

Door Supervision Level 2 -TopUP

- **Unit 1- Principles of Terror Threat Awareness in in the Private Security (2)**
- **Unit 2- Principles of Using Equipment as a Door Supervisor (2)**
- **Unit 3- Application of Physical Intervention Skills in the Private Security Industry (13)**



Hours

- Total qualification time (TQT) 23 hours.
- Guided learning hours (GLH) 17
- Minimum contact hours if self-study is used
2 days
- Mob 07947689984 / Tel 0208 709 2043
- <http://www.manteccollege.co.uk>



Hours / Days

Unit	Title	TUT	GLH
	Principles of Terror Threat Awareness	3 h	2h
	Principles of Using Equipment	3h	2h
	Application of Physical Intervention Skills	17h	13h

- **Self-study is used** **2 days**
- **Mob 07947689984 / Tel 0208 709 2043**
- **<http://www.manteccollege.co.uk>**



• Assessment requirements

-
- Unit 1: Principles of Terror Threat Awareness in the Private Security Industry
- Type of assessment Onscreen or paper-based externally set and marked MCQ exam made up of 10 questions.
- Pass mark = 70%
- Length of assessment The MCQ exam is 20 minutes.
- Pass mark To pass the unit, learners need to achieve:
- 70% (7/10) in the MCQ exam



- **Unit 2: Principles of Using Equipment Relevant to Working as a Door Supervisor in the Private Security Industry**
- Onscreen or paper-based externally set and externally marked MCQ exam made up of 5 questions (10 minutes).
- Pass mark = 80%



Unit 3: Application of Physical Intervention Skills in the Private Security Industry

- Type of assessment
- Onscreen or paper-based externally set and externally marked MCQ exam of 30 questions.
- Pass mark = **80% (24/30) in the MCQ exam**
- The MCQ exam is 45 minutes.



1.1: Principles of Terror Threat Awareness WIPS

- Different threat levels
- The official source of UK threat level is (MI5)
- **LOW** means an attack is highly unlikely.
- **MODERATE** means an attack is possible, but not likely.
- **SUBSTANTIAL** means an attack is likely.
- **SEVERE** means an attack is highly likely.
- **CRITICAL** means an attack is highly likely in the near future.



1.2 Common terror attack methods

- Most current terrorist attack methodologies:
- **Marauding Terror Attack (MTA)**, including firearms, knife, blunt objects, etc.
- explosive device, including Improvised Explosive Device (IED)
 - Person-Borne Improvised Explosive Device (PBIED),
 - Vehicle-Borne Improvised Explosive Device (VBIED),
 - Leave Behind Improvised Explosive Device (LBIED)
- VAAW (Vehicle As A Weapon) also known as vehicle ramming
- Chemical, Biological,
- Radiological and Nuclear (CBRN), including acid attacks
- **Cyber attacks**



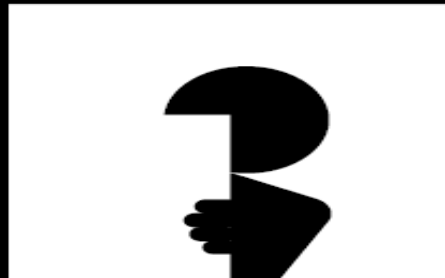
1.3 Run, Hide, Tell

IN THE RARE EVENT OF
a firearms or weapons attack

RUN



HIDE



TELL



RUN to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then...

HIDE It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...

TELL the police by calling 999.



1.3 RUN, Hide,Tell

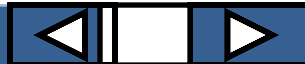
- Use your knowledge of the location and making dynamic decisions based on available information to keep yourself and the public safe.
- • Know the difference between evacuation and **invacuation (lock down)**, including the pros and cons of both options:
- Report incidents requiring **immediate response from the police on 999**
- Know what information emergency response require:
 - What you have seen and what has happened?
 - Who you saw, what they looked like, what they were wearing?
 - Where did the situation happen and where you are?
 - When did it happen?
- **Reporting suspicious activity that does not need immediate response to the Anti-Terrorist Hotline.**



1.3 RUN, Hide,Tell

Awareness of current initiatives:

- keeping themselves safe and encouraging members of the public, who will look up to a person wearing a yellow vest, to follow them to a safe place.
- ACT – Action Counter Terrorism
- SCaN – See, Check and notify



1.4 procedures for dealing with suspicious items

- **HOT** principles: **Hidden** , **Obviously suspicious**, **Typical**.

H - Hidden	Has an attempt been made to hide the object? Not in general view and may have been deliberately positioned in a discrete area?
O - Obvious	i.e. obviously suspicious – signs of tape, wiring, batteries, ticking etc.
T - Typical	Is the object typical of the environment? Is it out of the ordinary? Not typical of the normal everyday situation?



1.4 procedures for dealing with suspicious items

Four Cs: Confirm, Clear, Communicate and Control.

Confirm whether the item is suspicious

- Use the 'HOT' principles

Clear the immediate area

- Do not touch it
- Use CCTV to examine who, how, and when the item was left
- Take charge and move people away to a safe distance (see minimum cordon distances below)
- Keep yourself and others out of line of sight of the item.
- Think about what you can hide behind
- Cordon off the area

Communicate – call 999

Inform your control room/supervisor, Communicate internally

Do not use radios or mobile phones **within 15m**

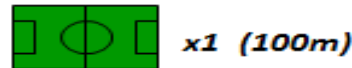
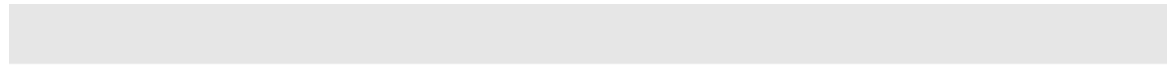
Control access to the cordoned area

Members of the public should not be able to approach the area until it is deemed safe



1.4 procedures for dealing with suspicious items

- . Safety distance, including: o distance v suspicious package size
- small items: 100 meters –
- large items or small vehicle: 200 meters –
- large vehicle: 400 meters)
- not use radio/mobile phone within 15 meters.



