

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

**Unit 2 workbook**

**Working within the Private  
Security Industry**

## About this workbook

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You are likely to be taking this qualification because you want to work in the security industry, or because you want to take on a new role within it. This qualification is all about you working as a door supervisor within this industry, and aims to give you the knowledge and understanding you need to do this to a high standard.

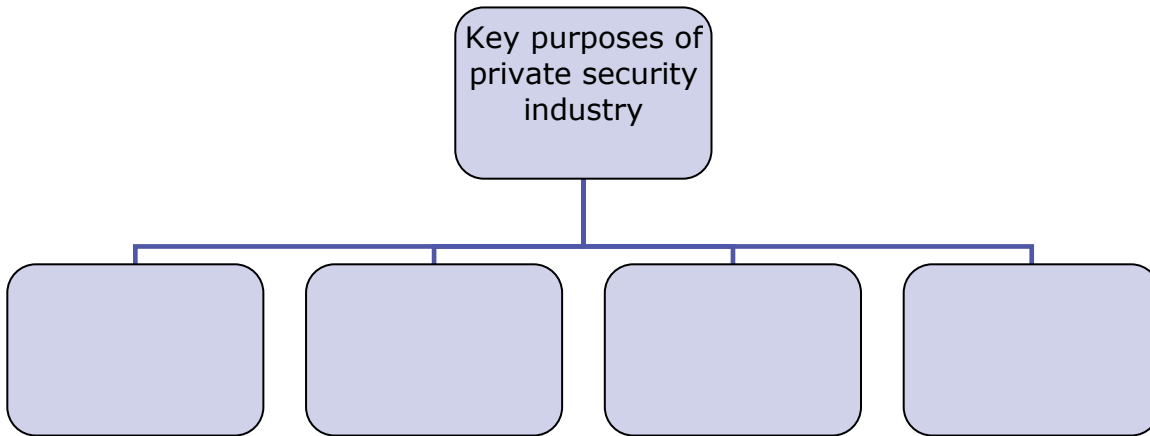
You don't have to be working in security to do the qualification. Some of the activities might ask you about your workplace, but you can give general answers that show you know what to do wherever you are working.

The workbook is for you to use, to help you reinforce what you have learned. It has been designed for you to complete as you go along, and to keep for reference later. This workbook is not an assessment tool in itself. However, you can use it to help you revise and prepare for your final assessment – a multiple-choice test.

You will see some terms highlighted in **bold** throughout the workbook. These are key terms, and you will find their definitions in a glossary at the end of the workbook.

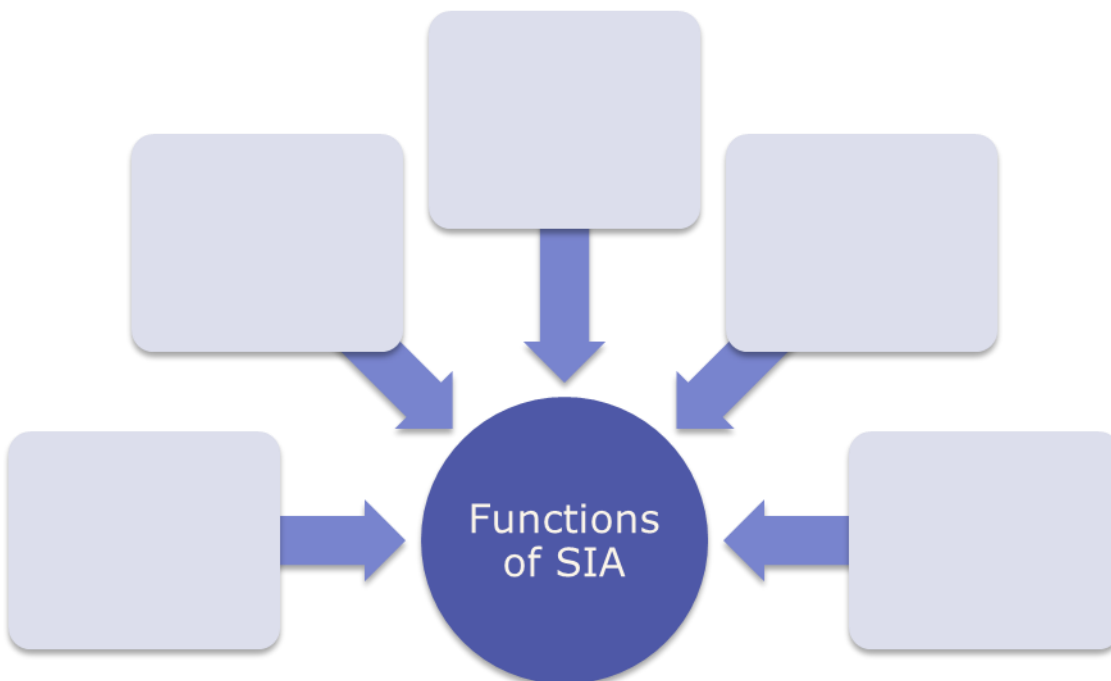
### Key purposes of the industry (1.1)

The key purposes of the private security industry are very important. Fill in the diagram below to show what these are.



### The Security Industry Authority (SIA) (1.2)

The functions of the SIA are very important. Fill in the diagram below to show what these are.



