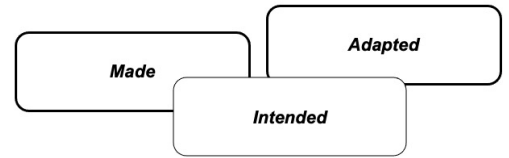
**Scotland:** *(Sec. 47 the Criminal Law  
(Consolidation) (Scotland) Act, 1995).*



It is an offence for a person to have with him any article which has a blade or is sharply pointed in a public place without good reason or lawful authority, the onus of proof being on the carrier. (This includes a folding pocket knife if the cutting edge of its blade exceeds 3 inches/7.62cm.)

*(Sec. 139 Criminal Justice Act 1988)*

**Scotland:** *(Sec. 49 the Criminal Law  
(Consolidation) (Scotland) Act, 1995).*



...to cause an injury.

**Made specifically to cause injury:**

- knuckle-dusters
- batons
- flick knives
- swords.



Everyday items adapted to cause injury:

- razor cards
- home-made knives
- broken bottles
- chains with sharpened links.



Broken bottles can be smashed and therefore used as sharp weapons to cause harm.

Everyday items, not adapted, but intended  
to be used to cause injury:

- hammers
- baseball bats
- kitchen knives
- screwdrivers
- bottles.



Vehicles can also be used as intended weapons to ram raid or run someone over. They can also be adapted by adding bull bars or other additional items. Bottles can be picked up in their full form and used as blunt weapons.

1 Identify SEVEN types of crime a door supervisor may come across.

1	.....	5	.....
2	.....	6	.....
3	.....	7	.....
4	.....		

1 Identify SEVEN types of crime a door supervisor may come across.

1 Murder .....

2 Assault .....

3 Rape .....

4 Sexual assault .....

5 Damage with intent to endanger life .....

6 Robbery .....

7 Possession of an offensive weapon. ....

2 Identify **FOUR** common crimes against property and premises that a door supervisor may come across.

1	.....
2	.....
3	.....
4	.....



2 Identify FOUR common crimes against property and premises that a door supervisor may come across.

- 1 Theft .....
- 2 Burglary .....
- 3 Criminal Damage .....
- 4 Robbery .....

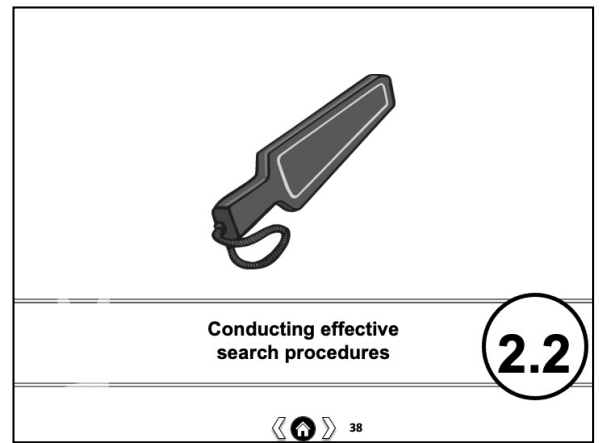
3 Provide FOUR examples of offensive weapons.

1	.....
2	.....
3	.....
4	.....

3 Provide FOUR examples of offensive weapons.

- 1 Knuckle duster .....
- 2 Baton .....
- 3 Flick knife .....
- 4 Sword .....

This list is not exhaustive.



Completion of this module will enable learners to meet the following learning outcome:

**Learning outcome 2: Know how to conduct effective search procedures**

This includes assessment criteria:

- 2.1 State the different type of searches carried out by a door supervisor
- 2.2 Identify a door supervisor's right to search
- 2.3 Identify the different types of searching equipment
- 2.4 Recognise possible hazards when conducting a search
- 2.5 State the precautions to take when carrying out a search
- 2.6 State the actions to take if an incident or an accident occurs
- 2.7 Demonstrate how to search people and their personal possessions
- 2.8 Identify the reasons for carrying out a premises search
- 2.9 Recognise actions to take in the event of a search refusal
- 2.10 Identify reasons for completing search documentation
- 2.11 Identify actions to take if a prohibited or restricted item is found during a search

This module includes the following interactive activities:

- group exercise: Search demonstration/practical activity

**Key task 2**

Rights to search

Door supervisors, as private members of the public, have no legal or statutory right to search any person without permission

Under no circumstances can you forcibly search someone.

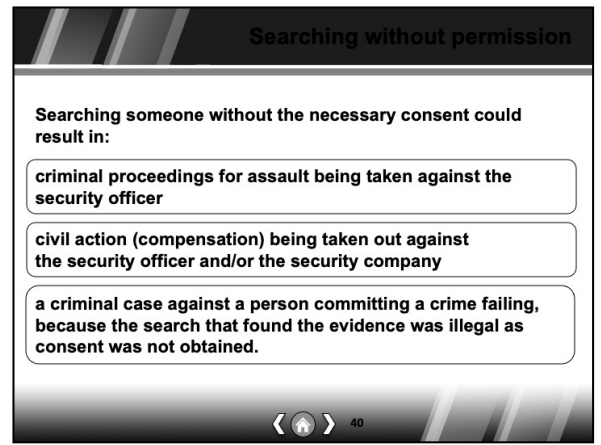
**KEY POINT**  
It is most important, therefore, that security officers actually obtain permission from a person they wish to search (beforehand.)

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As a door supervisor, you are still a private member of the public and therefore have no legal or statutory right to search any person without permission.

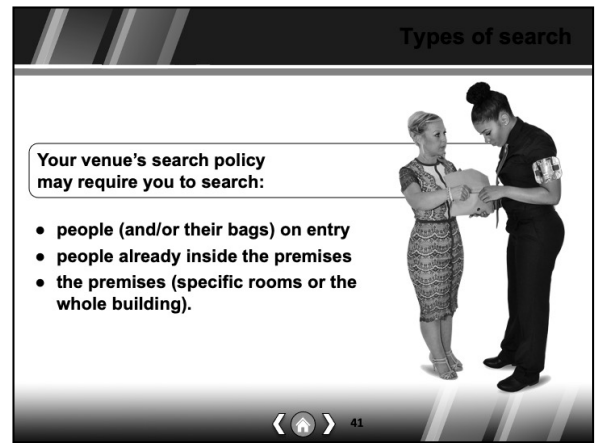
**It is most important, therefore, that you obtain permission (beforehand) from a person you wish to search.**

**Under no circumstances can you forcibly search someone.**



Searching without permission/consent could result in:

- criminal proceedings for assault being taken against the security officer
- civil action (compensation) being taken out against the security officer and/or the security company
- a criminal case against a person committing a crime failing, because the search that found the evidence was illegal as consent was not obtained



**Signage stating that searching may occur must be displayed at the entrance points.**

The types of searches you will undertake as a door supervisor will be dependent on the types and potential customers of premises at which you work.

Searching people

As part of a venue's admissions policy people may need to be searched before entry to stop them from bringing in any:

- weapons
- drugs
- suspect packages
- other unauthorised items

**KEY POINT**

Weapons are items that are made, adapted or intended to be used to cause injury to another person.

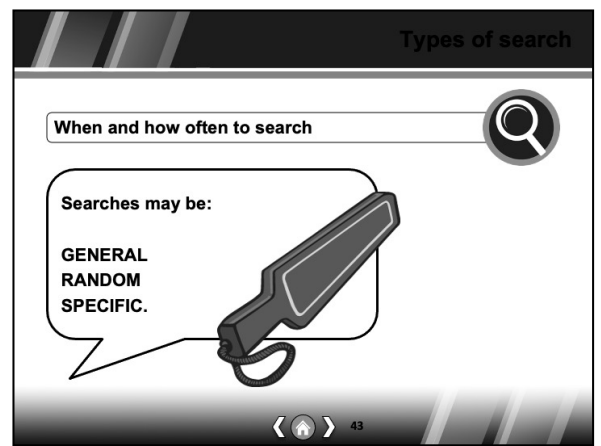
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## Searching people

People may need to be searched before entering a site as a condition of entry, or before leaving it.

They might require searching to stop them from bringing any weapons, drugs, suspect packages or other unauthorised items on to the site, or they may need searching before they leave to ensure that they are not accidentally or deliberately taking away any of the client's property with them.





### When and how often to search

Some sites will have a policy where every visitor is searched prior to entry (**GENERAL**), whereas others only search odd visitors now and again (**RANDOM**). This acts as a good deterrent.

Some sites only search visitors or staff who they believe for some reason may be in possession of unauthorised items (**SPECIFIC**).


Searches may be:

- **GENERAL** - when everyone is searched
- **RANDOM** - when a random selection of people are searched (e.g. search every fourth person)
- **SPECIFIC** - when specific individuals or vehicles are searched for specific reasons (suspicious people, vehicles/packages etc.)

Search refusals

Where consenting to a search at the entrance is a condition of entry, anyone refusing to be searched should be politely but firmly refused entry

If a venue has a 'point of entry' search policy, this should be clearly displayed at the entrance to explain the requirements to potential customers, and the reasons for it.



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**Search refusal means no entry!**

Any refusals should be noted in the search register or incident log.

- Search in a friendly, routine way
- Try to reduce any feelings of embarrassment that the person might feel
- Do not discriminate
- Be polite and courteous
- Talk to people as you search them, to help make them feel at ease
- Search as quickly and as efficiently as possible
- Thank them for their assistance afterwards.



## Searching people and their property

All searches should be carried out in a polite and courteous manner to avoid violent behaviour. Some people may feel intimidated or worried when being searched, whilst others may be used to it. You should talk to people as you search them, to help make them feel at ease, this gives you the opportunity to explain the search policy. You should try to carry out the search as quickly and as efficiently as possible, thanking them for their assistance afterwards.

All searches should be carried out it is important that consideration is given to protected characteristics identified in the Equality Act 2010 and the laws relating to discrimination in Northern Ireland.

