



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

Unit 1 workbook:

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

About this workbook

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.

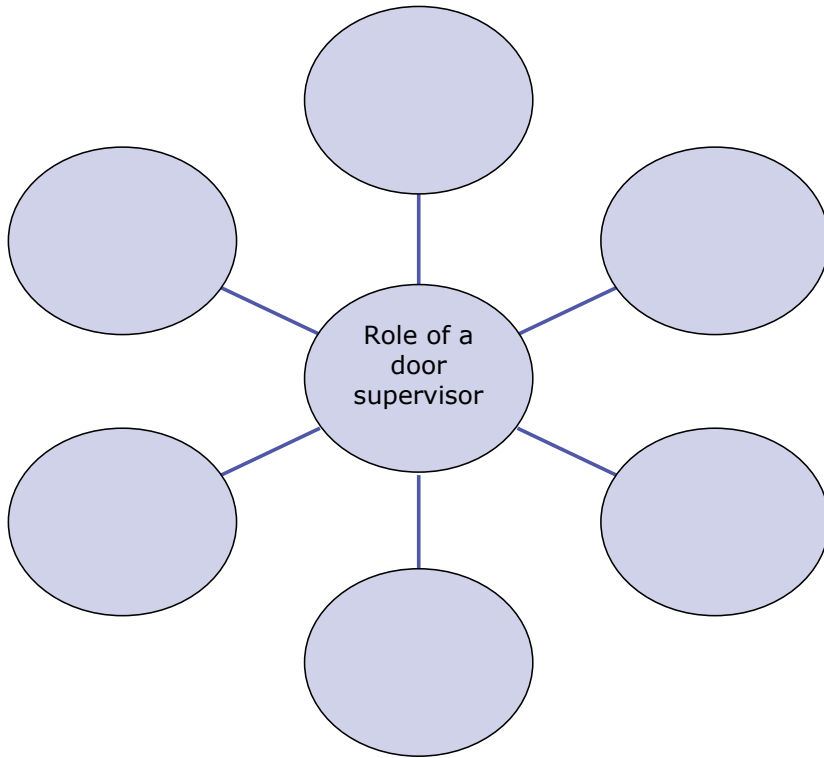
You don't have to be working in security to do the qualification. Some of the activities might ask you about your workplace, but you can give general answers that show you know what to do wherever you are working.

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.

Roles and objectives (1.1/1.2)

On the diagram, fill in as many roles of a door supervisor as you can.



A door supervisor has five main objectives. Complete these below.

A door supervisor must provide _____ customer service.

A door supervisor must make sure that venue policies are _____.

A door supervisor must comply with _____.

A door supervisor must _____ to deter and detect crime.

A door supervisor must contribute to the _____ of staff and customers.

Admissions policy (1.3)

What is an admissions policy? Write a definition below.

Why is it important to have an admissions policy? Write three reasons below.

1.

2.

3.

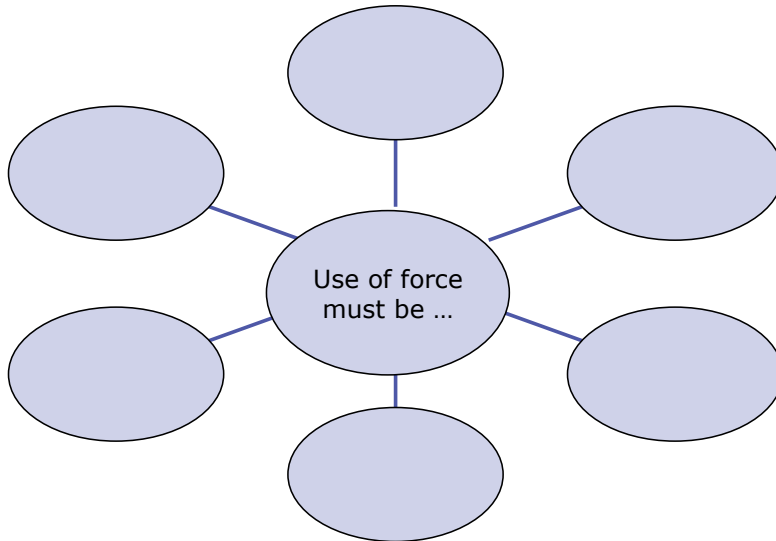
Fill in the gaps in this text about admissions.