## Standards of behaviour (1.3)

Understanding what the standards of behaviours are for someone working in the security industry is very important. Draw lines to link each standard with some examples of how to achieve it.

Personal appearance	<ul style="list-style-type: none"> <li>• Meet employer standards</li> <li>• Follow procedures and policies</li> </ul>
Professional attitudes and skills	<ul style="list-style-type: none"> <li>• Be smart</li> <li>• Wear presentable attire</li> <li>• Carry an SIA licence</li> </ul>
General conduct	<ul style="list-style-type: none"> <li>• Be courteous</li> <li>• Personal integrity</li> <li>• Act without discrimination</li> </ul>
Values and standards	<ul style="list-style-type: none"> <li>• Don't accept bribes</li> <li>• Never abuse power</li> <li>• No drink or drugs at work</li> </ul>

## Industry sectors (1.4)

Complete the wordsearch below to find different **sectors** of the private security industry.

Y T I R U C E S T N E V E R D O P B K C F V Q G Q  
 N O I T A S I L I B O M M I E L C I H E V C I P E  
 P R I V A T E I N V E S T I G A T I O N X F Q O R  
 E L E C T R O N I C S E C U R I T Y J E E D D O H  
 N O I T C E T O R P E S O L C C T V I A M R V Y R  
 G N I D R A U G Y T I R U C E S J G Q I V Z G B F  
 G N I L D N A H G O D G N I D L O H Y E K K N B A  
 V V D O O R S U P E R V I S I O N L W I S B N G N  
 C I K K K S M E T S Y S Y T I R U C E S E R I F S  
 T I S N A R T N I S E L B A U L A V D N A H S A C

CASH AND VALUABLES IN TRANSIT  
 ELECTRONIC SECURITY  
 VEHICLE IMMOBILISATION  
 FIRE SECURITY SYSTEMS

EVENT SECURITY  
 DOOR SUPERVISION  
 SECURITY GUARDING  
 PRIVATE INVESTIGATION

CLOSE PROTECTION  
 DOG HANDLING  
 KEYHOLDING  
 CCTV

## Benefits of crime reduction initiatives (1.5)

There are many reasons for linking with crime reduction initiatives.  
Write a few examples of crime prevention initiatives below.

	Examples
Crime reduction initiatives	

Explain some of the benefits below.

	Explanation
Benefits	

## Civil and criminal law (2.1)

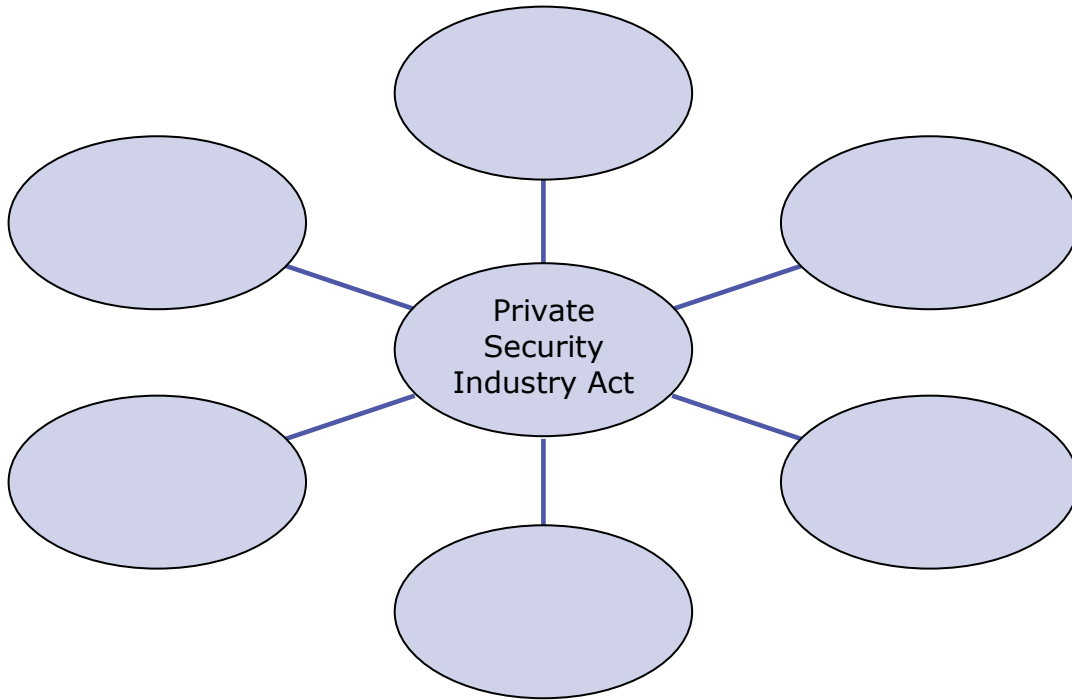
It is important for someone working in the private security industry to understand the differences between civil and criminal law. Take some notes below to help you.

	Main features	Examples
Civil law		

	Main features	Examples
Criminal law		

## Private Security Industry Act 2001 (2.2)

Knowing the main aims of the Private Security Industry Act 2001 is very important. Record the details on the diagram below.



## Legislation promoting equality and diversity (2.3)

You need to be able to identify legislation that promotes equality and diversity. What are the two main acts involved?