Searching safely

- Same sex searches
- Search with another door supervisor to act as a witness
- If you can, search within the view of CCTV

Be aware of:

- needles/sharp objects
- weapons
- drugs
- violence
- infectious diseases
- uncooperative clients

Consider having a dedicated area with search tables and PPE such as safety gloves.

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## Searching safely

To prevent any false allegations of theft being made against you, you should always try to have another door supervisor or member of staff present during a search to act as a witness or in case of violence.

Same sex searches are still the legal benchmark, although there is guidance from the SIA regarding transgender people and that they should be allowed to be searched by their preferred gender.

If in doubt, self-searching is recommended, see next slide.

Before you physically touch another person, you should ask them:

- for their permission
- whether they have anything that they should not have
- whether they have anything that could injure either themselves or you
- whether they have any knives, needles or other sharps in their possession.



Someone who genuinely wants to hurt you will not be truthful with these questions.

Never assume they are telling you the truth.

**Body searches need to be made in a thorough and systematic way to ensure nothing is missed**

**You should devise your own method of searching and should use the same system every time so that you do not forget to search particular areas**

**KEY POINT**

**A good way to search is to start from the top at the front and work your way downwards, then move behind the subject to repeat the process.**

Many venues that carry out regular searches now employ door supervisors of both sexes for this very reason. The SIA has produced a guidance document called 'Trans customers: A guide for door supervisors'.

This can be located at:  
[www.sia.homeoffice.gov.uk/Documents/sia-ds-transguide.pdf](http://www.sia.homeoffice.gov.uk/Documents/sia-ds-transguide.pdf)

**All searches must be carried out with consideration and respect for the person concerned. As a security operative, you should show sensitivity when searching transgender individuals.**

If you have any concerns as to the gender or age of the person, then self-searching is a viable option

Ask the person to empty and turn out their pockets

Ask them to take off a jacket or to show you their waistband. Jackets can be checked once removed

Ask them to show you all other high-risk areas, e.g. where jeans meet boots.

Door supervisors cannot strip search anyone. They must only remove outer clothing.



Outside areas, buildings or individual rooms within the venue may also need to be searched before opening and closing

Specific pre-entry searches may be carried out by a door supervisor to ensure the premises are safe and free from any hazards prior to customers entering

Lockdown procedures and closing checks should be carried out with the duty manager to ensure all doors and windows are locked

Closing checks should ensure that no patrons are left in the toilets, VIP areas or areas which is easy to stow away (fall asleep).

**Before conducting an area search you must ensure you:**


- **have sufficient support from colleagues to be able to conduct a search efficiently, effectively and safely**
- **have any necessary equipment with you to assist in the search**
- **have a suitable method of calling for assistance if necessary.**

Searching rooms or buildings cont.

Door supervisors may be required to search for:

- weapons
- suspicious or missing people
- criminal activity
- suspect vehicles
- suspect packages
- signs of intrusion
- stolen, missing or damaged property

Search equipment may include:  
Search wands, metal detectors or archway metal detectors (AMDs).



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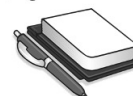
**When searching rooms or buildings, door supervisors should:**

- know what they are looking for on each search
- search pre-entry to ensure the room/building is safe to open to the public
- search mid-shift to ensure no criminal activity or anything unusual is occurring
- search at the end of shift/lockdown, ensuring no one left in the toilets, all doors are secure etc.

Equipment such as Search wands, metal detectors or archway metal detectors (AMDs) can be used.

## Proper search records help to:

- ensure and show that search policies are being complied with
- identify reasons for individual searches
- protect security staff against malicious allegations
- protect the person who is being searched
- act as evidence in criminal proceedings.



## Search documentation

Venues that require the security team to search people or their property must provide a suitable method of recording searches, this may be the CCTV system.

## Search records should contain details such as:

- day, date and time(s) of search
- location of search
- details of person searched
- details of the door supervisor searching (and any witnesses)
- reason for search
- details of search refusal
- details of anything found during search
- any action taken
- signature(s).

## Search records

Most venues will provide door supervisors with a formal search register or book to record details of searches conducted at the premises.

Some venues require search details to be recorded on an incident report form or just by CCTV, unless an item is found and secured.

Search records are to be completed by the door supervisors and should contain the information highlighted in the slide.

Any stolen, illegal, suspect or unauthorised items found must be dealt with correctly, following the venue's search policy

The DPS should also be informed

Possible actions, depending on what is found and under what circumstances, may include:

- giving a verbal warning
- reporting to your supervisor or line manager for advice
- reporting to DPS for advice
- looking after item for the customer until they leave
- seizing item and refusing entry
- seizing item, arresting customer and calling the police.

## Dealing with property found during a search

Action will be dependant upon the severity of the items found.

Different venues will have variable policies.


Door supervisors must follow their own venue's policies.

Dealing with property found during a search cont.

Any items seized must be:

- kept securely (drugs amnesty box)
- properly recorded
- reported following the local policy

Always follow the procedures specified in the venue's search policy.



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Any items, including drugs that are seized, must be kept securely or placed in the drug amnesty box if available.

The items should then be properly recorded and reported following the local policy.

Door supervisors must always follow the procedures specified in their venue's search policy.

**Additional considerations**

- Care should be taken when dealing with people with physical or learning difficulties and with children or young people
- Searches carried out on children and young people should be conducted in the presence of another individual
- Children and young people should not be asked to remove clothing, other than outer garments like coats, gloves and hats
- You should also be aware of other people's cultural and religious beliefs and values, which may be slightly different to your own.

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## **Additional considerations**

If door supervisors need to search a child or young person, they should first obtain the consent of a responsible adult.

The child or young adult must fully understand what is happening and why they are being searched. Searches should be conducted by a person of the same sex as the child or as the young person.



**As a door supervisor, you must record all incidents or accidents that occur during a search**

**You must complete an incident report form and the incident or accident should be reported to the person in charge as soon as possible**

**Emergency services should be contacted if needed**

**The venue's policy/assignment instructions must always be followed.**



### **Group exercise**

Demonstrate a search and then get learners to work in pairs, asking them to practice the different search methods.

Remember to record as per your awarding organisation requirements.

1 Explain the THREE types of searches that can be carried out by a door supervisor.

1	.....
2	.....
3	.....

1 Explain the THREE types of searches that can be carried out by a door supervisor.

1	General	.....
2	Random	.....
3	Specific.	.....

2 Identify THREE different types of search equipment.

1	.....
2	.....
3	.....

2 Identify THREE different types of search equipment.

- 1 Search wands .....
- 2 Archway metal detectors .....
- 3 Metal detectors. ....

3 Explain the precautions a door supervisor should follow when carrying out searches.

.....

.....

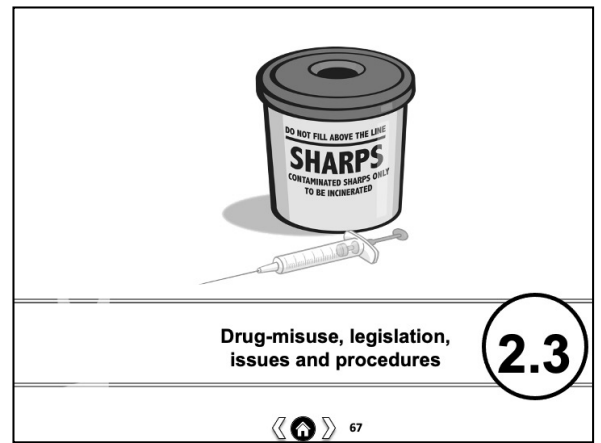
.....

.....

3 Explain the precautions a door supervisor should follow when carrying out searches.

- Ask for their permission.....
- Only search individuals of the same gender.....
- Have a witness.....
- Ask whether they have anything that could injure either themselves or you.....





Completion of this module will enable learners to meet the following learning outcome:

**Learning outcome 3: Understand drug-misuse legislation, issues and procedures relevant to the role of a door supervisor**

This includes assessment criteria:

- 3.1 Identify relevant aspects of drug-misuse legislation
- 3.2 Identify common types of illegal drugs
- 3.3 Recognise the signs and symptoms of drug use
- 3.4 Identify the signs that may indicate drug dealing
- 3.5 State the procedure for dealing with individuals found to be in possession of drugs
- 3.6 State the procedures for handling and storing seized drugs
- 3.7 State how to dispose of drug related litter and contaminated waste

This module includes the following activities:

- class question: What signs might indicate drug dealing is taking place?

**Key task 3**

**Drugs on licensed premises**

**Drug dealers like licensed premises  
Customers go there to buy**

**Door supervisors have a moral, professional and legal duty to prevent the use/sale of drugs on the premises:**

- to prevent abuse, overdoses and accidents
- to comply with the law.

◀ ⓘ ▶ 68

## **DRUGS**

All drugs are potentially dangerous, but more so when they are misused or abused for non-medical or recreational purposes.

The effects of different types of drugs vary widely as well, depending on the strength of the dose, the amount taken, the abuser's state of mind and health, and whether they have been taken in conjunction with other substances such as alcohol.

The quality of the drugs bought on the streets will vary as well, with varying degrees of purity and strength. Add to these the risks from the various methods of taking the drugs, and it is easy to understand why most countries around the world have had to bring in laws to regulate their manufacture, sale, distribution and possession.

Nightclubs and pubs have traditionally been seen as good places for drug dealers to sell their wares, and it follows that buyers will go to certain licensed premises purely to buy drugs.

Door supervisors working at such venues have a moral, professional and legal duty to prevent the illegal sale and use of controlled drugs, and to try to reduce the effects of such abuse, such as overdoses and accidents.

In order to keep incidents like these to a minimum, it is obviously necessary to prevent drug dealers entering the premises to supply drugs, and to prevent users from bringing their own drugs in.


**The Misuse of Drugs Act 1971**


- Regulates the use of 'controlled drugs'
- Defines numerous offences under the act
- Also defined 3 categories of drugs according to their:
  - toxic effect
  - prevalence of use
  - danger to society
  - subsequent penalties for misuse.

