

Pearson BTEC Level 2 Award for Working as a Door Supervisor within the Private Security Industry

Unit 2 Revision notes

Working within the Private Security Industry

LO1 Know the characteristics of the private security industry

1.1 Key purpose of the private security industry

The industry has existed for hundreds of years. Today, with the creation of a professional police service in the UK, the industry has become more specialised.

Key purposes:

- prevent and detect crime and unauthorised activities
- prevent and reduce loss, waste and damage
- monitor and respond to safety risks
- provide personnel and appropriate protection systems.

1.2 Functions of the SIA

The SIA was established in 2003 to act as the regulator for the private security industry.

The SIA:

- protects the public and regulates the security industry
- raises industry standards
- monitors the activities and effectiveness of those working in the industry
- sets and approves standards of conduct, training and supervision within the industry
- keeps under review the private security industry and the operation of the legislative framework.

1.3 Standards of behaviour required of a security operative

You need to be aware of the appropriate standards of behaviour required for a security operative.

- Personal appearance
- Professional attitudes and skills
- General conduct
- Organisation/company values and standards

1.4 Sectors within the private security industry

There are two key types of sector within the private security industry: licensed and others.

Licensed sectors in manned security, such as vehicle immobilisation:

- security guarding
- door supervision
- CCTV
- close protection
- cash and valuables in transit key holding.

Other sectors:

- private investigations
- event security (stewarding)
- electronic security and fire security systems
- dog handling.

1.5 Benefits of linking crime reduction initiatives

The private security industry is not the only group trying to reduce crime – and there are benefits in linking with other initiatives.

Crime reduction initiatives:

- National Pubwatch
- local Pubwatch initiatives
- Crimestoppers
- partnership working
- Red and Yellow cards.

Benefits:

- reduces the opportunity for crimes to take place
- improves security of vulnerable targets
- improves environment
- removes means to commit crime
- increases knowledge
- reduces risk of crime to own employer.

LO2 Understand legislation as it applies to the individual carrying out a licensable activity

2.1 The differences between civil and criminal law

When you are working as a door supervisor, you don't have to be a lawyer, but you do need to know the basics – like the difference between civil law and criminal law.

Main features of civil law:

- purpose is to right a wrong
- cases brought by individuals or organisations
- compensation for loss or damage as remedy
- proven on balance of probabilities.

Types of offence:

- trespass
- breach of contract.

Main features of criminal law:

- Purpose is to deter and punish
- cases brought by the Crown
- fines and imprisonment as remedy
- proven beyond reasonable doubt.

Types of offence:

- common assault
- actual bodily harm
- grievous bodily harm
- violence undertaking licensable activities without an SIA licence
- permitting drug-related activities to take place on licensed premises (supplying and/or consuming illegal drugs).

2.2 Main aims of the Private Security Industry

Knowing the key aims of the industry as a whole helps you understand your own role better.

- Raise standards in the private security industry
- Increase public confidence in the private security industry
- Increase public safety
- Remove criminal elements from the private security industry
- Establish the SIA (Security Industry Authority)
- Establish licensing

2.3 Key legislation relating to promoting equality and diversity in the workplace

Legislation isn't just about stopping bad things from happening. It also promotes important issues and encourages a better society.

Key legislation:

- Equalities Act 2010
- Human Rights Act 1998.

Protection from discrimination in the workplace on the grounds of:

- race
- ethnicity
- nationality
- gender
- religion or belief
- disability
- sexual orientation
- gender reassignment
- marriage/civil partnership
- age
- pregnancy and maternity
- direct and indirect discrimination.

Areas where equal opportunities legislation applies:

- recruitment
- access to training
- pay and benefits
- promotion opportunities
- terms and conditions
- redundancy
- dismissal.

It is the employer's duty to make reasonable adjustments.

LO3 Understand the importance of safe working practices to comply with legal requirements

Working in the private security industry can be hazardous. Employers and employees have a joint responsibility to take steps to ensure risk is controlled and workers and the public are as safe as possible.