1. \_\_\_\_\_
2. \_\_\_\_\_

Complete the wordsearch below to find examples of discrimination in the workplace that is protected by these acts.

F C K Y H A D U S E X U A L O R I E N T A T I O N  
 B U R Y M B P N A T I O N A L I T Y Z X L S A B O  
 Y T I L I B A S I D E T H N I C I T Y E C A R V U  
 M A T E R N I T Y E G A I R R A M R D B F D U J X  
 R O B B S R E L I G I O N O R B E L I E F B Y R K  
 Y C N A N G E R P C I V I L P A R T N E R S H I P  
 Q K W M A X N F Z S F Y A G E K U J O M A P I H S  
 T N E M N G I S S A E R R E D N E G E N D E R I W

AGE	RACE	CIVIL PARTNERSHIP	DISABILITY	ETHNICITY
GENDER		GENDER REASSIGNMENT	MARRIAGE	MATERNITY
NATIONALITY		SEXUAL ORIENTATION	PREGNANCY	RELIGION OR BELIEF

## Health and safety in the workplace (3.1)

You need to be aware of the importance of health and safety in your work environment. What are the main aspects of health and safety?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

## Duty of care (3.2)

What is a 'duty of care' and how do you exercise it? Fill in the spaces below.

'Duty of care' means \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

You exercise duty of care when you \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Responsibilities for health and safety at work (3.3)

You need to be able to identify the responsibilities of employers, employees and self-employed people under health and safety at work legislation. Take some notes below.

### Employees and self-employed people

Duty	Explanation
Take responsibility for own health and safety	
Cooperate with employer	
Take reasonable care, do not put anyone at risk	
Report injuries and actions to employer	
Follow employer's process and procedures	

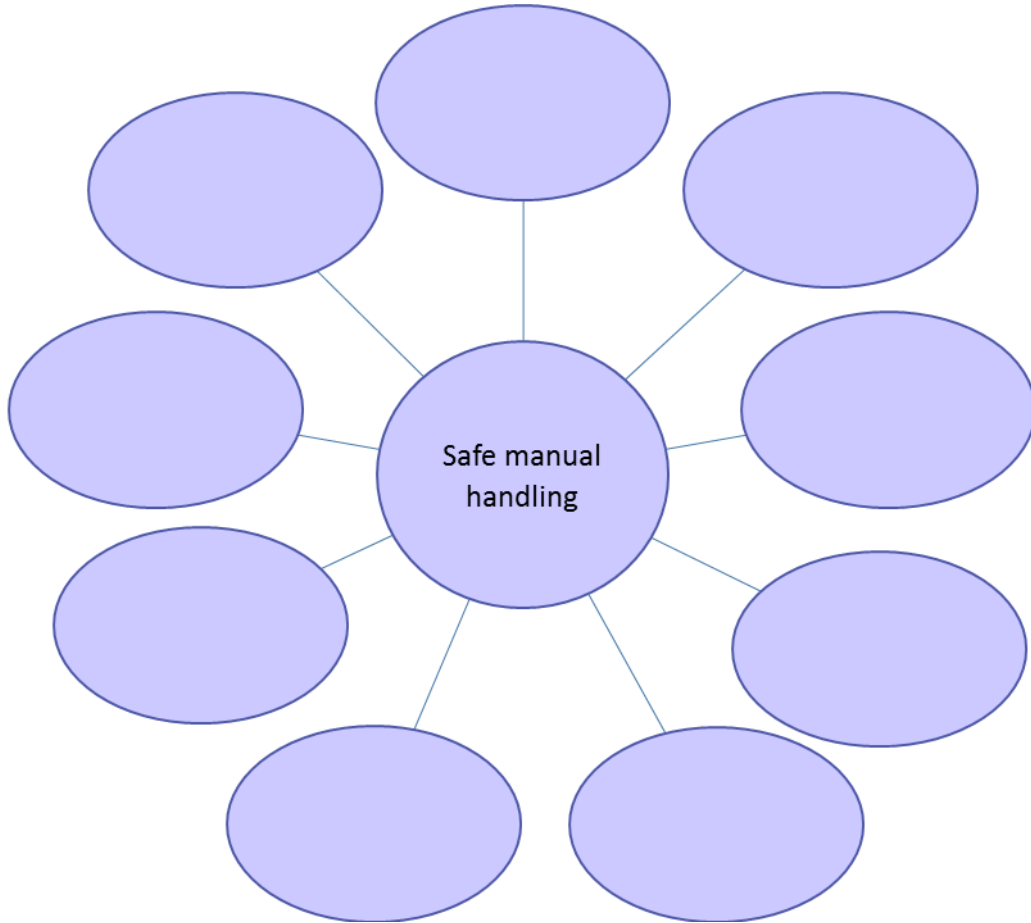
### Employers

Duty	Explanation
Assess and reduce risk	
Provide first aid facilities	
Tell staff about hazards	
Report injuries and actions to employer	
Provide training if required	
Record injuries and actions	
Provide and maintain	Equipment  Clothing  Warning signs



### Safe manual handling (3.4)

Following the correct procedure is very important for your safety (and others around you). Practise the correct methods then record them in the diagram below.



## Health and safety risks at work (3.5)

Complete the gapped activity below to help you to recognise risks in relation to health and safety at work.