CLASS  
**A**CLASS  
**B**CLASS  
**C****Drugs classifications**

In 1971, the Misuse of Drugs Act was brought in to regulate the use of 'controlled drugs', and defined numerous offences under the act. It also defined three categories of drugs (A, B and C) according to their toxic effect, prevalence of use, danger to society and their subsequent penalties for misuse.

**Types of illegal drugs:  
Class A drugs**

The most harmful drugs are found under this category, namely the narcotics and the hallucinogenic drugs 

Narcotics were included in this class because of their dangerous addictive qualities, and the hallucinogenic drugs because of the violent reactions and activities of those who take them 

Crack cocaine, cocaine, crystal methamphetamine, methadone, heroin, LSD, MDMA (ecstasy), psilocybin (magic mushrooms).

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## Types of illegal drugs

All of the major controlled drugs found in and around licensed premises have been listed here, but there are other lesser-known and little-used drugs in each of the categories.


Tutors could ask the learners what substances are classed as 'Class A drugs'.

## Class A drugs

Classified based on the amount of harm the drug does to the body and whether it is hallucinogenic. Class A drugs are the most harmful.

Class B drugs

These are middle of the range in the seriousness of illegal drugs



CLASS  
B

Amphetamines, barbiturates, ketamine, cannabis, codeine, Ritalin.

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Tutors could ask the learners what substances are classed as 'Class B drugs'.

### **Class B drugs**

These are middle of the range in the seriousness of illegal drugs.

Class C drugs

There are many drugs listed under this category, most of which are benzodiazepines or tranquillisers.



CLASS C

GBH, Rohypnol, anabolic steroids.

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Tutors could ask the learners what substances are classed as 'Class C drugs'.

### **Class C drugs**

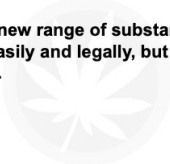
Other less harmful drugs are restricted under the Medicines Act, and many other drugs are available under prescription from a doctor.

Other drugs

Other, less harmful, drugs are restricted under the MEDICINES ACT, and many other drugs are available by prescription from a doctor



A 'Legal high' is the term given to a new range of substances and chemicals that can be bought easily and legally, but which can still be very dangerous to users.




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The law on so-called 'legal highs' changed in May 2016, when the Psychoactive Substances Act came into force.

This new law made it illegal to supply any psychoactive substances for human consumption, to sell them or even to give them to anyone.

The punishments for doing so range from prohibition notices, warnings or up to 7 years in prison.

- 
- **Manufacturing controlled drugs**  
i.e. growing or making them
  - **Possessing a controlled drug**  
i.e. having them on you or having control of them
  - **Possessing a controlled drug with intent to supply**  
i.e. having a large supply intending to share or sell them to others
  - **Supplying or offering to supply drugs**  
i.e. sharing, selling or offering them to others
  - **Allowing controlled drugs on premises**  
i.e. knowingly permitting someone to possess, use or supply drugs on premises over which you have some control.

## Drugs offences

The Misuse of Drugs Act lists a whole range of different drugs offences that can be committed by the various people in the chain. It is important that as a door supervisor, you have at least a very basic knowledge of these so that you can understand what offences can be committed by whom and what powers you have to deal with them.

Supplying does include giving your friends or family drugs.



What signs might indicate drug dealing is taking place?

- Suspicious behaviour
- Frequent trips to the toilets
- Meeting with lots of strangers
- Lots of people approaching one individual
- Covert exchanges of items/cash
- Hiding in areas out of view of staff and CCTV
- Information from other customers or members of staff/neighbouring property
- Unusual activity in the car park/vicinity of site (especially out of hours)
- Drugs litter found.

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### **Class question – what signs might indicate drug dealing is taking place?**

Drug dealers come in all shapes and sizes, races and ages and often work as a team as not to draw attention to themselves. One may take the order, one may issue the drugs and another may take the money.

Signs that drug dealing might be taking place include:

- suspicious behaviour
- frequent trips to the toilets
- meeting with lots of strangers
- lots of people approaching one individual
- covert exchanges of items/cash
- hiding in areas out of view of staff and CCTV
- information from other customers or members of staff/neighbouring property
- unusual activity in the car park/vicinity of site (especially out of hours)
- drugs litter found

Dealers sometimes use 'runners' and 'minders' to help them carry and supply the drugs, so regular short visits to a suspected dealer by another person would warrant further observations, particularly watching for any obvious passing of cash or the drugs themselves.

Includes any packaging that the drugs might come in or items that have been used to take the drugs, e.g.:

- syringes and needles
- magazine paper wraps
- small pieces of cling film
- small self-seal bags
- hand-rolled cigarette ends with cardboard filters
- torn cigarette paper packets



You will need to check for drugs litter while the premises is open and the end of the night.

COMMON symptoms include:

- uncoordinated behaviour
- irritability or aggression
- repetitive movements or actions
- mood swings
- confusion
- overexcitement and/or talkativeness
- dilated pupils
- obvious signs of stress or anxiety
- dizziness
- traces of powder under the nose
- bloodshot or watery eyes
- repeated sniffing or twitching
- excessive sweating
- looking drowsy
- falling asleep
- unconsciousness.

It is also important that door supervisors are able to recognise when someone is suffering from the effects of illegal drugs.

It is a part of their roles as door supervisors to prevent entry at the front door to anyone showing signs that they have taken drugs, but also to be able spot anyone inside the venue who may have taken drugs after getting in.

Remind learners that because people often react to drugs in different ways, it will often be difficult for them to tell exactly what type of drug someone has actually taken.

You search a customer at the point of entry and find a small magazine wrap containing a white crystal-like substance hidden away in the back of the person's wallet

You have reasonable grounds to suspect that the substance might be cocaine

Subject to the venue's search policy, you have 2 options...

Cocaine is a class A drug.

The unlawful possession of a class A drug is an indictable offence, so you would have the power to:



- seize the drug
- arrest the customer
- call the police
- hand both the customer and the drug over to the police

The seizure and arrest must be properly reported and recorded.


## Scotland

There is no legal right to arrest in Scots law, but there is a common law of detaining the person for the police.

Option 2

Alternatively, you could:

- seize the drug
- refuse entry to the customer
- record the find
- report it to a supervisor or the DPS
- put the seized drug somewhere secure until it can be dealt with.



The illustration shows a security operative in a dark uniform and tie, standing with his hands raised in a gesture of refusal or surrender. He has a serious expression. The background is a simple grey gradient.

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Somewhere safe could be a drugs safe or management.

Drugs should never be placed in the operative's pocket. This could lead to accusations of the security operative dealing drugs.

Remind the learners to always refer back to the venue's search policy but both options will be lawful.

If you suspect that a customer is regularly selling drugs at the venue, but you cannot actually catch them committing the offence yourself, then the DPS and the police should be informed.

- Only seize drugs and arrest people if it is safe to do so
- Never put yourself in any unnecessary danger
- Take special care with people who may be in possession of drugs
- Be aware of infection from the drugs themselves and from dirty needles
- Use needle-resistant/rubber gloves for searching.



## Safety

Door supervisors should only seize drugs and arrest people if it is safe to do so.

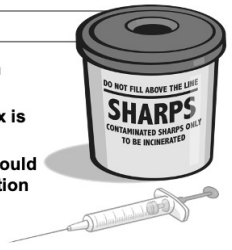
Never put yourself in any unnecessary danger.

Furthermore, special care should also be taken when searching people who may be in possession of drugs.

The possibility of infection from the drugs themselves, or from dirty needles is obvious. You can now buy needle-resistant as well as rubber gloves for searching purposes, which are ideal for these situations.

Think body fluids

- Found needles should be stored in proper sharps boxes
- Use an empty bottle if a sharps box is not immediately available
- Bloodstained tissues/bandages should be placed into a proper contamination bag or a sanitary bin.



Bloodstained tissues can be flushed down a toilet if a sanitary bin or contaminated waste bin is not available.



1 Explain the procedures a door supervisor should follow when an individual is found to be in the possession of drugs.

.....

.....

.....

.....

1 Explain the procedures a door supervisor should follow when an individual is found to be in the possession of drugs.

- Option 1. Seize the drug, arrest the customer, call the police, .....  
hand both the customer and the drug over to the police, .....  
report to and record .....
- Option 2. Seize the drug, refuse entry to the customer, record  
and report it to your supervisor. ....

2 How should seized drugs be handled and stored by a door supervisor?

.....

.....

2 How should seized drugs be handled and stored by a door supervisor?

Handled – given to police if attending.....  
Stored – placed in drugs safe or handed to licence holder.....

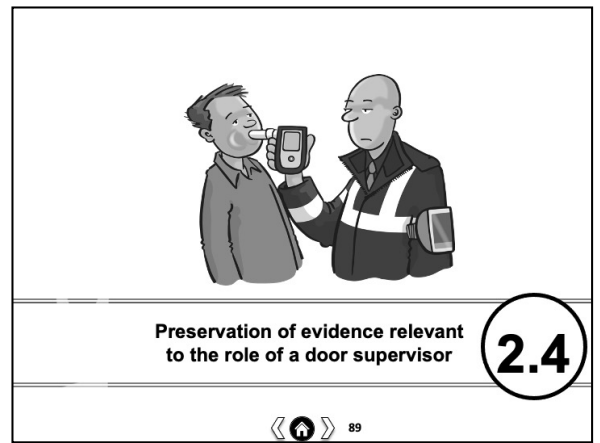
3 Explain how to dispose of drug-related litter and contaminated waste.

.....

.....

3 Explain how to dispose of drug-related litter and contaminated waste.

- Needles should be placed into a sharps box or empty bottle if a sharps box is not available
- Blood-stained tissues or bandages should be placed into a proper contaminated waste bin, such as a sanitary bin or tissues can be flushed down the toilet.



