

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

## **Unit 1 Revision notes**

### **Working as a Door Supervisor within the Private Security Industry**

---

## LO1 Understand the role and objectives of a door supervisor

### 1.1 Role of a door supervisor

Working under the direction of the Designated Premises Supervisor the overall aim of a door supervisor is to:

- ensure customers and other members of staff on licensed premises are safe.

### 1.2 Objectives of a door supervisor

You have **five** main objectives.

- Provide a service
- Adhere to rules
- Comply with the SIA Standards
- Vigilance
- Safety



### 1.3 Admissions policy

What is an admissions policy? An admissions policy is:

- **'a set of rules in which certain criteria must be met in order to comply with licensing laws and any venue-specific requirements for the premises'**

Why is it important?

- It ensures that 'customers and staff are protected at the premises'.



## LO2 Understand civil and criminal law relevant to a door supervisor

### 2.1 Law relating to the use of force

The use of force must be... **'reasonable, necessary, fully justified, proportionate, properly reported and recorded'**.

Force may only be used:

- for self-defence
- to make a lawful arrest
- to prevent crime
- to eject a trespasser from private premises
- to prevent a breach of the peace.

Why can a door supervisor be prosecuted?

- if they use unnecessary/excessive force

### 2.2 Crimes against the person

- Murder (homicide)
- Culpable homicide
- Aggravated assault (serious assault)
- Assault
- Rape
- Sexual assault

### 2.3 Crimes against property

- Wilful fire raising
- Malicious mischief
- Vandalism
- Breach of peace
- Housebreaking / theft / robbery

### 2.4 What is an offensive weapon?

An offensive weapon is:

- **'any object made or adapted for use to cause injury to the person, or intended by the person having it with them for such use'**.



## LO3 Understand searching relevant to a door supervisor

### 3.1 Searching

- General
- Random
- Specific

### 3.2 Rights to search

- No legal right
- Admissions policy
- Condition of entry
- In a public place (with a witness)
- JOG, pockets and bags
- if permission is withdrawn, STOP

### 3.3 Hazards

- Needles, sharp objects, weapons
- Malicious allegations
- Confrontation, defensive, difficult behaviour
- Violence

### 3.4 Searching precautions

- PPE
- Search area
- In pairs
- Self-search techniques

### 3.5 How to search

- Follow appropriate policy (including children and young people)
- Obtain permission
- Same-sex searching
- Search log



### 3.6 Reasons for premise searches

- Evacuation routes
- Safety of equipment
- Hazards
- Drugs and/or weapons
- Suspicious packages and objects

### 3.7 Search refusal

- Explain conditions of entry
- Reasons for search
- DENY entry

### **3.8 Search documentation**

- Search log
- Search report
- Incident log
- Pocket book

### **3.9 Actions to take when items are found**

- Non-illegal items against entrance policy
- Illegal items

### **3.10 Additional considerations when searching**

- Cultural
- Religious
- Disability
- Children and young people

## LO4 Understand powers of arrest relevant to a door supervisor

### 4.1 When can a door supervisor arrest?

- Same powers as all citizens (PACE S24A). **Any person can arrest a person who is in the act of committing an indictable offence.**
- Criminal law offences

### 4.2 Arrest limitations

- Legal requirements (must be an indictable offence)
- Other options (arrest by police / give a warning)
- Policies (of venue / of local police)
- Knock-on effects (taken away from main duties / risk of violence)

### 4.3 Human rights issues

Using your right to arrest should be a last resort for several reasons.

- Taking away a person's liberty
- Risk of false arrest
- Risk of prosecution
- Compromised personal safety

### 4.4 Arrest procedures

- Conduct
- Identify yourself
- Inform
- Reasonable force only
- Firm and fair
- Avoid aggression

### 4.5 Procedures following arrest

- Welfare of person and yourself
- Inform police
- Detain and supervise
- Preserve evidence
- Complete paperwork
- Give statement
- Attend court, if required

## LO5 Understand drug-misuse issues and procedures relevant to the door supervisor

The use of illegal substances is common in many clubs, bars and entertainment venues. As a door supervisor, your employer will expect you to prevent this by effective searches and to be alert to drug offences that take place on the premises.