3.1 Importance of health and safety in the work environment

Health and safety is very important in the private security industry. The key piece of legislation that governs workplace safety is the Health and Safety at Work Act (1974).

- Duty of care
- To keep employees and customers safe
- To avoid damage to equipment and property
- To comply with legislation; consequences of failure to comply (prosecution, fines, business closure)
- To avoid negative consequences (lost productivity, business disruption, staff shortages, long-term effects on employee health, damage to organisation's image and reputation)

3.2 State the meaning of 'duty of care'

You need to be aware of what the term 'duty of care' means and when it should be exercised.

Definition:

- requirement to act with a standard of reasonable care while carrying out any actions that could foreseeably harm others
- legal requirement under Common Law.

Exercising duty of care:

- deciding the need for, and recognising the consequences of, physical intervention
- fully trained to deal with all aspects of the job
- fit and proper to engage in security activities.

3.3 Identify the responsibilities of employees, employers, and self-employed under Health and Safety at Work legislation

Employers, employees and self-employed staff all have responsibilities under health and safety legislation.

Responsibilities of employees and the self-employed:

- take responsibility for own health and safety
- cooperate with employer
- take reasonable care and not put themselves or public at risk
- report injuries and accidents to employer
- follow processes and procedures put in place by their employer.

Responsibilities of employers:

- to assess and reduce risk
- provide first aid facilities

- tell staff about hazards
- provide training, if required
- record injuries and accidents
- provide and maintain necessary equipment and clothing and warning signs.

3.4 Methods for safe manual handling

The HSE estimates that 38 per cent of all workplace injuries reported to it are caused by poor manual handling.

Before you try to lift a load, assess the situation:

- know your own limits
- plan route
- use mechanical aid
- stable base
- correct positioning of head, feet and back
- correct positioning of load
- smooth movements
- avoid of twisting
- push rather than pull.

3.5 Risks in relation to health and safety at work

When you can identify what risks are, you can assess the risks in a situation and can plan to reduce or even eliminate them.

Definition of risks:

- likelihood that a person may be harmed or suffer adverse health effects if exposed to a hazard.

Risk factors:

- drug use, drunken behavior
- violence
- overcrowding
- excessive heat
- blocked fire exits
- inadequate fire safety measures.

Risks to health and safety:

- injury
- ill health
- fatality.

Risk assessment process:

- identify hazards
- evaluate risks (low, medium, high)
- record findings
- review and implement changes to remove or minimise hazards.

3.6 How to minimise risk to personal safety and security

Your personal safety is as important as anyone's, so you need to be aware of the risks you face as a door supervisor.

- Awareness of potential hazards
- Understanding the risk assessment process
- Following health and safety and organisational procedures and policies
- Use of appropriate personal protective equipment, personal alarms and mobile phones, radios
- Procedures for lone working

3.7 Typical workplace hazards

You will be surprised at how common some hazards are – you may find the same ones in many places you work in.

Definition of 'hazard':

- potential source of harm
- adverse health effect on a person or persons.

Typical workplace hazards:

- conditions that cause slips and trips (footwear, wet floor, poor lighting)
- exposure to harmful substances
- obstacles
- sharp objects
- assaults and violent acts
- manual handling
- faulty equipment
- fires and explosions
- overexertion
- lone working.

3.8 Safety signs and signals

Types of safety sign:

- prohibition
- warning
- mandatory
- emergency escape or first aid
- safety colour
- fire safety.

Types of safety signals:

- hand
- acoustic

3.9 Reporting procedures for health and safety accidents and incidents

The HSE provides a clear list of the types of injury and illness that are reportable under RIDDOR. Reporting is important as it can reduce danger and even save lives in the future.

Reportable incidents and accidents under RIDDOR:

- work-related
- dangerous occurrence
- resulting in injury
- occupational disease or death
- gas-related incident.