Completion of this module will enable learners to meet the following learning outcome:

**Learning outcome 4: Understand preservation of evidence relevant to the role of a door supervisor**

This includes assessment criteria:

- 4.1 State reasons for recording and preserving crime scenes
- 4.2 State actions to take to preserve evidence after an incident
- 4.3 Identify circumstances when a door supervisor should call the police
- 4.4 Identify how different types of evidence can be obtained at a crime scene

This module includes the following activities:

- class question: What information will you need to record in an incident report?

**Key task 4**

Evidence is information that may be presented to a court to decide on the probability of some point in question, and particularly as to how it may determine a person's guilt or innocence

Facts to be proved or disproved:

- the identity of the accused
- whether or not they committed the offence for which they are on trial
- any necessary knowledge or intent connected to the crime.

## Evidence

When working as a door supervisor, whenever you arrest someone for committing an offence, or you witness something that you are later asked to provide a statement about, you may ultimately have to give evidence in subsequent court proceedings.

The rules of evidence are very strict, so it is important that you have a clear understanding of them, and you should at least know what is acceptable to a court and what is not.

All court proceedings are governed by the laws of evidence that determine what facts may be proved in order to decide whether the accused is guilty or not, and how and by whom those facts may be proved.

An event to be disproved could be a false allegation of a health and safety related incident.



**Relevance**

**Evidence is said to be relevant to court proceedings if its existence tends to show the truth, or otherwise, of a fact which is in issue in those proceedings**



**Admissibility**

**A fact is admissible when the law allows it to be proved in evidence.**

**Direct**

**Direct evidence is something that has been seen, heard or experienced by the person who relates it**



**It normally connects the accused directly with the offence in some way.**

Circumstantial evidence

Circumstantial evidence can be described as presumptive or indirect evidence

Although it does not prove the offence itself, it proves other facts which, when added to other evidence, supports an inference or presumption of guilt.

< 1 > 93

### **Circumstantial evidence**

Circumstantial evidence can be described as presumptive, e.g. a person seen removing a knife from a body may have either inserted the knife into that person or entered the room and just removed the knife.

Additional evidence would support which sequence of events is correct.

Evidence is hearsay if it relates to something that a witness has heard another person (not the accused) say about the offence, but that they do not know to be true for themselves

That evidence can only be given by the person who experienced it for themselves.

**Hearsay** is not admissible in court as cannot be proved to be accurate.

Oral evidence is that given by a witness when they verbally relate to the court what happened

The witness may recount from their first-hand knowledge what they said, saw, heard, tasted, felt, smelt and did at any relevant time.



## Oral

Oral evidence is that given by a witness when they verbally relate to the court what happened.

The witness may recount from their first-hand knowledge only.

Documentary evidence includes any drawn, written or printed document in any form which communicates visual or written messages from one person to another, e.g. incident reports, CCTV footage, computer records etc.

A door supervisor's notebook or an incident log may be tendered as evidence, or a stolen cheque that has been passed as payment.



## Documentary evidence

The original document itself is primary evidence, and any copy of it is secondary evidence. Such evidence can be presented to the court by a witness, who can explain its relevance orally. Other documentary evidence could include footage from fixed CCTV, body-worn cameras, company mobile phones or computer records.

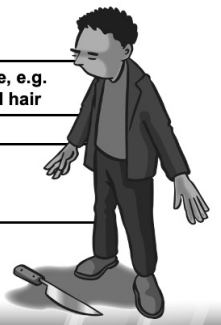
Anything that is produced as an exhibit to the court by any person who has first-hand knowledge of its existence and relevance to the matter in question

Items such as weapons or drugs found by door supervisors can be real evidence, as can any video recording of an incident filmed by CCTV.



Forensic evidence is scientific evidence, e.g. fingerprints, footprints, DNA, blood and hair

This type of evidence is vital to the police for linking suspects to scenes, victims and crimes.





It is a **SERIOUS CRIMINAL OFFENCE** for any person who is lawfully sworn as a witness in judicial proceedings, to wilfully make any statement that they:

know to be false or

do not believe to be true

At Crown Court, anyone found guilty of such an offence may be sentenced to a term of imprisonment for up to 7 years.

## Perjury

Under the Perjury Act of 1911, it is a serious criminal offence for any person who is lawfully sworn as a witness in judicial proceedings, to wilfully make any statement which they know to be false or do not believe to be true.

If a serious crime occurs on the premises, you, as a door supervisor are in an ideal position to be able to:

- take control
- contain potential evidence
- call for support and inform management
- inform the emergency services
- cordon off the area
- restrict access to the scene
- show the police any potential evidence
- record what you have done.



## Preserving evidence

People may try to clean up the areas when they are in shock, not thinking about the evidence that may be lost.

Door supervisors should always consider CCTV evidence, items used during crime and evidence like fingerprints, footprints, DNA, blood, hair and tool marks.

Forensic evidence like this is invaluable to the police when investigating crimes and prosecuting offenders.

**The venue's policies will give details of what to do and who to inform when serious incidents occur or when crimes are committed**

**Serious incidents like injuries, fires or bomb threats will require the assistance of the emergency services**

**Crimes, arrests, serious disorder and incidents taking place inside or outside of the premises will usually mean that the police have to be called.**

Reporting procedures cont.

What information will you need to record in an incident report?

- day, date and time of the incident
- how you were alerted to it
- where it happened
- what you saw
- what you were told
- what happened
- what action you took
- what the result was
- details of any witnesses
- any descriptions of people or property

Records need to be completed as soon as you are able to following the incident.

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**Class question: What information will you need to record in an incident report?**

Remember to always follow the reporting procedures as per the company procedure.

**Incidents to record**

**Typical incidents that would require recording properly include:**

- entry refusals
- ejections
- the use of force
- arrests
- serious crimes
- accidents
- searches
- seizures of drugs, weapons or other items
- suspicious behaviour
- visits by police or other authorities/agencies
- all other emergencies.
- disputes and complaints.

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## **Incidents to record**

You will need to ensure that you record as much information about the incident or crime as you can at the time it occurs, so that a proper report can be made once the matter has been dealt with. A notebook is the ideal place to record such details at the scene. This information can be put into a formal incident log later if required.

Incident reports should explain:

HOW

WHAT

WHERE

WHEN

WHY

WHO.

**REMEMBER**

- A** ACCURATE
- B** BRIEF
- C** CLEAR



All radio communication should be accurate, brief and clear.

## Incident reports

Incident reports should be purely factual without personal opinion, and each separate report should be signed, dated and timed.

- For making accurate, timely notes while working at the scene
- Ensure that sufficient details about a routine or unusual event are taken at the time
- Fuller report can be made of the incident later
- Notebooks are official documents
- Must be used properly at all times
- Only used to record work-related matters
- Must be kept securely as they may contain confidential information.



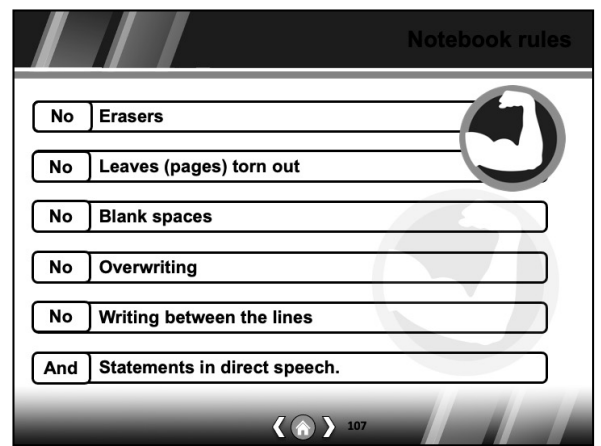
## Using notebooks

Security notebooks are official documents, so should be used properly at all times.

They should only be used to record work-related matters. For these reasons, notebooks should be kept securely as they may contain confidential information about the venue, the client, the security company or operational procedures.

Remind learners that their notebooks may need to be produced and used as evidence in court.





Notebooks need to be completed in black ink and notebook rules should apply.

The mnemonic 'NO ELBOWS' is a useful way of understanding and remembering the general rules for using notebooks.

Notebooks should be used to record both routine and unusual events. As well as recording day-to-day information like duty or shift times, they should also be used at incidents or during emergencies to record descriptions, names and addresses of witnesses, vehicle registration numbers and timings.

Notebooks should only ever be used to record workplace information, and never to record personal information or reminders.

**Other documents used to record details might include:**

- incident reports
- logbooks
- search registers
- visitors' registers
- key registers
- duty sheets
- accident reports
- lost/found property registers
- message books
- handover reports
- police statements
- other venue specific reports.

These various reports provide a permanent written record of incidents that have happened and can be used as evidence in court.

They can also be used to assist in identifying offenders, assist other outside agencies, protect you from malicious allegations and can help to justify any actions you have taken.

1 Explain why it is important to preserve the crime scene.

.....

1 Explain why it is important to preserve the crime scene.

It may determine a person's guilt or innocence.....

2 Identify how different evidence can be obtained at a crime scene.

.....

.....

2 Identify how different evidence can be obtained at a crime scene.

CCTV, forensic evidence, witness accounts  
(direct evidence).

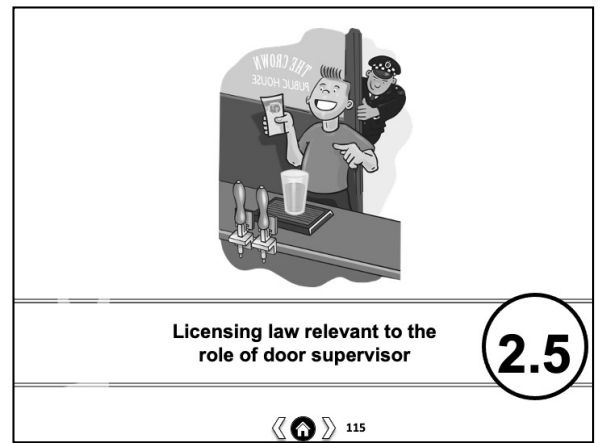
**3** Describe the different circumstances under which a door supervisor should call the police.

.....