It is important to be able to define \_\_\_\_\_. This means a likelihood that a person may be harmed or suffer adverse health effects if exposed to a \_\_\_\_\_. Several factors can lead to this happening including \_\_\_\_\_ use, drunken behaviour, violence, \_\_\_\_\_, excessive heat, blocked fire exits, and inadequate fire \_\_\_\_\_ measures.

These can lead to health and safety risks including \_\_\_\_\_, ill health and even death. In order to reduce these a risk \_\_\_\_\_ should be completed. This is a process designed to identify hazards; \_\_\_\_\_ their risks (low, medium and high). Once this is completed you record any findings; review and \_\_\_\_\_ changes to remove or \_\_\_\_\_ the hazards.

risks	injury	implement	drug	minimise
overcrowding	assessment	safety	hazard	evaluate

## Minimising risk to personal safety and security (3.6)

Learners need to be aware of how to minimise risks to personal safety and security. Record these below:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

## Typical workplace hazards (3.7)

Learners need to be able to define what a hazard is and identify examples of hazards.

What is a hazard?

A hazard is \_\_\_\_\_

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Look at the picture on the slide showing workplace hazards. Spot as many as you can and write them below.

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## Safety signs and signals (3.8)

The pictures below show a range of safety signs and signals. Fill in the gaps below.

Example						
Colour						
Meaning						

## Reporting accidents and incidents (3.9)

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 – known as RIDDOR – is an important piece of legislation, and you need to understand what it requires you to do. Take notes about what RIDDOR says below.

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## Who to contact in a first aid situation (3.10)

If there is a first aid incident while you are working, you must know who to contact. You need to know a) what first aid situations you are likely to come across, and b) who to contact. Make notes below.

Typical examples of first aid situations:

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Who to contact when these occur:

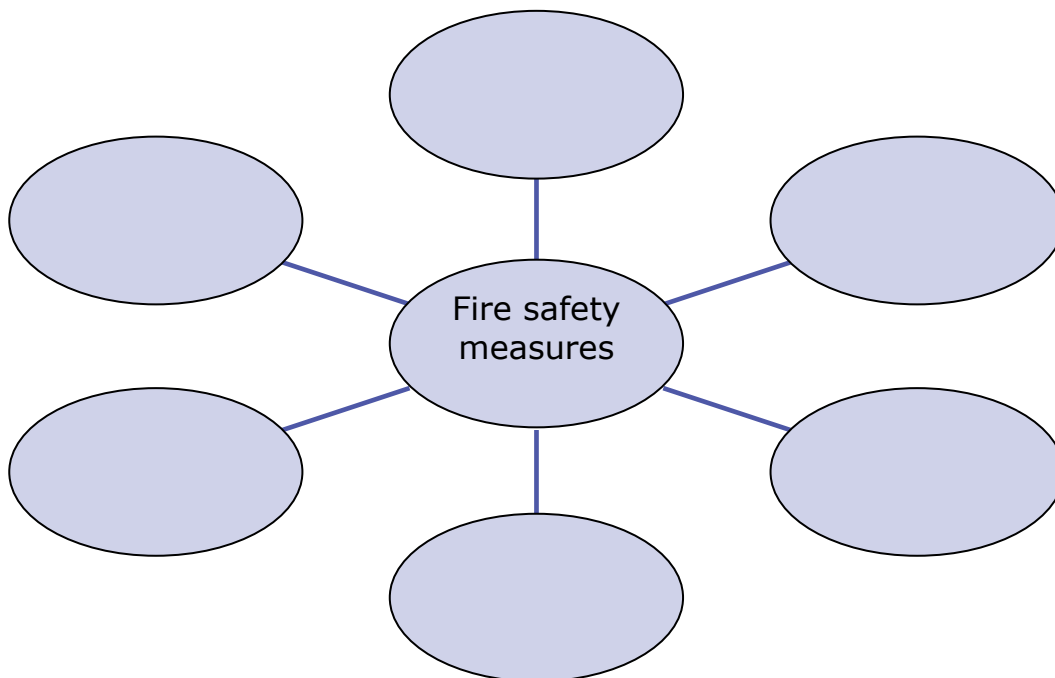
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## Basic fire safety measures (4.1)

Knowing basic fire safety measures is very important. While you are working you can keep an eye out to ensure everything is safe and reduce the risk of fire. Fill in fire safety measures you can take in the diagram below.



## The fire triangle (4.2)

The basic components of a fire are known as the fire triangle. What are these components?



## Classes of fire (4.3)

Fires have been classified into groups according to the type of fuel they use to burn. Explain what each class means below.

Classification	Explanation
Class A	
Class B	
Class C	
Class D	
Class F	

Why are electrical fires different?

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## Basic firefighting equipment (4.4)

Every workplace is required to have basic firefighting equipment available. Find these in the wordsearch below.

F L Y D W M D V E P P A C T Z W V P E I  
 E C S L R G P C D V F S J G Q G M B S D  
 J M X E W G E C F I V O N N J U O J O B  
 N K X K Q V S T E K N A L B E R I F H X  
 D S F A X C Y N X B K Z A I Z M X P E T  
 S P R I N K L E R S Y S T E M S X V R Q  
 Q L X S R E H S I U G N I T X E E R I F  
 M W N U X O T H A R L L H B Z T S Z F W

FIRE BLANKETS

FIRE EXTINGUISHERS

FIRE HOSE

SPRINKLER SYSTEMS

## Types of fire extinguisher (4.5)

Each class of fire needs a specific type of fire extinguisher to put it out. Fill in the details in the table below.