Procedures:

- in line with organisational procedures
- record in accident book
- RIDDOR reporting (responsible person, reporting to the relevant enforcing authority, keeping records of incidents).

Reporting methods:

- online
- telephone
- by post.

3.10 Who to contact in first aid situations

Remember that, if you are not first aid trained, you must not administer any first aid.

First aid situations:

- bleeding
- seizures
- fractures
- unconsciousness
- choking
- shock
- heart attack
- stroke.

Who to contact:

- designated first aider
- nurse
- ambulance services
- referral to doctor/hospital
- dependent on situation, supervisor.

LO4 Understand fire procedures in the workplace

4.1 Basic fire safety measures

Preventing a fire is far better than dealing with the aftermath of one. Effective fire prevention will save both lives and money.

- Control of fuel and ignition sources (bins and waste disposal)
- Safe storage of flammables
- Inspection and maintenance of electrical equipment (checking alarms, ensure adequate equipment — fire blanket/extinguishers sprinkler systems)
- Staff training
- Avoidance of overloading electrical points

Fire plan:

- fire walls
- fire doors
- emergency exits.

4.2 Elements present for fire to exist

Understanding the principles of fire safety will enable you to keep the public and yourself safe, and potentially reduce the losses faced by your employer.

Components of fire – the fire pyramid:

- oxygen
- fuel
- heat.

4.3 Fire classifications

Fires have been classified into different groups depending on the type of fuel they use to burn.

- A – Ordinary combustible: includes paper, wood, textiles, rubber
- B – Flammable liquids, e.g. petrol, paint, solvents
- C – Flammable gas, e.g. butane, propane
- D – Metal fires, e.g. powdered and metal shavings, alkali-based metals
- Electrical fires (no classification as electricity is a source of ignition as opposed to a fuel)
- F – Hot cooking oils

4.4 Basic firefighting equipment

Equipment:

- fire extinguishers (different colour codes)
- fire blankets
- fire hose
- sprinkler system (wet/dry risers).

4.5 Different types of fire extinguishers and their uses

Each classification of fire needs a specific type of fire extinguisher to put it out. It is essential that you use the right type of extinguisher as the wrong extinguisher could actually make the fire worse.

- Water – use with paper, wood, fabric
- General foam – use with:
 - paper / wood
 - specialist foam for use with industrial alcohol
 - flammable liquids (secondary)
- CO₂ gas – use with electrical fires (primary)
- Wet chemical – cooking oil fires
- Powder – use with most fires, including liquid and electrical fires

4.6 Actions to take upon discovering a fire

Do not attempt to put out a fire if this puts you in danger.

- Sound the alarm and inform emergency services
- FIRE (Find, Inform, Restrict, Evacuate or Extinguish)
- Identify area where fire is, isolate other areas

4.7 Understanding fire control panels

A Fire Alarm Control Panel (FACP), or Fire Alarm Control Unit (FACU), is the controlling component of a Fire Alarm System. As a door supervisor it is important that you know how they work.

- Ensure full understanding of extent of area of incident
- To pass on correct message to emergency services (materials, chemicals stored in affected area)
- To act according to the notifications
- To take necessary precautions as signalled by the systems

4.8 Understanding fire evacuation procedures

It is vitally important that you understand fire evacuation procedures for any premises you are assigned to or are responsible for.

- To keep self and others safe
- To save time in an emergency
- To assist emergency services
- To confirm evacuation

4.9 Roles and responsibilities of fire marshals

A fire marshal has a number of roles and responsibilities. As a door supervisor, you are likely to also be a fire marshal, so it is important that you know what these are.

Daily duties to check that:

- exit doors are available for use, unlocked and unobstructed
- escape routes are clear of storage and combustible materials
- fire extinguishers are in position with seals in place
- fire safety signs are in position
- fire alarm call points are unobstructed
- fire-resisting doors are closed and functioning properly
- any malfunction of the weekly fire alarm test is reported.