2 Identify how different evidence can be obtained at a crime scene.

Crimes, arrests, serious disorder and incidents taking place inside or outside of the premises.





Completion of this module will enable learners to meet the following learning outcome:

**Learning outcome 5: Understand licensing law relevant to the role of a door supervisor**

This includes assessment criteria:

- 5.1 Identify the licensing objectives
- 5.2 State the law in relation to refusing entry and ejecting customers
- 5.3 Identify police powers regarding licensed premises
- 5.4 State the rights and duties of licensees and door supervisors as their representatives
- 5.5 State the role of the designated premises supervisor (DPS)/premises manager (PM)
- 5.6 State the law regarding children and young persons on licensed premises
- 5.7 State conduct that is unlawful under licensing, gaming and sexual offences legislation
- 5.8 Identify acceptable forms of proof of age

This module includes the following activities:

- class question: What types of businesses, organisations and individuals are normally regulated by the act?
- class question: When should entry be refused?
- class question: What documents can be accepted as proof of age?

**Key task 5**

The Licensing Act 2003 is focused on the promotion of 4 main licensing objectives

It introduced the separate licensing of the actual premises used to sell alcohol, and of the individuals that manage them

Its key aims are to:

- protect the public from alcohol-related crime, nuisance and anti-social behaviour
- provide police and other authorities with powers to deal with problem premises
- recognise the role of licensed premises in the community.

## Licensing laws

### Norther Ireland

#### (Northern Ireland Licensing *(NI)* Order 1996)

- Offence for a minor (<18) to be on licensed premises
- Offence for a minor to purchase/consume intoxicating liquor
- Offence to sell/permit consumption/deliver for consumption on or off the premises
- Offence for minor to represent themselves as 18+ to purchase intoxicating liquor

### Scotland

#### The Licensing (Scotland) Act 2005

The Licensing (Scotland) Act 2005 came into force on 1 September 2009 and focused on the promotion of 5 main licensing objectives. It introduced the separate licensing of the actual premises used to sell

alcohol and of the individuals that manage them. It has increased powers for police and licensing boards to deal with problem venues and close down licensed premises for breaching the Licensing (Scotland)

Act 2005. Therefore, door supervisors have a direct role in ensuring licensed premises are compliant with the law. Its key aims are to:

- protect the public from alcohol-related crime, nuisance and anti-social behaviour
- provide police and other authorities with powers to deal with problem premises
- recognise the role of licensed premises in the community

You must know the 4 licensing objectives and understand how they impact how the premises you are working at must operate

4

The 4 licensing objectives are:

- the prevention of crime and disorder
- public safety
- the prevention of public nuisance
- the protection of children from harm.

### Licensing objectives

It is important that all door supervisors know the 4 licensing objectives, and understand how they impact on how the premises they are working at must operate.

All 4 objectives are of equal importance.

### Scotland

The 5 licencing objectives are:

- preventing crime and disorder
- securing public safety
- preventing public nuisance
- protecting children and young persons from harm
- protecting and improving public health

The Licensing Act refers specifically to premises and individuals engaged in what are called licensable activities



Licensable activities include:

- the sale of alcohol by retail
- the supply of alcohol on club premises
- the provision of regulated entertainment
- the provision of late-night refreshment.



## Licensable activities

The Licensing Act refers specifically to premises and individuals engaged in what are called licensable activities.

Types of businesses regulated by the Licensing Act

What types of businesses, organisations and individuals are normally regulated by the act?

- Pubs, wine bars and nightclubs
- Members' clubs
- Off-licences
- Supermarkets
- Corner shops
- Restaurants
- Hotels
- Cinemas
- Charities
- Late-night takeaways and burger vans.

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**Class question: What types of businesses, organisations and individuals are normally regulated by the act?**

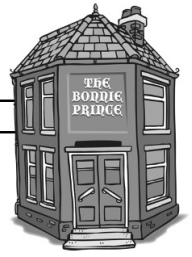
Other examples are available.

There are 2 types of licence required before any premises can be used to conduct any of the licensable activities; a premises licence and a personal licence.

- Issued by the local licensing authority
- Allows specific premises to be used for any of the licensable activities

Can be granted to:

- an individual over the age of 18
- a company that wants to run a business from there
- organisations such as charities or educational institutions.



## Premises licences

A premises licence is the single licence, issued by the local licensing authority, that allows specific premises to be used for any of the licensable activities.

A premises licence that has been granted for a specific venue will remain in force until:



- it is revoked
- it is surrendered
- the venue is no longer being used for licensable activities
- the actual premises licence holder dies, becomes incapacitated or goes bankrupt.

A premises licence cannot be sold with the business.

It is illegal to operate a licensed premises without the relevant licenses being granted by the local authorities.

A personal licence, however, can be granted to an individual who wishes to sell or authorise the sale of alcohol at a venue with a premises licence

Personal licences currently last indefinitely, unless revoked or surrendered.

*Personal licences (not applicable in Northern Ireland)*

**Personal licences (not applicable in Northern Ireland)**



**Designated premises supervisor (DPS)**

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**Designated premises supervisor (DPS)**

- Person who holds their own personal licence
- Has been nominated by the person who holds the premises licence to run the venue on their behalf
- Only one DPS for each premises
- The person responsible for the day-to-day running of the premises
- Main point of accountability
- Must be named on the operating schedule
- Should be easily identifiable by the police and other authorities as the person in overall charge of the venue
- Devises and implements admissions policies and other venue-specific house rules.

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An operating schedule is the section of the premises licence application stating who the DPS is, opening hours, licensable activities etc.


### **Scotland**

The premises manager (PM) is the person responsible for the day-to-day control of the licensed premises. One (and only one) PM is required where the sale of alcohol by retail takes place.

### **Northern Ireland**

The role of the designated premises supervisor (DPS) is known as a 'responsible person'.

**Door supervisors**



- Act as agents of the DPS
- Need to work under the direction of the DPS at all times
- Enforce the admissions policy and house rules on the DPS's behalf
- Work to help run the venue in line with the 4 licensing objectives.

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## **Door supervisors**


Door supervisors' authority to implement house rules and the licensing objectives comes from the DPS.

- Numbers of customers and staff inside the premises at any one time
- All venues have maximum capacity (or occupancy) figures
- Based on how many people can be safely evacuated from the premises in an emergency
- Monitoring of venue capacity ensures compliance with health and safety legislation and fire safety regulations
- Ensures the safety, comfort and enjoyment of those inside.

**Point of entry**

To provide proper control at the point of entry, it is important to:

- use your judgement fairly to and effectively to enforce the law and venue's policies
- meet and greet potential customers in a courteous and professional manner
- provide good customer service
- display a professional appearance and attitude at all times



A good first impression can reduce the potential for conflict at the point of entry and inside the venue.

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## **Point of entry**

It is the first 'point of sale', and the door staff are the first members of the venue's staff that they will meet.

It is here, at the entrance, that you will get the chance to improve the image of your profession in the eyes of the public. The way that a customer is treated here can have a significant impact on their perceptions of the whole venue.

Front door staff must ensure that only desirable customers enter the premises.

A well-controlled entrance point reduces the number of incidents inside the venue.

Safe entry includes queue management.

Refusing entry to unsuitable people is an important and necessary part of a door supervisor's job role

Door staff and other staff members have the right to refuse access to anybody whose presence on the premises would subject the DPS to possible prosecution

Entry can be refused for a number of reasons, for example if a customer appears to be or is drunk.

## Refusals

Refer to the venues admissions policy and house rules with regards to refusals. A notice should be displayed outside of the premises explaining what those policies and rules are so customers can assess for themselves whether they are likely to be allowed entry before joining the queue, and shows the grounds on which people are likely to be refused entry.

**When should entry be refused?**

- the venue is already full (capacity figures)
- the customer is under the influence of alcohol or drugs
- the customer is underage or cannot prove age suitably
- the customer does not comply with the venue's dress code
- inability or refusal to pay the entry fee
- a refusal to be searched
- known troublemakers
- banned or subject to an exclusion order
- poor attitude
- any other breaches of other reasonable venue-specific entry conditions.

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**Class question: When should entry be refused?**

Refusing entry to unsuitable people is an important and necessary part of a door supervisor's job.

Acting on behalf of the DPS and under licensing laws, door supervisors and other members of staff have the right to refuse entry to anyone who is drunk, for example, or anyone whose presence on the premises would subject the DPS to possible prosecution.

As a door supervisor working on licensed premises, you:

- must maintain order
- may have to ask people to leave a pub or a club as the result of their behaviour
- may, as a last resort, have to physically eject people from the premises if they refuse to leave when asked

Licensed premises offer what is called an 'open invitation' to members of the public to enter, whether on payment or otherwise, for an evening's entertainment

That invitation may, however, be withdrawn at any time.

**Door supervisors:**

- act on behalf of the DPS
- have the right in law to refuse entry or eject anyone whose presence is not or no longer welcome.

**Customers already on the premises may become trespassers if the invitation to remain is withdrawn and they refuse to leave**

**Door supervisors need to use the rules of trespass to remove unwanted people from the premises.  
Only use reasonable and necessary force.**





The Licensing Act 2003 gave the police and other authorities specific powers in relation to licensed premises. They:

- have the right to enter licensed premises at any reasonable time to assess the venue against the licensing objectives
- can enter to investigate whether the licensable activities taking place, or about to take place, are:

actually licensed

being held in accordance with the premises licence itself and any of its specific conditions.




The police, the licensing authority and other responsible authorities have the right to enter licensed premises at any reasonable time to assess the venue against the licensing objectives.

Police powers cont.

The police:

- may enter *at any time* and search any licensed premises
- do not need a search warrant
- can use reasonable force to enter to carry out their duties

It is an offence to obstruct or prevent them from carrying out their duties.



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The police may enter *at any time* and search any licensed premises if they suspect that an offence under the Licensing Act is taking place or is about to take place.

The police do not need a search warrant to be able to do this and it is an offence for a door supervisor or any other member of staff to obstruct or prevent the police from carrying out their duties.