Label colour	Type of extinguisher	Types of fire it can be used on
Red		
Cream		
Black		
Yellow		
Blue		

## What to do if you discover a fire (4.6)

If you discover a fire, there is a simple procedure that you must follow. Complete the details below.

1. Sound the alarm and inform emergency services.
2. F = \_\_\_\_\_  
I = \_\_\_\_\_  
R = \_\_\_\_\_  
E = \_\_\_\_\_
3. Identify area where the fire is and isolate other areas.

## Fire control panels (4.7)

Fill in the gaps in the text below about fire control panels.

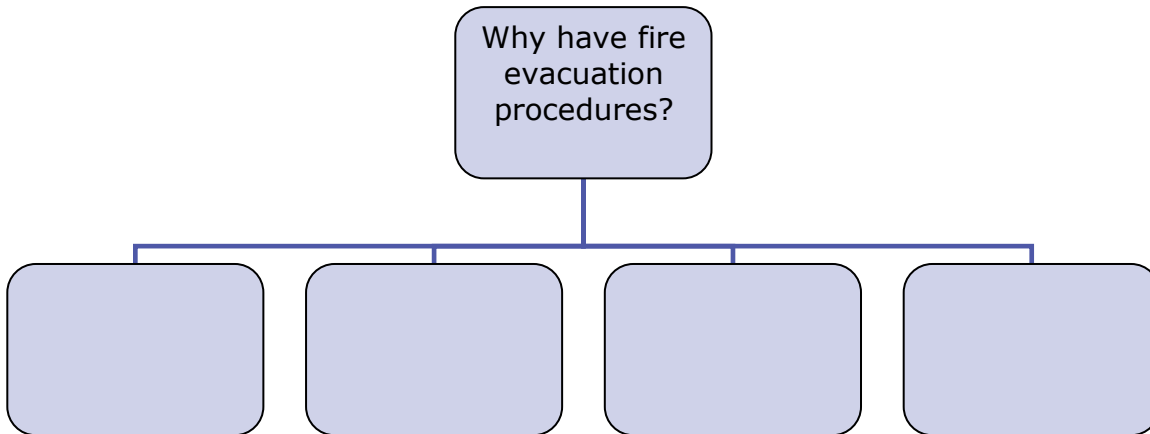
A Fire Alarm Control Panel (FACP), or Fire Alarm Control Unit (FACU), is the controlling \_\_\_\_\_ of a Fire Alarm System. As a door supervisor you need to have a full understanding of the \_\_\_\_\_ of the area or incident so you can pass on \_\_\_\_\_ messages to emergency \_\_\_\_\_ (such as materials, chemicals stored in affected \_\_\_\_\_) and act in accordance with the \_\_\_\_\_ on the system and then take the \_\_\_\_\_ precautions as \_\_\_\_\_ by the systems.

services	notifications	area	extent
signalled	correct	component	necessary



## Fire evacuation procedures (4.8)

You must know the right procedure to follow in the event of a fire evacuation. Fill in the diagram below with the reasons **why** having fire evacuation procedures is important.



## Roles and responsibilities of a fire marshal (4.9)

A fire marshal must carry out a number of **daily checks**. Note these below.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_

**In the event of fire**, what must a fire marshal do?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

## Responding to different emergencies (5.1)

What is an emergency? Give a definition below.

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Complete the wordsearch to find different types of emergencies you may need to deal with.

H R O P K E U D K R C Z Z D N L H D D S  
B H T M T N R Y R U J N I S U O I R E S  
E Q U I P M E N T F A I L U R E D I Q E  
S L C H E K U L G Z G Y J Y N O Z C Q N  
T A E R H T B M O B C I E O O F Q M U L  
L O S S O F P O W E R D I L F T D C Z L  
I B L N B Y V O Q E I V F U G R I D X I  
D C N Z F V P H C C L Z N Q T R A W Z M

BOMB THREAT  
ILLNESS

EQUIPMENT FAILURE  
LOSS OF POWER

FLOOD  
SERIOUS INJURY

A door supervisor must respond appropriately to an emergency. Detail how you should respond below.



