

Pearson BTEC Award (QCF)

Security

Level 2 – Working within the Private Security Industry
K/506/7176

2015 – Specimen
Time: 75 minutes

Paper Reference
CCTV-QCFU1SAM
DS-QCFU1SAM
SG-QCFU1SAM
VI-QCFU1SAM
PPSS-QCFU1SAM

You must have:
Multiple Choice Answer Sheet
Black pen

Instructions

- Use **black** ink or ball-point pen.
- Answer **all** questions.
- Encircle your answers on the separate answer sheet.
- Mark only **one** answer for each question.

Information

- The total mark for this paper is 60.
- Each question is worth 1 mark.

Advice

- Read each question carefully before you start to answer it.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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1 Which of these is a standard of behaviour required of a security operative to demonstrate professionalism?

- A Alertness
- B Thoughtlessness
- C Carelessness
- D Shyness

2 Which of these is a method of safe manual handling when lifting an object?

- A Twisting the back
- B Keeping feet together
- C Bending the knees
- D Maintaining a loose grip

3 What type of safety sign is this?



The background of this sign is blue.

- A Mandatory
- B Prohibition
- C Warning
- D Safe condition

4 In the phonetic alphabet, which word represents the letter E?

- A Easy
- B Echo
- C Eddy
- D Empty

5 Which of these is a key purpose of the private security industry?

- A Regulate the security industry through licensing
- B Provide personnel and appropriate protection systems for premises
- C Set and approve standards of training within the security industry
- D Determine powers of arrest for operatives

- 6 A security operative has been injured.
Which of these situations is reportable under RIDDOR?
- A The operative's injury was remedied with a plaster
 - B The incident involved more than one person
 - C The accident occurred at home
 - D The operative requires eight days off work to recover
- 7 A security operative working near a government building observes a group of individuals taking photographs of the security systems.
What action should the security operative take?
- A Challenge the individuals and confiscate their cameras
 - B Activate the emergency alarm and evacuate the building
 - C Report details to the Anti-Terrorist Hotline
 - D Immediately turn off the systems
- 8 Which of these is an example of non-verbal communication?
- A Shouting
 - B Whispering
 - C Speaking
 - D Gesturing
- 9 Which of these is a **main** aim of the Private Security Industry Act?
- A To increase the safety of the public
 - B To improve the security of private residences
 - C To reward the achievements of security companies
 - D To promote the use of private investigations
- 10 How should a security operative show a duty of care with regards to health and safety when dealing with an escalating conflict situation?
- A By being polite and courteous
 - B By becoming authoritative and impatient
 - C By considering the consequences of physical intervention
 - D By trying to understand the reasons for disputes
- 11 A security operative has identified loose carpet in an office.
What potential risk does this cause?
- A Trips
 - B Slips
 - C Fires
 - D Cuts
- 12 Which of these **must** be present for a fire to exist?
- A A chemical chain reaction
 - B An electrical current
 - C A water source
 - D An incombustible material

- 13 Which of these instances is likely to indicate that a person is at risk of harm?
- A They are receiving praise from others
 - B They are with their parents
 - C They are being intimidated by others
 - D They are with friends
- 14 In the phonetic alphabet, which word represents the letter D?
- A Dog
 - B Delta
 - C Door
 - D Dance
- 15 Why is it important to follow health and safety practises in the workplace?
- A To avoid the need to have first-aiders
 - B To improve working relationships with colleagues
 - C To justify the use of force in conflict situations
 - D To avoid employees experiencing long-term effects on health
- 16 Which of these is a function of the Security Industry Authority (SIA)?
- A Monitor and respond to safety risks
 - B Set standards for training programmes
 - C Prevent and reduce waste
 - D Prevent unauthorised access to premises
- 17 Which of these is a likely indicator of terrorist activity?
- A People supplying materials to a site
 - B People with authorised access
 - C People who maintain equipment on a site
 - D People tampering with utilities
- 18 Which class of fire involves flammable liquid?
- A Class A
 - B Class B
 - C Class C
 - D Class D
- 19 Which of these should a fire marshal check on a **daily** basis?
- A Fire risk assessments are completed properly
 - B Fire alarm call points are unobstructed
 - C Fire evacuation drills are carried out
 - D Fire extinguishers are replenished
- 20 A security operative is required to carry out continuous surveillance of public areas using cameras.
What type of licence do they need?
- A Close protection
 - B Door supervisor
 - C Security guarding
 - D CCTV operator