In event of emergency, on hearing the alarm:

- check allocated area to ensure that everybody has left, take roll call
- take control of the evacuation and ensure that anybody with evacuation difficulties is aided
- proceed to the assembly area and report to the fire coordinator.

L05 Understand emergencies and the importance of emergency procedures

There is a lot to know about how to deal with emergencies, and the correct procedures to follow when at a time of emergency. People's lives may be in your hands, so it is important that you study these well.

5.1 Responses to different types of emergencies

Different types of emergency call for very different responses.

Definition of emergency:

- situation that is unexpected
- threatens safety or causes serious disruption and requires immediate action.

Types of emergency:

- power, system or equipment failure
- flood
- actual or threatened serious injury
- serious illness
- bomb threat.

Responses to emergencies:

- follow correct procedures depending on emergency
- ensure safety of self and others
- report to appropriate authorities
- show appropriate behaviour: act quickly, be authoritative, remain calm, encourage others to remain calm
- prioritise incidents.

5.2 How to make an emergency call

Making an emergency call sounds like a simple thing to do, but during a live emergency it can be hard. You need to make sure you do not panic and follow the procedure.

- Stay calm
- Dial appropriate emergency telephone number and ask for relevant emergency service
- Provide relevant information:
 - location of incident
 - any injuries
 - names of casualties
 - telephone number you are calling from
 - nature and time of the incident
 - equipment at the incident

5.3 Actions to be taken in the event of personal injury

- Contact designated first aider or call the emergency services, as appropriate
- Ensure safety of self and others
- Deal with injury within limits of own ability and authority
- Record the injury in the accident book (name and address of person injured, details of the incident that caused injury, witnesses)

5.4 Factors that may indicate vulnerable individuals

This is similar to Unit 1 section 9.1. Can you remember anything from that section?

- Individuals: adults, young people and children who the private security operative may come into contact with while on duty

Factors indicating vulnerability:

- being under the influence of alcohol or drugs
- being alone or receiving unwanted attention
- being separated from friends
- appearing lost or isolated
- being followed or threatened
- victims of domestic violence
- young people under the age of 18
- having a physical or learning disability.

5.5 Actions to take with identified vulnerable individuals

This is similar to Unit 1 section 9.2. Can you remember anything from that section?

- Seeking help of street pastors, street marshals or any other active schemes
- Calling a relative to assist in the case of a younger or vulnerable adult
- Calling for a licensed taxi to take the vulnerable person home
- Using 'safe havens' or other local initiatives run by organisations such as St John Ambulance
- Calling the police

5.6 How to report indicators of child sexual exploitation

As a door supervisor you also need to know what the indicators of child sexual exploitation are and ways to report these.

Indicators of child sexual exploitation:

- children and young people in the company of older people or antisocial groups, acting in an inappropriate and sexualised way
- intoxicated
- arriving and departing a location with different adults
- getting into and out of a number of different cars.

Reporting:

- contact the police or call Crimestoppers
- report as soon as possible.

5.7 Suspicious behaviours that could indicate terrorist activity

A door supervisor should always be alert for actions that could indicate something out of the ordinary is happening. Entertainment venues can contain hundreds of people in a relatively small area, so they can be targets for criminal activity.

- Person taking particular interest in security measures, making unusual requests for information, testing security by breaching restricted areas, loitering, tampering with utilities
- Person 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

5.8 Actions to take in the event of a security threat

The threat of terrorism is not often associated with an entertainment environment, but there have been terrorist attacks on nightclub venues across the world. Security staff in entertainment venues should be vigilant at all times.

- Ensuring a visible presence of vigilant security staff; regular patrols
- Maintaining organised search procedures
- Ensuring emergency exits are secured when not in use
- Knowing and following relevant procedure for your place of work (company's evacuation plan / within the limits of your own authority)
- Reporting incident requiring immediate response to the police
- Reporting suspicious activity that does not need immediate response to the Anti-Terrorist Hotline

5.9 The importance of a business continuity plan

A business continuity plan means that everyone at the venue or workplace is aware of what they need to do in the event of any security threats or suspicious behaviour.