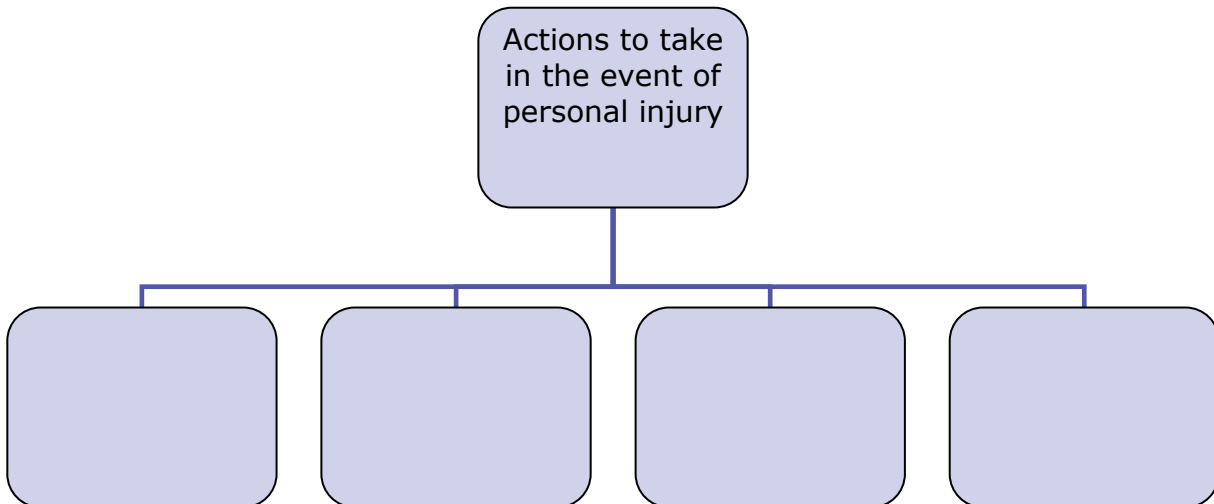
## Making an emergency call (5.2)

Being able to make an emergency call correctly is very important to ensure the appropriate response to the incident. You should:

1. Stay calm.
2. Dial the appropriate emergency telephone number and ask for relevant emergency services.
3. Provide the relevant information. Make notes below of what information you should be ready to provide.

## What to do in the event of personal injury (5.3)

You need to know what to do in the event of personal injury. Fill in the diagram below.



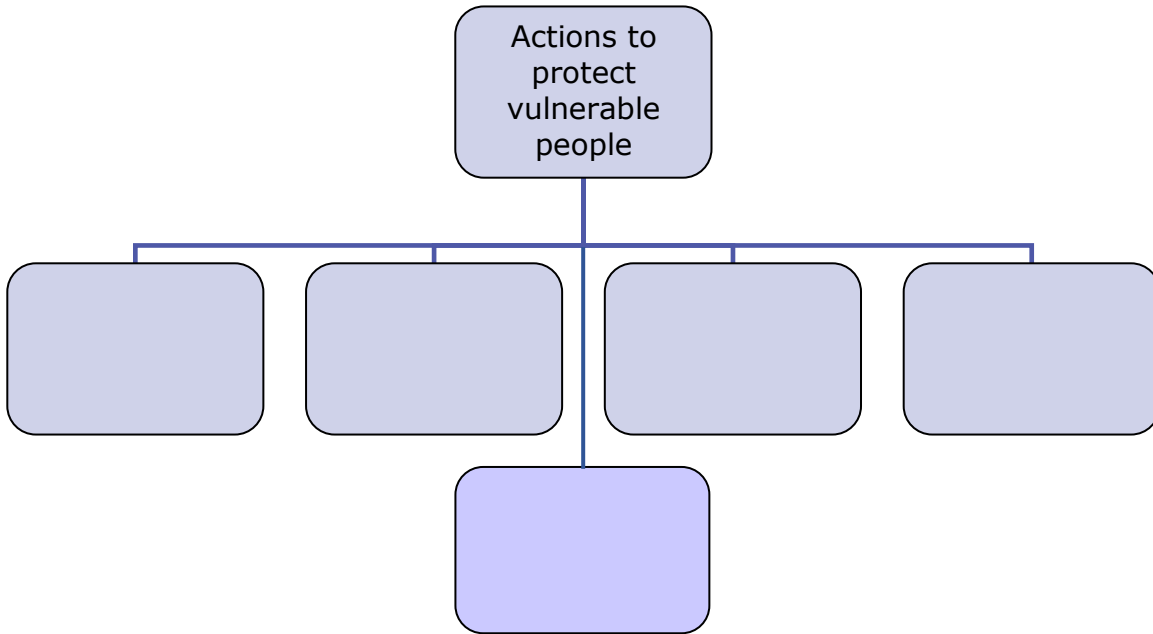
## Vulnerable people at risk of harm (5.4)

People can be vulnerable for different reasons, and may face different risks. Fill in the table to show who may be vulnerable and the factors that might indicate this.

Vulnerable people	Factors indicating vulnerability
1.	•
	•
2.	•
	•
3.	•
	•
	•
	•

## Dealing with vulnerable people (5.5)

As a door supervisor, you can help protect vulnerable people. Write ways you can do this below.



## Spotting and reporting child sexual exploitation (5.6)

List four indicators that could be signs of sexual exploitation below.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

Detail two ways you could report indicators of sexual exploitation below.

1. \_\_\_\_\_
2. \_\_\_\_\_

### Spotting suspicious or terrorist activity (5.7)

As a door supervisor, you can help protect against suspicious or terrorist activity. Make notes on how you might identify and protect against this sort of activity below.