Police powers cont.

The police also have the power to close specific licensed premises for up to 24 hours if they believe that:

- there is a risk to public safety from disorder
- it is necessary to prevent noise nuisance

The police are allowed to use reasonable force to close a premise if they need to.

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The police may use these powers if, for example, there have been a lot of fights in one venue or a whole area.

Environmental health officers (EHOs) also have the power to close specific licensed premises to prevent noise nuisance.

The police can apply to a magistrates' court for a closure order to close all licensed premises in a specific area for up to 24 hours if:

- they anticipate public disorder or nuisance problems due to a demonstration or a large sporting event

It is an offence to open the premises while it is subject to a closure order.

Other authorised agencies that are allowed to enter the premises to carry out their duties include:

- licensing authority officers
- fire safety inspectors
- environmental health officers
- health and safety inspectors
- weights and measures officers from Trading Standards
- HM Revenue and Customs

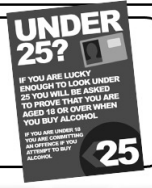


Representatives of these agencies, once their identities have been verified, must be allowed to enter to conduct their statutory duties.

The protection of children from harm is one of the 4 licensing objectives

The aim is to protect children from any form of harm arising from licensable activities, including:

- psychological harm caused by 'adult' entertainment
- physical harm from unsafe premises or alcohol
- It is a moral as well as legal duty to protect children and young people.



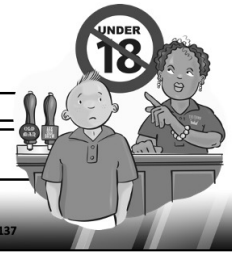
**It is always against the law to sell alcohol to anyone under 18 – without exception.**

**Fines of an unlimited amount for doing so can be imposed by the courts**

**A premises licence holder whose premises are caught selling alcohol to under-18s on 2 occasions within a 3-month period:**

**can be fined an unlimited amount**

**can have their licence suspended for up to 3 months.**



It is always against the law to sell alcohol to anyone under 18 – without exception.

**Bar staff commit an offence if they knowingly allow the sale of alcohol to anyone under the age of 18, particularly when they could have prevented the sale from taking place**

**Adults are committing a separate offence if they buy or even attempt to buy alcohol for someone under 18.**



Even just allowing a person under the age of 18 to consume alcohol on the premises is an offence

With one exception...

Anyone aged 16 or 17 may be allowed to drink the beer, wine or cider bought for them by an adult, provided that it is consumed with a proper table meal while accompanied by the adult.

*\*This exception does not apply in Northern Ireland*



## Scotland

A person who is 16 or 17 may consume beer, wine, cider or perry, only if it is bought for them by an adult and provided that it is consumed with a proper table meal when accompanied by the adult.

- **Illegal for an adult to send anyone under 18 to collect alcohol for them**
- **Offence for alcohol to be delivered to a person under 18, or to allow that delivery to take place**

**A person under 18 can only take delivery of alcohol that has been ordered by an adult when:**

- **at home**
- **working on licensed premises, if it is a part of their duties.**

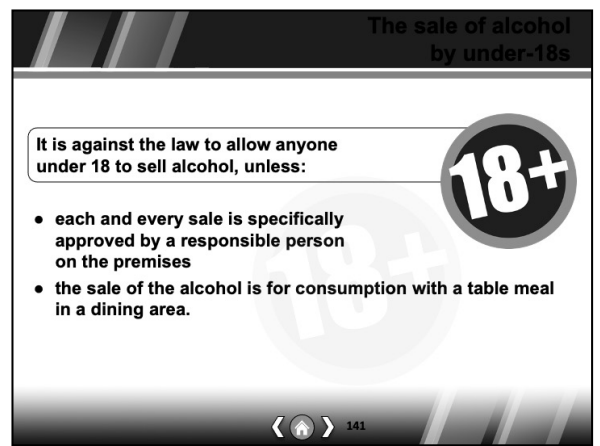
The sale of alcohol  
by under-18s

It is against the law to allow anyone  
under 18 to sell alcohol, unless:

- each and every sale is specifically approved by a responsible person on the premises
- the sale of the alcohol is for consumption with a table meal in a dining area.

18+

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Not seen often in busy pubs and clubs but may well be seen in retail such as a family run shop or a supermarket.

### **Scotland**

In Scotland, Challenge 21 is no longer permitted, and the Challenge 25 Scheme is enshrined under Section 6 of the Alcohol etc. (Scotland) Act 2010 and must be followed.

Proof of age

- If any doubt at all as to whether a person is over 18, they must be asked to provide reliable photographic proof of age before the sale can be allowed
- All licensed premises need to have an age verification policy
- Challenge 21 or Challenge 25 schemes
- Anyone unable to provide such evidence should be refused service/entry.



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## Proof of age

If there is any doubt at all as to whether a person attempting to buy alcohol is 18 or not, then they must be asked to provide reliable photographic evidence that they are 18 before the sale can be allowed.

See next slide for acceptable photographic ID.

## Scotland

### Age verification policy

There must be an age verification policy in relation to the sale of alcohol on the premises. An 'age verification policy' is a policy in which steps are to be taken to establish the age of a person attempting to buy alcohol on the premises ('the customer') if it appears to the person selling the alcohol that the customer may be less than 25 years of age (or such older age as may be specified in the policy).


## Northern Ireland

Proof of age scheme cards and local Challenge 21 and Challenge 25 schemes are not applicable in Northern Ireland.

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What documents can be accepted as proof of age?

- a valid passport
- a valid EU photographic driving licence
- a 'Proof of Age Standards Scheme' (PASS) card with a hologram.

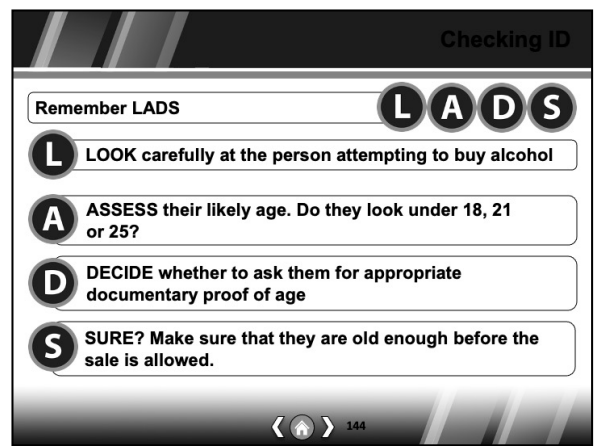


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**Class question: What documents can be accepted a proof of age?**

Many venues will not accept proof of age cards due to a high level of forgery.

Venues must accept UK passports and photographic driving licences.



- Does it look right?
- Does it feel right?
- Has it been altered? E.g. date or picture exchanged.

- Where a person under the age of 18 is legally sent into licensed premises to attempt to buy alcohol
- To find out if those premises are complying with the law regarding the sale of alcohol to children and young people
- By either the police or the weights and measures department of Trading Standards
- £90 on-the-spot fine or up to an unlimited amount in court to the person who served the underage person
- Police or Trading Standards can ask for a review of the premises licence, possibly leading to its suspension or revocation.



## Test purchasing

The young person cannot lie if asked their age. Hence selling alcohol to a test purchaser is a serious offence.

**Offence to knowingly allow DISORDERLY CONDUCT to take place on licensed premises**

- Fine of up to £1,000
- Legal duty to prevent disorderly conduct
- Careful selection of customers at the point of entry
- Monitor behaviour of those already inside the venue
- Anyone displaying disorderly or anti-social behaviour should be asked to leave or must be ejected if they refuse to do so.

Disorderly conduct can include activities such as fighting, stripping off clothes, vomiting in the premises etc.



Offence to allow someone who is drunk and/or disorderly to remain on the premises

- Anyone who is obviously drunk should be asked to leave
- Must be ejected if they refuse to do so
- Further offence if they re-enter or attempt to re-enter the venue.




## Drunkenness

However, door supervisors must remember that they have a duty of care to all customers, particularly when they assisted in making them vulnerable.

**Selling alcohol to someone who is drunk**

**Offence to sell or allow the sale of alcohol to someone who is drunk**

- On-the-spot fines or court fines of up to £1,000
- Vigilance at the point of entry
- People who arrive already drunk must be refused entry to prevent them from receiving more alcohol once inside.



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There is no legal definition for the term 'drunk' in the licence trade, it is relative to each premise and its target audience.


However, the ability to walk and talk is a significant indicator of whether someone is deemed to be drunk.

**Gambling**

The Gambling Act 2005 states that certain gambling activities are permitted without authorisation on licensed premises

Gambling activities now allowed include:

- equal chance games (with stake/winnings limits)
- poker and poker-style games (with stake/winnings limits)
- small incidental raffles
- customer lotteries
- bingo.



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The Gambling Act 2005 states that certain gambling activities are permitted without authorisation on licensed premises.

**Important note:** Door supervisors need to check with the DPS as to what gambling activities are permitted on any premises they are working at.

Think about what happens in a casino. Those activities should not happen in most pubs/clubs or will happen with lower prize levels.

Owners and managers of all licensed premises are expected to comply with the Code of Practice on gambling and gaming machines published by the Gambling Commission. It is recommended that specialist advice is sought before allowing other types of gambling to take place on the premises.

### **Northern Ireland**

The Betting, Gaming, Lotteries and Amusements (Northern Ireland) Order 1985.

Smoke-free legislation aims to protect both employees and the public

In 2007 (2006 in Scotland) it became illegal to smoke in virtually all enclosed (or substantially enclosed) public places or workplaces

Door supervisors should remind customers of the legislation and ask customers to leave if they are not following the rules.

**Prostitutes/Soliciting**

**It is an offence to allow prostitutes to solicit for business on any licensed premises**

**They are allowed to come onto the premises for a drink or a meal but cannot ply their trade from there**

**It is also against the law to allow any licensed premises to operate as a brothel.**

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**Prostitutes – this applies to known prostitutes**

It is against the law to allow prostitutes to solicit for business on any licensed premises.