- 21 A fire has broken out involving flammable liquids.
Which of these fire extinguishers is **not** appropriate to use in this situation?
- A Foam
 - B Water
 - C Dry powder
 - D Carbon dioxide
- 22 What is the benefit of working with Crimestoppers?
- A It enables information to be passed to the right law enforcement authorities
 - B It increases a security operative's power of arrest
 - C It ensures suspects are prosecuted
 - D It reduces the need for the police to investigate offences
- 23 Which of these elements of basic communication confirms that a message has been received?
- A Feedback
 - B Encoding
 - C Decoding
 - D Obstruction
- 24 Building work is taking place on the premises where a security operative is present.
What is the employer's responsibility in this situation?
- A To provide extra first aid equipment
 - B To increase pay accordingly
 - C To inform the Health and Safety Executive of continuing work
 - D To provide personal protective equipment
- 25 A customer contacts a security operative via the telephone.
How should the security operative **initially** assess the customer's attitude?
- A By listening to their vocal expressions
 - B By speaking clearly
 - C By greeting them appropriately
 - D By using a moderate pitch
- 26 Who **must** a security operative contact when a colleague is having a stroke?
- A Their local doctor
 - B The first aider
 - C The ambulance service
 - D The police
- 27 Why is it important to have a business continuity plan?
- A To reinforce company values
 - B To promote organisational growth
 - C To prevent emergency situations
 - D To reduce potential downtime

- 28** Which of these organisations manages the Approved Contractor Scheme?
- A** The Security Industry Authority (SIA)
 - B** The police
 - C** The local authority
 - D** The Health and Safety Executive (HSE)
- 29** How should a security operative respond when a customer suffers a serious injury in order to minimise further risk of injury?
- A** Take control
 - B** Inform other customers
 - C** Act aggressively
 - D** Show sympathy
- 30** A security organisation has recently employed a member of staff who uses a wheelchair. What **must** the organisation ensure in order to comply with equality legislation, before this member of staff begins their role?
- A** That they are qualified for the role
 - B** That access arrangements to the building are suitable
 - C** That terms and conditions in their contract are adjusted
 - D** That they give a full account of their medical history
- 31** A security operative is giving information to a customer who has learning difficulties. How should the security operative meet this customer's needs?
- A** By using an authoritative tone
 - B** By adopting a patronising manner
 - C** By communicating using clear language
 - D** By exaggerating their natural inflection
- 32** A security operative brings a civil case against a member of the public for causing damage to their personal property. What standard of proof will be needed to win this case?
- A** Absolute assurance
 - B** Balance of probabilities
 - C** Even likelihood
 - D** Beyond reasonable doubt
- 33** What fire fighting equipment should be used to tackle a cooking oil fire when deemed safe to do so?
- A** Red colour-coded fire extinguisher
 - B** Fire hose
 - C** Fire bucket filled with water
 - D** Fire blanket

- 34** An audible fire alarm is activated.
What is the responsibility of a fire marshal when they hear this alarm?
- A** To prioritise the evacuation of managers
 - B** To ensure that anyone with mobility difficulties is assisted
 - C** To advise the fire brigade on what actions to take
 - D** To ensure fire extinguishers are in the correct locations
- 35** Which of these should a security operative use to give a postcode when communicating over the radio?
- A** Technical jargon
 - B** Phonetic alphabet
 - C** Local slang
 - D** Call signs
- 36** A security operative is on duty when they hear a fire alarm.
What is the security operative's priority?
- A** To keep themselves from danger
 - B** To extinguish the fire
 - C** To report the alarm to maintenance staff
 - D** To identify the class of the fire
- 37** A security operative is dealing with a customer query.
What quality should the security operative show to help the customer?
- A** Impatience
 - B** Aggression
 - C** Passiveness
 - D** Politeness
- 38** A security operative has discovered a fire and has activated the fire alarm.
What should they do **next**?
- A** Search the area for the cause of the fire
 - B** Retrieve all valuable documents
 - C** Ensure the emergency services are contacted
 - D** Look for a suitable fire extinguisher
- 39** What information will an emergency telephone operator require **first**?
- A** The time of the emergency
 - B** The location of the emergency
 - C** Those involved in the emergency
 - D** The type of emergency service needed
- 40** A customer is making a complaint.
Which of these is a principle of customer care that should be used in this situation?
- A** Stating personal opinion
 - B** Empathising with the customer
 - C** Challenging the customer's views
 - D** Delegating the responsibility to others