### 5.1 Drug misuse legislation

The main offences that you are likely to come across in the course of your work are possession, supply and use.

- Misuse of Drugs Act 1971 (possession of drugs, intent to supply, supply, manufacture, use of premises)
- Classification of drugs (A, B, C)

### 5.2 Indicators of drug misuse

- Physical symptoms
- Behavioural signs
- Physical evidence of drug use

### 5.3 Common illegal drugs

- Cannabis
- Heroin
- Cocaine
- Amphetamine
- Methamphetamine
- MDMA
- Rohypnol
- Ecstasy
- Ketamine
- Mephedrone
- Magic mushrooms
- GHB

### 5.4 Signs of drug dealing

- Suspicious behaviour
- Information received
- Reduced sales of alcohol
- Drug litter

### 5.5 Procedure for dealing with individuals in possession of drugs

You need to follow the procedure fully to make sure you comply with both the venue policy and the law.

- Seize and secure drugs
- Follow policy
- Inform appropriate people
- Record incident

### 5.6 Procedure for handling seized drugs

- Safety
- Avoid contact
- Local (venue) policy
- Keep drugs secure
- Ensure seizure is correctly recorded
- Inform appropriate people

**5.7 How to dispose of drug-related litter and waste**

- PPE
- Equipment to use
- Sharps box
- Safe disposal





## **LO6 Understand incident recording and crime scene preservation relevant to the role of a door supervisor**

Crime scenes vary considerably and may involve fire, drugs, violence or negligence. However, they will all have several aspects in common with regard to the different types of evidence.

### **6.1 Different types of evidence**

- Direct / circumstantial
- Hearsay
- Documentary
- Real (physical, material)
- Oral (testimony)
- Forensic

### **6.2 Preserving evidence**

As you will be primarily responsible for preserving evidence at a crime scene, you must take care to avoid contamination.

- Protect
- Restrict access
- Store, mark and record
- Show police
- Record actions



### **6.3 Records to complete when an incident occurs**

- Incident log
- Accident report
- Personal notebook
- Search register
- Police witness statements

### **6.4 Why we record incidents**

- Permanent record
- Potential evidence
- Assisting other agencies
- Justification of actions
- Prevent allegations and civil actions

### **6.5 Types of incident to record**

- Ejections
- Arrests
- Use of force
- Accidents
- Any seizures of items
- Serious crime
- Visits by the authorities or officials

- Disputes and complaints
- Suspicious behaviour
- Any other emergency

### **6.6 Incidents when the police should be called**

- Arrests
- Serious crime
- Serious public order
- Other serious incidents outside the venue
- Finding suspicious packages or devices
- Finding and seizing illegal drugs

### **6.7 Requirements for completing incident records**

- Comply with company policy
- Use correct paperwork
- Record facts – be accurate
- Notebook rules
- Who, when, where, what, how



## **LO7 Understand licensing law and social responsibility relevant to the role of a door supervisor**

It is important to observe and uphold the legislation concerning the licensing laws to safeguard yourself, your colleagues and your customers. Failure to do so could result in a premise losing its licence and fines being imposed.

### **7.1 Licensing objectives (Licensing Act 2003)**

- Prevent crime and disorder
- Public safety
- Prevention of public nuisance
- Protection of children from harm

### **7.2 Rights and duties of licensees and others**

You need to be able to tell which are your obligations and which are those of the licensee.

- Door supervisor acts as representative of licensee
- Refusal
- Ejection
- Role of licensee
- Role of DS

### **7.3 Law in relation to refusal and ejection of a customer**

- Refusal
- Ejection

### **7.4 Police powers regarding licensed premises**

Door supervisors will often find themselves working alongside the police, so you need to be aware of their powers.