- Ensures important business operations continue in the event of an emergency or incident
- Allows for remote operation
- Protects important assets such as financial and operating information
- Reduces potential downtime
- Prevents business failure

LO6 Understand the importance of communication skills and customer care

Effective communication and customer service are at the heart of an effective private security industry. You need to know the main forms of communication, the problems that can arise and look at different types of customer and how they can be served.

6.1 Basic elements of communication

Communication is about conveying your messages to other people clearly and effectively and receiving information that others are sending you.

Communication process:

- sender
- receiver
- communication channel (telephone, face-to-face, written)
- message (encoding, decoding)
- noise (external, psychological, physical)
- feedback.

6.2 Different types of communication

Not all messages are verbal or easily understood so it is important to have a firm understanding of this area before you being working in the security sector.

Non-verbal communication:

- body language (gesture, stance, eye contact, facial expression, physical distance)
- tone of voice (pitch inflection, volume)
- written communication.

Verbal communication:

- speaking (tone)
- listening.

6.3 Importance of communication in delivering customer care

Effective communication starts with choosing the right language and communication method for the message.

Features of effective communication:

- choosing language and medium appropriate for message and recipient
- delivering message clearly
- checking understanding.

Importance of effective communication:

- greater organisational efficiency and effectiveness
- better team working
- meet customer needs and expectations
- better resolve customer problems and complaints
- create a good impression and present a positive organisational image

- reduce conflict
- manage customer expectations.

6.4 Different types of customers and how their needs vary

In the security industry, it is important to know your customers and provide them with the service they need.

- Types of customer: internal and external, direct and indirect
- Customer needs/expectations: information, assistance, directions, product and/ service
- Customers with particular needs: physical difficulties / learning difficulties / sensory impairment / English as second language / under influence of drugs and/or alcohol / speech impediment

6.5 Principles of customer care

There are some basic principles which everyone who is dealing with customers regularly should be aware of. It is really important to build a strong and positive rapport with customers.

Principles:

- establish rapport
- understand customer needs and expectations
- listen to the customer
- empathise
- communicate information
- be polite, helpful and approachable
- be efficient and knowledgeable.

Dealing with problems:

- acknowledge the customer
- establish the customer's needs
- put yourself in the customer's position
- accept responsibility for resolving problem
- involve the customer in the solution
- see it through.

6.6 Best practice in relation to telephone communications

You will be required to use telephones during the course of your duties. You may speak to other staff members and customers, so it is important that this is done professionally and politely.

Best practice:

- polite and professional approach and language
- appropriate greeting when answering phone
- clear, distinct voice, with moderate pitch and volume
- listen to verbal and vocal expressions
- use questioning techniques

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- provide appropriate information
- maintain confidentiality
- leave, take and pass on messages accurately
- recognise limits of own authority
- use phonetic alphabet
- complete relevant phone logs and records.

6.7 Best practice in relation to radio communications

Radios can be a life-saving tool so you need to take care to make sure they are in good working order, are fully charged and that you know how to use them correctly.

Check equipment:

- battery charged
- check all parts are in working order.

Uses of phonetic alphabet:

- enables quick identification of individuals
- enables spelling of words during transmissions to avoid misunderstandings.

Methods used to communicate clearly and accurately over a radio network:

- use radio protocols to signal start/end of transmissions
- use clear and concise language
- ensure clear and effective communication
- ensure urgent incidents are dealt with quickly.

How to deal with an emergency incident:

- local organisational protocols (identification of self, call sign)
- state 'urgent message'
- radio controller stops other traffic on network and switches radio to 'talk-through'
- state location and pertinent details of incident.

6.8 NATO phonetic alphabet

The NATO phonetic alphabet is designed to make sure there is no confusion about what people are saying via telephones or radios. You need to practise it!

Call signs:

- correlate to each letter from phonetic alphabet
- local policies regarding call signs allocated.