The expression 'reasonable refreshments' applies.

Under the Policing and Crime Act 2009, certain licensed premises are licensed by the local authority so that they can operate as sex establishments

A sex establishment is essentially any premises at which lap dancing or nudity is provided as entertainment for profit.

## Northern Ireland

The Local Government (Miscellaneous Provisions) (Northern Ireland) Order 1985).

**Local authorities can grant a licence for such activities on licensed premises, but will always attach stringent policies and conditions to it**

**It is an offence to:**

**run a sex establishment without a licence**

**contravene any of the terms, conditions or restrictions of the licence**

**All sex establishment licences prevent anyone under the age of 18 from entering.**

If working as a door supervisor at a licensed sex establishment, you will need to:

- make sure that you know and fully understand the terms, conditions and restrictions covering the venue
- help the DPS to ensure that the premises are run according to the law.



## Other relevant offences

There are a variety of other offences that the licence holder or other members of staff may knowingly or unwittingly commit while working on licensed premises, and so it is important that everyone working at the venue, including door supervisors, is aware of what those offences are, and how to deal with them when they occur.



1 List the FOUR licensing objectives.

1	.....
2	.....
3	.....
4	.....

1 List the FOUR licensing objectives.

- 1 Prevention of crime and disorder.....
- 2 Public safety.....
- 3 Prevention of public nuisance.....
- 4 Protection of children from harm.....

2 What are the rights and duties of the licensees and door supervisors?

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**2** What are the rights and duties of the licensees and door supervisors?

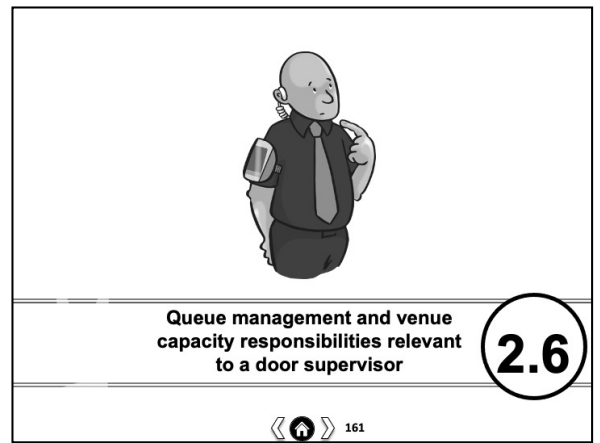
- Door supervisors act as agents of the DPS. They will enforce the admissions policy and house rules on the DPS's behalf and work to help run the venue in line with the 4 licensing objectives.
- Licensees (DPS's) are responsible for day to day running of the premise. They will devise and implement the venue's admissions policy.

3 List THREE acceptable forms of ID.

1	.....
2	.....
3	.....

3 List THREE acceptable forms of ID.

- 1 **Passport**.....
- 2 **EU driving licence**.....
- 3 **Proof of age standards scheme (PASS)**.....



Completion of this module will enable learners to meet the following learning outcome:

**Learning outcome 6: Understand queue management and venue capacity responsibilities relevant to a door supervisor**

This includes assessment criteria:

- 6.1 State the responsibilities of a door supervisor when controlling queues
- 6.2 Recognise the benefits of queue control
- 6.3 Identify the importance of following dispersal procedures
- 6.4 State why communication is important throughout the queuing process
- 6.5 State the responsibilities of a door supervisor in relation to crowd capacity regulations
- 6.6 Identify how and when to monitor a queue for potential safety issues
- 6.7 State the factors to consider when ejecting or refusing entry to a person who may be vulnerable

This module includes the following activities:

- class question: What are the 4 main principles of the SIA's standards of behaviour?

**Key task 6**

It is important for all door supervisors have access to the most up to date guidance from the government to ensure they comply with current legislation.

**Websites include:**

- [www.hse.gov.uk/event-safety/crowdmanagement-assess.htm](http://www.hse.gov.uk/event-safety/crowdmanagement-assess.htm)
- [www.gov.uk/government/organisations/security-industry-authority](http://www.gov.uk/government/organisations/security-industry-authority)
- <https://www.gov.uk/government/publications/queue-management-and-sia-licensing>

You must regularly check relevant websites to receive alerts and notifications directly from the SIA and HSE.



Venue management is managing queues to prevent conflict and exceeding the venue's capacity

Venue capacity includes customers and staff stated on the premises licence

You need to be aware of access points, including accessibility access points for wheelchairs.

**Social distancing is also a consideration of queue management and maybe an ongoing requirement for infection control**

**Social distancing will help prevent conflict developing in queues due to individuals not having sufficient personal space.**

Personal protective equipment (PPE) has always been considered important whilst searching but with the emergence of COVID-19, PPE has become even more essential

You should:

- wear gloves when contact is made with other people's possessions or body
- change gloves or sanitise them in between contact with people's possessions or body
- wear a face covering which covers the nose and mouth (COVID requirement)

This is in addition to all other PPE covered in module 1.

When managing queues you should:


- have a professional appearance and attitude
- ensure that only appropriate people can enter
- ensure that only the appropriate numbers of customers can enter
- ensure safe entry for customers.

What are the 4 main principles of the SIA's standards of behaviour?

- Personal appearance
- Professional attitude & skills
- General conduct
- Organisation/Company values and standards

The standards of behaviour can be found on the SIA's website:

<https://www.sia.homeoffice.gov.uk/Documents/sia-standards-of-behaviour.pdf>



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**Class question: What are the 4 main principles of the SIA's standards of behaviour?**

**The standards of behaviour can be found on the SIA's website**

<https://www.sia.homeoffice.gov.uk/Documents/sia-standards-of-behaviour.pdf>

**It is recommended that tutors go through each of the points with the learners.**

### **Personal appearance**

A security operative should at all times:

- wear clothing which is smart, presentable, easily identifies the individual as a security operative, and is in accordance with the employer's guidelines.

### **Professional attitude & skills**

A security operative should:

- greet visitors to the 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 security operatives' 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
- 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 security operative 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 and partners, local authority, SIA, and other statutory agencies with an interest in the premises or the way they are run

### **Organisation/Company values and standards**


A security operative should:

- adhere to the employing organisation/company standards
- be perceptive of the employing organisation/company culture and values
- contribute to the goals and objectives of the employing organisation/company

**Entry control/Admissions policy**

To provide proper control at the point of entry, you must know:

- what time customers may enter
- what time the venue is likely to close
- the queue management procedures
- any payment requirements
- what types of people should be refused entry
- any age restrictions for entry, e.g. over 25
- what types of ID can be accepted
- the dress code
- items that are prohibited/illegal
- the search policy
- standards of behaviour
- the venue capacity.



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## **Admissions policy**

A well-controlled entrance point reduces the number of incidents inside the venue.

To provide a proper control at the point of entry door supervisors must know:

- that entry requirements will vary at different venues
- what time customers can be allowed in from
- what time customers must be stopped from entering
- queue management
- payment requirements
- what types of people should be refused entry
- any specific age restrictions for entry
- what forms of ID are acceptable for proof of age
- the dress code
- any illegal or prohibited items
- the search policy
- what to do with any illegal or prohibited items found
- standards of behaviours required
- the maximum numbers of customers allowed on the premises at any time

The admissions policy is there to ensure that the premises comply with the licensing laws of the land, as well as any venue-specific requirements detailed in the premises licence that allows them to sell alcohol.

In order to provide proper control of the queue at the point of entry, it is important to:

- monitor the queue at all times
- meet and greet potential customers in a courteous and professional manner
- build positive relationships with the customers to encourage them to return to the venue in the future
- maintain observations throughout the queue
- provide good customer service
- reduce the chances of conflict at the entrance.



- **safely control the entry of customers and ensure safety inside**
- **enforce the admissions policy on behalf of the DPS**
- **carry out search procedures where required**
- **monitor and assess the attitudes and behaviours of potential customers**
- **assess the sobriety of the customers**
- **deny access to unwelcome or unsuitable people**

Tally counters can be used to count customers in and out of the premises and entry should be halted once capacity has been reached.

Queues should be managed effectively with the use of:

- barriers
- lines
- signs.

Queues should always be monitored, with attention focused on customers' attitudes and their welfare.

Talking to customers and using effective communication techniques helps to:

- build good relations
- manage customers' expectations
- reduce incidents of conflict

This will enhance the reputation of the staff and the venue.



An effective admissions policy will go a long way towards ensuring that:

- customers can enjoy themselves
- there is a safe environment for everyone.

A safe environment also ensures compliance with:

- Health and safety legislation
- Fire safety regulations
- The venue premises licence including not breaching the maximum capacity (number of customers and staff) of the venue
- The FOUR licensing objectives.
  - The prevention of crime and disorder
  - Public safety
  - The prevention of public nuisance
  - The protection of children from harm.

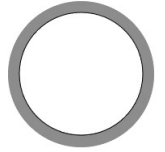
The venue you work for will also have a clear dispersal procedure in place. The dispersal procedure will include and ensure:

- the safe exit of customers
- help to prevent disorder
- that good customer service is demonstrated
- that licensing objectives are complied with
- that the police or other outside agencies are assisted.

People that are ejected from or refused entry to a venue are often more vulnerable to specific crimes or attacks

It is important that you are aware of the factors that are often linked with vulnerable people, including:

- sobriety
- drug use
- age
- mental capacity
- attitude
- crimes and licensing offences.



1 What are the responsibilities of a door supervisor when controlling queues?

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1 What are the responsibilities of a door supervisor when controlling queues?

- Meet and greet customers
- Maintain observations throughout the queue
- Provide good customer service
- Reduce the chances of conflict at the entrance
- Safely control the entry of customers and ensure safety inside
- Enforce the admissions policy
- Monitor and assess the attitudes and behaviours of potential customers

This list is not exhaustive.

2 Why is communication important throughout the queueing process?

.....