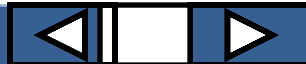
- KEEP OUT OF LINE OF SIGHT
- KEEP AWAY FROM GLASS AND PARKED VEHICLES
- CONSIDER SECONDARY DEVICES



1.5 behaviours that could indicate suspicious activity

• Suspicious activity is any observed behaviour that could indicate terrorism or terrorism-related crime.

- **Hostile reconnaissance**, observing of people, places, vehicles and locations with the intention of gathering information
- individuals taking particular interest in security measures,
- making unusual requests for information,
- testing security by breaching restricted areas, loitering, tampering with utilities individuals avoiding security staff
- individuals carrying out activities inconsistent with the nature of the building or area



1.5 behaviours that could indicate suspicious activity

- individuals with forged, altered or stolen identity documents, documents in different names,
- with large amounts of cash,
- inappropriately dressed for season/location;
- taking photos or making drawings
- parked vehicles with people inside,
- empty parked vehicles left unattended for long period
- multiple sightings of same suspicious person, vehicle, or activity.



1.5 How to disrupt hostile reconnaissance

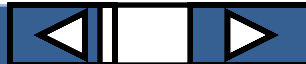
Understand actions that can deter or disrupt hostile reconnaissance, including:

- ensuring a visible presence of vigilant security staff; frequent patrols but at irregular intervals
- maintaining organised search procedures
- ensuring emergency exits are secured when not in use to prevent unauthorised entry.



1.6 how to respond to suspicious behaviour

- Use your customer service skills to disrupt potential hostile reconnaissance.
- Understand the importance of showing professional behavior and visible security as a tool to deter hostile reconnaissance.
- **Know where to report suspicious behaviour including:**
 - internal procedure for site
 - confidential Anti-Terrorist Hotline: 0800 789 321
 - British Transport Police (BTP) “See it, Say it, Sort it”: text 61016 or call 0800 40 50 40
 - non-emergency: 101
 - life threatening emergency or requiring immediate response: 999.



Unit 2: Principles of Using Equipment Relevant to Working as Door Supervisor in the Private Security Industry

Unit introduction

This unit covers the specialist knowledge, understanding and practical skills in relation to knowing how to use equipment relevant to a door supervisor, demonstrating the effective use of communication devices and knowledge of what actions to take in relation to global (or critical) incidents.



Unit 2: Principles of Using Equipment Relevant to Working as Door Supervisor in the Private Security Industry

Unit introduction

This unit covers the specialist knowledge, understanding and practical skills in relation to knowing how to use equipment relevant to a door supervisor, demonstrating the effective use of communication devices and knowledge of what actions to take in relation to global (or critical) incidents.



1.1 Equipment used to manage Capacity

- Clickers.
- Other counters.
- Radio calling colleagues and asking for number updates on venue capacity (multiple entrances).
- Use of CCTV.
- Equipment to help control infections



1.2 different types of personal protective equipment

• Wearables:

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

• Equipment:

- metal detectors
- Body Worn Cameras
- radios, mobile phones
- personal alarms.
- torches
- equipment to help control infections
- breathalyser.
-



1-3 Purpose of using Body Worn Cameras (BWC)

- Securing evidence against an offender.
- Deterring crimes.
- Self-protection.
- Curbing behaviour (DS or customer).
- Identifying offenders.



1.4 - how to communicate effectively using relevant equipment

- **Equipment:**
- radios and earpieces
- mobile phones
- internal telephone systems.
- **Communication occurring between:**
- internal and external colleagues
- professionals, i.e. within the premises
- police/external agencies.



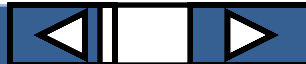
1.4 - how to communicate effectively using relevant equipment

- Methods used to communicate clearly and accurately over a radio network:
- use of radio protocols to signal start/end of transmissions
- use of clear and concise language
- ensure clear and effective communication
- ensure urgent incidents are dealt with quickly.
-



1.4 - how to communicate effectively using relevant equipment

- Methods used to communicate clearly and accurately over a radio network:
 - use of radio protocols to signal start/end of transmissions
 - use of clear and concise language
 - ensure clear and effective communication
 - ensure urgent incidents are dealt with quickly.
 -



2.1 government guidance in relation to global (or critical) incidents

- Accessing the most up-to-date guidance from gov.uk
- • Government guidance as it relates to global (or critical) incidents including:
 - Health & Safety and organisational procedures
 - Venue Management e.g. queues, rules that impact socialising, venue access, PPE
 - Equipment as it applies to the incident e.g. to help infection control.



1.5 - effective use of communication devices

- Accurate, brief and clear.
- Use of call-signs, pro-words, local code words.
- Use of the NATO phonetic alphabet.
- Correct pronunciation of numbers.
- Professional local radio etiquette.
-
-



Telephonic Alphabets

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



Communication Protocol

Easily pronounced words or phrases are used to convey certain standard messages over the air. This is to avoid unnecessary repetition and free the airways as quickly as possible.

OVER: End of transmission and a response is expected.

OUT: End of transmission and no response is required.

ROGER or RECEIVED: Message received and message understood.

SAY AGAIN: Repeat your message.

WAIT FOR Indicates unable to reply immediately and

STANDBY: normally followed with an indication of time

ETA: Estimated time of arrival.

ETD: Estimated time of departure.

