

Unit: Working within the Private Security Industry

MULTIPLE CHOICE QUESTION PAPER

- Answer ALL the questions.
- Read each question carefully and choose the correct answer: A, B, or C.
- Make sure you only mark **one** answer for each question.

Date Resources accessed: _____

I confirm that all the evidence presented is my own work, and that all the competence evidence presented is representative of my current performance and is valid, reliable sufficient and authentic.

Learner Name	Learner Signature	Date

1 What are the main purposes of the private security industry?

- A To reduce and deter crime
- B reducing safety risks, investigating crime scenes, assisting with recovery activities
- C providing first aider, reducing safety risks, arresting criminals,

2 Which one of the is main functions of the Private Security Industry Act ?

- A reduce the number of security companies operating in the UK
- B exclude people with any type of criminal record from the industry
- C raise standards and licence staff working in the private security industry

3 The Standards of Behaviour for Security Operatives is consist of:

- A Personal Attitude & Skills, Good Conduct, Professional Appearance, Organisation / Company Values and Standards and
- B Excellent Attitude & Skills, Business Conduct, Individual Appearance, Organisation / Company Values and Standards and
- C Professional Attitude & Skills, General Conduct, Personal Appearance, Organisation / Company Values and Standards and

4 which activity do require SIA licence to operate

- A Close Protection
- B Financial affairs investigation
- C Private Investigation

5 Which of the following would be considered under criminal law?

- A Divorce matters
- B Drug possession
- C Boundary disputes

6 Discrimination is when someone is unfairly treated because of his / her

- A height
- B weight
- C disability

6 The effective customer care should be provided to

- A only internal customers
- B to all types of customers (external and internal)
- C Friends and relatives

7 When lifting a heavy object, the lifter should place their feet

- A together, bend their knees keeping their back straight and then commence the lift
- B apart, bend their knees keeping their back straight and test the load before starting the lift
- C together, bend their knees without straitening back, and not testing the load before lift

8 A characteristic of excellent customer service is

- A minimum interaction and contact with the customer
- B open body language and professional communication
- C talking a lot and telling the customer all about yourself

9 The most common causes of accidents in the workplace are

- A slips, trips and falls
- B slips, stress and falls
- C conflict, trips and falls

10 A round sign with a red diagonal line, with a black picture/diagram on is a

- A hazard sign
- B warning sign
- C prohibition sign

11 The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) must be made when

- A person being unable to work over 7 consecutive days
- B person being unable to work over 14 consecutive days
- C person being unable to work over 21 consecutive days

12 Which of the following indicates of a vulnerable individual?

- A being in a large group and sober
- B drunk young person under the age of 16
- C Group of people over 21 eating together

13 If an someone seems very interested in the security arrangements and CCTV and making sketches of your site, what you should do,

- A do nothing unless he/she does something specious
- B Call health and safety inspectors
- C treat it as a potential security risk, remain vigilant and monitor the person

14 why a business have continuity plan

- A it defines health and safety rules
- B it explains how the business will operate following an incident
- C it explains how make profit from business activities

15 When communicating by radio best practice is to use the NATO phonetic when appropriate and

- A speak very slowly and quietly
- B speak slowly and as loud as possible
- C speak clearly in a normal tone of voice

16 Which is possible benefit of being linked with a crime reduction initiative?

- A To raise funds to reduce crime
- B Putting steps in place to reduce a type of crime which is becoming more common in your area
- C Gaining publicity and advertising your company therefore increasing the income from sales

17 A Dynamic risk assessments is

- A A continuous process of identifying dangers, taking action to reduce it
- B a process of taking actions to stop incidents
- C action taken by health and safety advisors to stop crimes

18 A typical work place hazard at work place could be?

- A Running out of cash
- B Locked fire exit doors
- C Delay in opening venue

19 A round sign on a blue background with white picture is a

- A mandatory sign
- B fire sign
- C emergency escape or first aid sign

20 Why it is important for you to understand control panels functions?

- A it help you to get extra money
- B it help you to get more qualification
- C it will help to understand the necessary actions to be taken in case of emergency

21 What it is important for your to understand the fire evacuation procedures

- A It help you get out of the building first
- B it help you to understand role you have to play and can help in the evacuation
- C it help you to understand how to extinguish fire

22 A site assignment instruction book holds

- A Name and Contact number of postman
- B Name and Contact of private investigator
- C Details of procedures dealing in emergencies

23 Duty of care to young people means

- A ignore young people if they drunk
- B eject the young person if they drunk
- C arrange for a friend or responsible adult to look after them from the point of ejection

24 Active listening is

- A taking lead and Showing you influence
- B talking fast and accusing customer
- C giving opportunity to customer to express his point of view and not interrupting