2 Why is communication important throughout the queueing process?

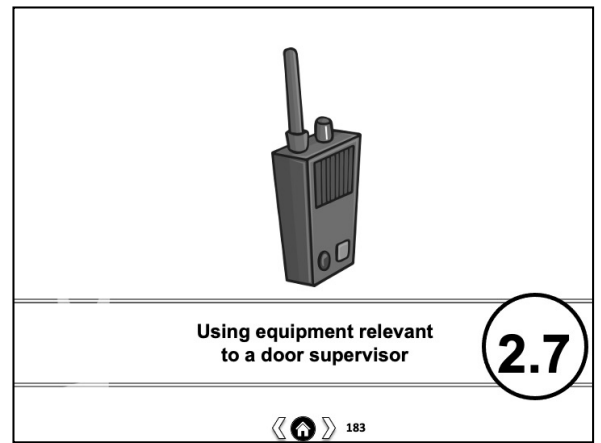
To build good relations, manage customers' expectations and reduce incidents of conflict.

3 What factors should be considered when ejecting or refusing entry to a person who may be vulnerable?

1	.....	4	.....
2	.....	5	.....
3	.....	6	.....

3 What factors should be considered when ejecting or refusing entry to a person who may be vulnerable?

- |   |               |   |                                    |
|---|---------------|---|------------------------------------|
| 1 | Sobriety..... | 4 | Mental capacity.....               |
| 2 | Drug use..... | 5 | Attitude.....                      |
| 3 | Age.....      | 6 | Crimes and licensing offences..... |



Completion of this module will enable learners to meet the following learning outcome:

**Learning outcome 7: Know how to use equipment relevant to a door supervisor**

This includes assessment criteria:

- 7.1 Recognise equipment used to manage venue capacity
- 7.2 Recognise the different types of personal protective equipment relevant to the role of a door supervisor
- 7.3 State the purpose of using body-worn cameras (BWC)
- 7.4 Identify how to communicate effectively using relevant equipment
- 7.5 Demonstrate effective use of communication devices

This module includes the following activities:

- class question: What equipment might a door supervisor use?
- class question: What PPE might be issued to a security operative?
- class question: What equipment might a security operative use?

**Key task 7**

Venues, as a part of their licensing conditions, have a maximum capacity (or occupancy) figure, which is based on how many people can be safely evacuated from the premises in an emergency

Strictly monitoring and adhering to this figure ensures compliance with:


- health and safety legislation
- fire safety regulations

It also ensures the safety, comfort and enjoyment of those inside.

Counters

**Handheld counters**

- One counter used to record all those entering
- Another to record those leaving
- The difference between the two numbers will tell you exactly how many people are inside the venue at any given time.



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Handheld counters are useful to help with this, with one counter being used to record all those entering, and another to record those leaving.

However, these figures are often not accurate due to door supervisors carrying out other duties at the same time, e.g. checking IDs.



What PPE might be issued to a security operative?

Personal protective equipment (PPE) for security operatives could include:

- waterproof clothing
- high-visibility clothing
- headwear
- gloves (needle/slash-resistant)
- rubber gloves and face shields (body fluids)
- stab-resistant vests
- ear defenders
- eye protection
- safety footwear.

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### **Class question: What PPE may be issued to a security operative?**

The venue's risk assessment will determine what personal protective equipment (PPE) will be worn inside or outside the premises.


Examples of PPE include:

- waterproof clothing
- high-visibility clothing
- headwear
- gloves (needle/slash-resistant)
- rubber gloves and face shields (body fluids)
- stab-resistant vests
- ear defenders
- eye protection
- safety boots.

What equipment might a security operative use?

- Metal detectors and/or mirrors for searching
- Body-worn CCTV
- Radios (internal and networked with other agencies)
- Ear pieces
- Mobile phones
- Personal alarms
- Torches
- Equipment as it applies to the incident e.g. to help control infections
- Breathalysers for testing the level of alcohol in the blood

Remember, all equipment must be checked as fully charged and tested as working at the beginning of your shift.



### Class question: What equipment might a security operative use?

Safety equipment requirements will vary between venues.

Examples include:

- Metal detectors and/or mirrors for searching
- Body-worn CCTV
- Radios (internal and networked with other agencies)
- Earpieces
- Mobile phones
- Personal alarms
- Torches
- Equipment as it applies to the incident e.g. to help control infections
- Breathalysers for testing the level of alcohol in the blood

CCTV will also be used in venues to ensure the safety of the staff and customers.

A body-worn camera (BWC) is a hands-free video recording device

The purpose of body-worn cameras (BWC) is to:

- deter crimes
- secure evidence against offenders
- curb behaviour of customers and door supervisors
- identify offenders
- self-protection against malicious allegations.

Discuss body-worn cameras.

Friend or foe for DS?

Do they deter crime?

Communication devices used within the security industry can include:

- radios and earpieces
- mobile telephones
- internal telephone systems
- internal public address systems (Tannoy)
- the venue DJ

All radio equipment should be tested and fully charged prior to use.

When using the telephone to communicate, always:

- be polite and professional
- answer appropriately and in line with company guidelines
- bear in mind confidentiality
- record correct information for all calls
- log the calls
- use polite and clear language
- pass the message on promptly and accurately

Never promise to do things you are not allowed to authorise yourself.


Radio communications

Although radio procedures, call signs and protocol vary between different organisations, there are a few basic guidelines that all security staff should follow

**REMEMBER**

- A** ACCURATE
- B** BRIEF
- C** CLEAR

All radio communication should be accurate, brief and clear.

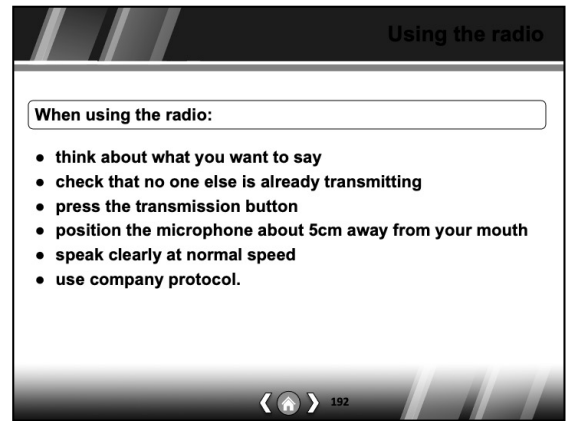


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Remember - ABC.

- Accurate
- Brief
- Clear

Familiarise yourself with local radio etiquette and you will need to know the call signs of other members of staff and other partners who may have access to the channel (police, CCTV operators, site management, etc.). You will also need to know how to use the radio correctly.



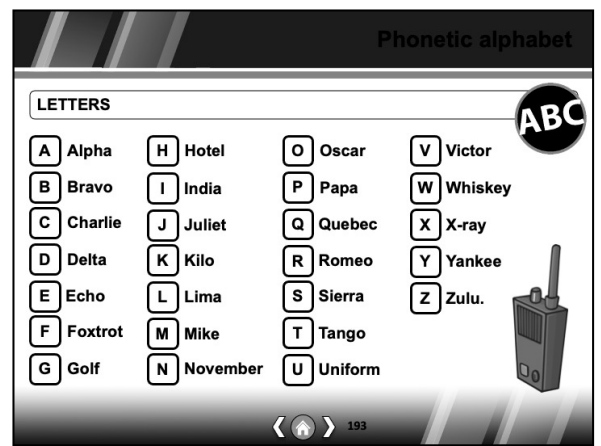
Using the radio

When using the radio:

- think about what you want to say
- check that no one else is already transmitting
- press the transmission button
- position the microphone about 5cm away from your mouth
- speak clearly at normal speed
- use company protocol.

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This is now a practical assessment, so demonstrate with radios if you have not already used them.



Try asking the learners to spell another person or their own name phonetically.

### LETTERS

**A – Alpha**  
**B – Bravo**  
**C – Charlie**  
**D – Delta**  
**E – Echo**  
**F – Foxtrot**  
**G – Golf**  
**H – Hotel**  
**I – India**  
**J – Juliet**  
**K – Kilo**  
**L – Lima**  
**M – Mike**  
**N – November**  
**O – Oscar**  
**P – Papa**  
**Q – Quebec**  
**R – Romeo**  
**S – Sierra**  
**T – Tango**  
**U – Uniform**  
**V – Victor**  
**W – Whiskey**  
**X – X-ray**  
**Y – Yankee**  
**Z – Zulu**

### NUMBERS

**0 – Zero**  
**1 – Wun**  
**2 – Two**  
**3 – Tree (three)**  
**4 – Fower (four)**  
**5 – Fife (five)**  
**6 – Six**  
**7 – Seven**  
**8 – Ait (eight)**  
**9 – Niner (nine)**



NUMBERS

- |                |                 |
|----------------|-----------------|
| 0 Zero         | 5 Fife (five)   |
| 1 Wun          | 6 Six           |
| 2 Two          | 7 Seven         |
| 3 Tree (three) | 8 Ait (eight)   |
| 4 Fower (four) | 9 Niner (nine). |



1 What is the purpose of a body-worn camera?

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1 What is the purpose of a body-worn camera?

- Deter crimes
- Secure evidence against offenders
- Curb behaviour of customers and door supervisors
- Identify offenders

2 List the FOUR main communication devices that may be used by a door supervisor.

1	.....
2	.....
3	.....
4	.....

2 List the FOUR main communication devices that may be used by a door supervisor.

- 1 Radios and earpieces.....
- 2 Mobile telephones.....
- 3 Internal telephone systems.....
- 4 The venue DJ.....

3 Identify THREE different types of equipment that could be used to help manage venue capacity.

1	.....
2	.....
3	.....

3 Identify THREE different types of equipment that could be used to help manage venue capacity.

- 1 Radio
- 2 Handheld counters
- 3 CCTV.



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**The important things to do now are...**

- 1 to put into practice what you have learnt
- 2 to develop competency in your work activities
- 3 to keep your knowledge up to date
- 4 to pass the examination.

**Thank you for listening**

*quality, value, service & integrity*