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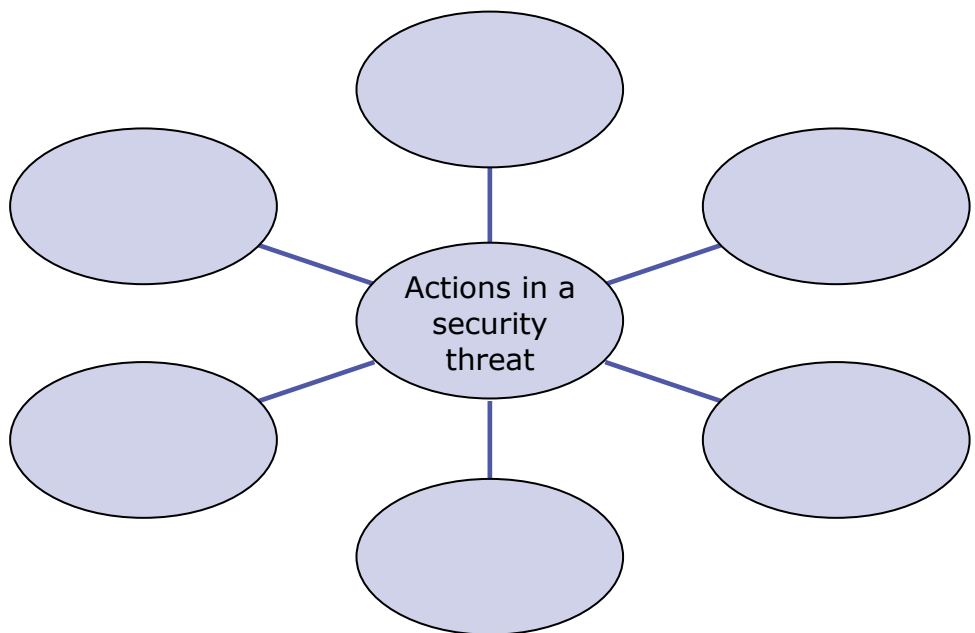
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### What to do in the event of a security threat (5.8)

The importance of knowing the actions to take in the event of a security threat cannot be overstated. Fill in details on the diagram below.



## Business continuity plan (5.9)

What is a continuity plan?

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Give two reasons why it is important for a business to have a continuity plan.

1. \_\_\_\_\_

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2. \_\_\_\_\_

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## Elements of communication (6.1)

Complete the wordsearch to find elements of the communication process.

C R E V I E C E R K F F I D E C Y K H L  
 J O G V V D F F C B A O W X N A H N T A  
 S D M J Q S R A R I C Z C T C A K E G W  
 X S K M B Q B R W F E G P R M D L C N T  
 X V E E U D K M V E T O N V N E B A I F  
 L M V N E N A U P D O H O I P Q E Y D N  
 I O S E D R I U T T F W O H D W I P O A  
 Q T F J W E T C N X A A O I W O U R C S  
 L N M I E L R N A H C N R N G P C O E K  
 R V W R I T T E N T E Y Q O F O X N D I  
 L F D G H B S N T E I D G I T W F P E F  
 I K U R G F T O C C V O L S L K N A H P  
 W J F X W X H Y E Z K V N E Z E X K L Q  
 I T U U P Y H D H D E J F T S Y E A T O  
 F S N A U F J O L V B A O E I R M Z L Z

COMMUNICATION  
 FACE TO FACE  
 RECEIVER

DECODING  
 FEEDBACK  
 SENDER

ENCODING  
 NOISE  
 TELEPHONE WRITTEN

## Types of communication (6.2)

What are these different types of communication? Explain each, and give examples.

Body language \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tone of voice \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Written communication \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Verbal communication \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## Communication and customer care (6.3)

Effective communication in customer care is very important. Make notes below.

	Examples
Features of effective communication	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol>

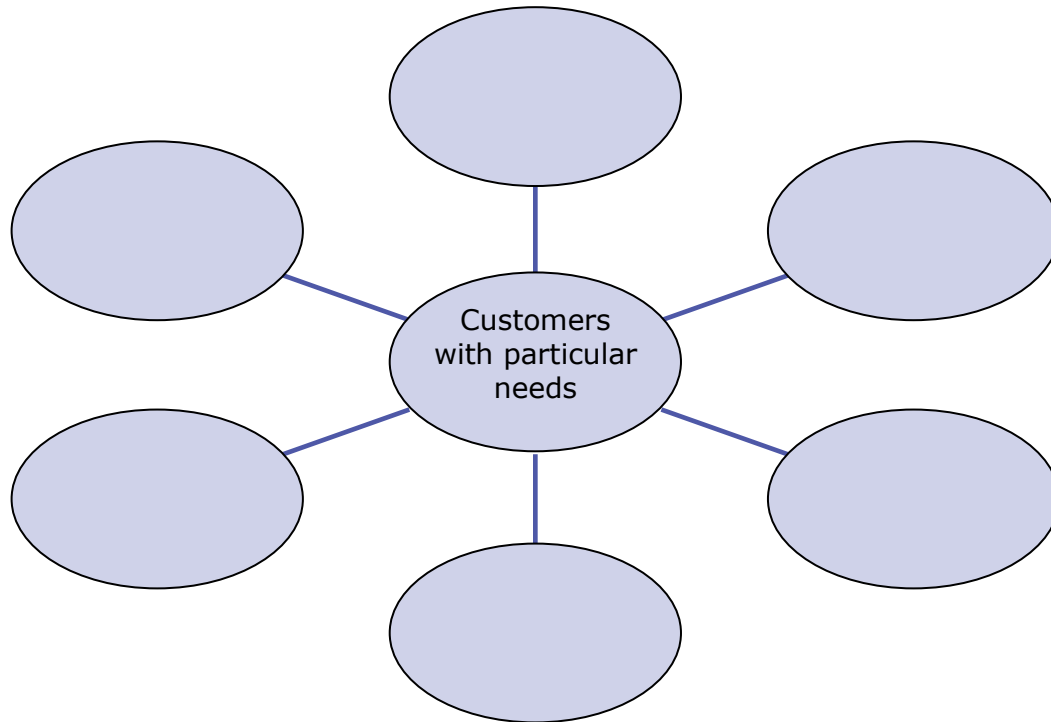
	Examples
Importance of effective communication	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> </ol>

## Types of customer and their needs (6.4)

Give four types of customer and make notes on their needs and expectations below.