- Right of entry
- Power to search
- Use of reasonable force
- Power to close venue

### **7.5 Licensing offences relating to children and young people**

- Sale of alcohol
- Serving of alcohol
- Collecting alcohol
- Alcohol with meals
- Unaccompanied children

### **7.6 Acceptable forms of ID for proof of age**

- Passport
- Photo-card
- Photo driving licence
- Proof-of-age scheme cards - Challenge 25
- Any card with PASS logo

### **7.7 Conduct that is unlawful under licensing, gaming and licensing of sex establishments legislation**

- Under 18s on premises
- Drunk and disorderly conduct
- Serving a drunk or someone under the legal age
- Permitting a young person to use a Category C gaming machine
- Unlawful soliciting and controlling prostitutes on licensed premises
- Running a sex establishment
- Contravention of other licence terms

### **7.8 Powers of entry of authorised persons**

A range of people have the right of entry to licensed premises. You need to know who they are and why they can come in.

#### Authorised persons

- Licensing authorities' agents
- Fire safety inspector
- Fire service
- Environmental health officer
- HM Revenue
- Customs and Excise
- Local authority agent

#### Their right of entry

- At any reasonable time
- To investigate licensable activities
- If they suspect offences
- To issue a closure notice
- To revoke a licence



## LO8 Understand emergency procedures which should be followed by a door supervisor

### 8.1 Venue evacuation procedures

Each venue will have its own evacuation procedures. It is important that, as a door supervisor, you know what these are at the venue you are working at.

- Procedure for different types of evacuations
- Importance of health and safety

### 8.2 Dealing with threats of terrorism

- Vigilance
- Searching
- Patrols
- Evacuation

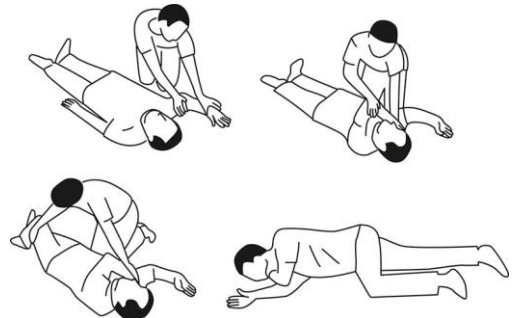
### 8.3 Sources of information on terrorism awareness

- National threat level
- Local information
- Websites
- Anti-terrorism initiatives

### 8.4 Appropriate responses to situations that require first aid

You need to know how to respond to situations that require first aid, but also be aware of your limitations.

- Assess the scene for hazards
- Protection
- Clear scene
- Get help
- Report incident



#### Only if appropriately trained and qualified

- Assessment of casualty
- Administer first aid
- Use recovery position, if appropriate

## **LO9 Understand how a door supervisor can help to keep vulnerable people safe**

While working as a door supervisor you need to be aware of factors and risks that can occur to a vulnerable person if they are either refused entry or ejected from a venue.

### **9.1 Recognising the risks/factors to vulnerability**

- Factors that make a person vulnerable
- Associated risks

### **9.2 Actions to take to protect the vulnerable**

- Call friends
- Get a taxi
- Get support from street pastors or marshals
- Call police

### **9.3 Recognising behaviours of potential sexual predators**

- Lone males
- Intoxicated females leaving with males who may be regulars at venue
- Items found during a search

## **LO10 Understand queue management and venue capacity responsibilities relevant to a door supervisor**

### **10.1 Recognising the benefits of queue control**

- Assess attitudes and behaviours
- Enforce admissions policy
- Improve safety
- Reduce queue lines
- Provide good customer service

### **10.2 Importance of communication in the queuing process**

Effective communication during this time between you and the customer cannot be overstated. This can help reduce tension between staff and customers.

- Manage customer expectations
- Positive reactions to unexpected situations
- Reduce potential conflict
- Provide good customer service
- Build positive relationships

### **10.3 The importance of managing venue capacity**

- Compliance with legislation
- Manage entry and egress
- Avoid overcrowding
- Ensure customer safety
- Allow for safe evacuation, if needed

