

Working as a Door Supervisor

Principles of Working as a Door Supervisor
in the Private Security Industry

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

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Crimes relevant to door supervision

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 Theft

2 Burglary

3 Criminal Damage

4 Robbery.

3 Provide FOUR examples of offensive weapons.

1 Knuckle duster

2 Baton

3 Flick knife

4 Sword.

This list is not exhaustive.

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Conducting effective search procedures

1 Identify THREE different types of search equipment.

1 General

2 Random

3 Specific.

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.

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.

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Drug-misuse, legislation, issues and procedures

- 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?

Handled - given to police if attending

Stored - placed in drugs safe or handed to licence holder.

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Drug-misuse, legislation, issues and procedures

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.

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Preservation of evidence relevant to the role of a door supervisor

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.

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

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

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

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Licensing law relevant to the role of door supervisor

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?

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 Passport

2 EU driving licence

3 Proof of age standards scheme (PASS).

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Queue management and venue capacity responsibilities relevant to a door supervisor

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?

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

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Using equipment relevant to a door supervisor

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 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 Radio
- 2 Handheld counters
- 3 CCTV.