Type customer	Customer's needs and expectations
1	
2	
3	
4	

Some customers have particular or special needs. Fill in the diagram with examples.



**CASE STUDY**

Sam is the Security Officer at a college.

'We have a team of about 30 officers to watch over three different campuses, 1,000 staff and nearly 10,000 students. It's a tall order, but it's even more of a challenge when you consider all the students are very different. For example, we have a lot of students who don't have English as their first language, students with learning difficulties and students with disabilities. We give all our staff very clear training about what is expected of them in terms of dealing with the students and we have put a couple of the staff through some basic language courses at the college so we can communicate better. We also arranged for one of the academic staff to give us a seminar on dealing with individuals with learning disabilities. It's quite a challenge, but I enjoy the work as it is varied and I come into contact with different people every day.'

1. What challenges does working in a large and diverse organisation bring?

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2. Why is it important to have training on dealing with different customers?

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3. What are the possible consequences of being poorly trained?

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## Principles of customer care (6.5)

Delivering good customer service is important. What are the basic principles for how to deliver good customer service?’

	<b>Examples</b>
Principles	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> </ol>

Sometimes customers will have problems that you will need to deal with. List below the things you can do to deal with problems.

	<b>Examples</b>
Dealing with problems	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> </ol>

## Good telephone communication (6.6)

As a door supervisor, you will use the telephone as an integral part of your job, so you need to make sure you can do this effectively. Write notes on best practice for telephone communication below.

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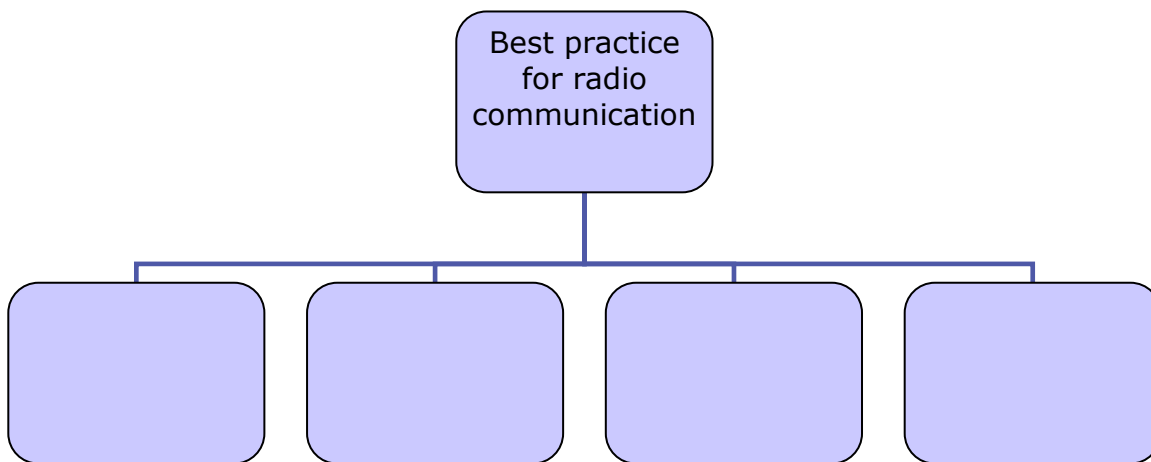
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## Good radio communication (6.7)

As a door supervisor, you will use the radio as an integral part of your job, so you need to make sure you can do this effectively. Fill in the diagram below to show best practice for radio communication.



## NATO phonetic alphabet (6.8)

The NATO phonetic alphabet was developed in the 1950s, to make sure there is no confusion about what people are saying via telephones or radios. Write down the words that are used for each letter of the alphabet below.

A	B	C	D	E	F

G	H	I	J	K	L

M	N	O	P	Q	R

S	T	U	V	W	X

Y	Z

## Key terms

Term	Explanation
Control measure	Preventative measure to make sure that a hazard does not cause a high risk
Deterrent	Anything that puts someone off doing something, e.g. a fence
Dismissal	Being discharged from a job
Harassment	Behaviour that creates an atmosphere of intimidation or fear
Hazard	Anything that may cause harm, e.g. working alone
Prejudice	A negative opinion about another person based on things such as their appearance, speech or social group
Prohibited	Banned, not permitted
Promotion opportunities	Chances to move up in an organisation or take a more responsible role
Redundancy	Being released from employment because no more work is available
Terms and conditions	Rules and arrangements that are part of up an employment contract
Unauthorised activities	Actions that a company or individual does not permit on their premises
Victimisation	Singling someone out for unfair treatment