- 41** Which of these is a common hazard for a security operative when searching bags?
- A** Overexertion
 - B** Electric shock
 - C** Sharp objects
 - D** Violence
- 42** A security operative is new to a site.
Why is it **most** important for them to understand the fire evacuation procedures?
- A** To complete their induction training
 - B** To be able to use fire fighting equipment
 - C** To identify potential fire hazards
 - D** To know where the assembly point is
- 43** What action should security operatives take when they are concerned a child is at risk of sexual exploitation?
- A** Publicise details to warn others
 - B** Question the child to gather evidence
 - C** Contact Crimestoppers with details
 - D** Warn the child to be careful in future
- 44** A security operative is working on a licensed premises.
What is the **most** common risk in this environment?
- A** Drunken behaviour
 - B** Leaking taps
 - C** Dangerous chemicals
 - D** Padlocked fire exits
- 45** A number of city centre premises communicate through a shared radio link.
Which of these is a benefit of doing this for the organisations involved?
- A** It increases competition between security companies
 - B** It removes the means to commit crime in the area
 - C** It provides information regarding potential risks in the area
 - D** It improves the physical security of vulnerable sites
- 46** A customer requests a telephone number and the security operative writes down the information.
What is the importance of doing this?
- A** It provides an effective service
 - B** It creates barriers
 - C** It reduces customer expectations
 - D** It shows knowledge
- 47** Which of these fire sources should a CO₂ fire extinguisher be used on?
- A** Metal
 - B** Wood
 - C** Cooking oil
 - D** Electrical socket

- 48 Which of these is a feature of criminal law?
- A Its purpose is to right a wrong
 - B The remedy is awarded through payment for damages
 - C Its purpose is to punish offenders
 - D The standard of proof is based on the balance of probabilities
- 49 A security operative notices a fire extinguisher being used to hold a door open. What should be their **first** action?
- A Activate the fire alarm
 - B Return the fire extinguisher to the correct location
 - C Complete an incident report
 - D Put a warning sign in the area
- 50 What colour is the background on a warning sign?
- A Red
 - B Blue
 - C Green
 - D Yellow
- 51 A security operative is witness to a personal injury. What details should they enter in the accident book?
- A Witness statements
 - B The telephone number of the emergency services
 - C What caused the injury
 - D What preventative measures should be put in place
- 52 Which of these is an external customer for a security operative?
- A Visitor
 - B Team member
 - C Manager
 - D Supervisor
- 53 A security operative discovers a suspicious package. What action should they take **first**?
- A Move the item to a safe location
 - B Assess the weight by lifting the item gently
 - C Call for assistance and secure the area
 - D Cover the item and close all surrounding windows
- 54 Which of these is an aim of the Private Security Industry Act?
- A To increase public awareness of crime
 - B To encourage cooperation with the police
 - C To provide equal access to training
 - D To establish compulsory licensing

- 55** A security operative needs to move a large object from one place to another. Which of these is the safest method to adopt?
- A** Keep head down during relocation
 - B** Carry the load at shoulder height
 - C** Pull the load along the floor
 - D** Use a mechanical aid to carry the load
- 56** Which of these is a fire safety measure?
- A** Ensuring emergency exits are locked
 - B** Preventing electrical sockets being overloaded
 - C** Storing flammables near personnel
 - D** Providing first aid facilities for staff
- 57** Under health and safety legislation, which of these is a responsibility of an employee?
- A** Comply with organisational procedures
 - B** Certificate safety training
 - C** Provide first aid facilities
 - D** Supply protective equipment
- 58** How should a security operative reduce the risks of personal attack when working alone?
- A** By contacting friends and family whilst on duty
 - B** By carrying self-defence weapons
 - C** By wearing a personal alarm
 - D** By ensuring they are trained in first-aid
- 59** In the event of a fire, why is it important for a security operative to understand fire control panels?
- A** To ensure people are gathered at assembly points
 - B** To determine how many people are involved
 - C** To identify the extent of the area affected
 - D** To check that fire extinguishers are maintained
- 60** A victim of domestic violence approaches a security operative for advice in order to reduce the risk of further harm. What action should the security operative take?
- A** Suggest they contact a safe haven
 - B** Offer to call them a licensed taxi
 - C** Suggest they contact a manager
 - D** Offer to speak with the aggressor