To enter the _____ a customer is required to _____ appropriate dress **requirements**. They must be prepared to be _____ in order to detect and prevent illegal or _____ items entering the **premises**. In addition, all venues have _____ **restrictions** and all _____ must **comply** with these, or entry will be refused.

prohibited	age	customers
meet	premises	searched

Use of force (2.1)

The law says that use of force must be ... what? Write your answers on the diagram.



A door supervisor can only use force in certain situations, listed below. Explain what these phrases mean.

In self-defence _____

To make a **lawful** arrest _____

To prevent crime _____

To eject a **trespasser** from private premises _____

To prevent a **breach** of the peace _____

Crimes against people (2.2)

A door supervisor may come across different types of crime 'against the person'. Give a brief outline of each crime in the table below.

Murder	
Culpable homicide	
Aggravated assault	
Assault	
Rape	
Sexual assault	

Crimes against property (2.3)

A door supervisor may come across different types of crime 'against property'. Give a brief outline of each crime in the table below.

Wilful fire raising	
Malicious mischief	
Vandalism	
Breach of peace	
Housebreaking	
Theft	
Robbery	

Offensive weapons (2.4)

What is an offensive weapon? Write the definition here.

Types of search (3.1)

Searching is an important part of a door supervisor's work. You must know which type of search to use and when. Draw lines to link each type of search with its definition.

General	When someone is searched at a venue for a reason
Random	When everybody is searched
Specific	When someone is selected for a search for no reason

The right to search (3.2)

Fill the gaps in this text about a door supervisor's rights when searching.

As a door supervisor you have no _____ right to complete the **search**. You are able to complete a search if it is the _____ policy of the **venue** or a _____ of entry. You must gain the _____ of the person prior to the search and it must be completed in front of a _____.

You can search _____ and _____ as well as pockets and _____. If the person being searched _____ their **permission** the search must be _____.

condition	bags	withdraws	stopped	outer
admissions	witness	consent	legal	jacket
garments				

Possible hazards during a search (3.3)

Hazards are everywhere when you work as a door supervisor.

Below are some hazardous items that may be found during a search, write a description of each on the space provided beneath.



Description of hazards

Put a tick in the circles next to the correct answers.

Which of these is an example of a malicious allegation?

- defamation of character
- discussion between friends
- someone asking a question
- someone answering a question

Which of these is not a possible hazard when conducting a search?

- violence
- sharp objects
- being the victim of gossip
- permission being withdrawn

Precautions during a search (3.4)

When completing a search, door supervisors must use the appropriate PPE. What does PPE stand for?

P _____ **P** _____ **E** _____

Give one example of PPE.

Fill in the gaps in the following text about the precautions to take during a search.

Searching must also be completed in _____ (5). The venue must also have a dedicated _____ (6/4)

Searching people and their property (3.5)

Remember SEARCH. Fill in the gaps below.

S _____ **E** _____ **A** _____

R _____ **C** _____ **H** _____

It is crucial that a door supervisor completes searches correctly and legally. Put a tick in the circles next to the correct answers.

Which of these should a door supervisor do before commencing a search?

- say hello to the person to be searched
- ask permission of the person to be searched
- buy the person to be searched a drink
- ask the person to be searched if they have been searched before

Once you have completed the search what must you do?

- walk away from the person being searched
- say goodbye to the person searched
- tell your colleagues about the search
- complete a search log

Unit 1: Working as a Door Supervisor

There are other points of searching that you need to know. Are the following statements true or false?

Searching can be done in public **true / false**

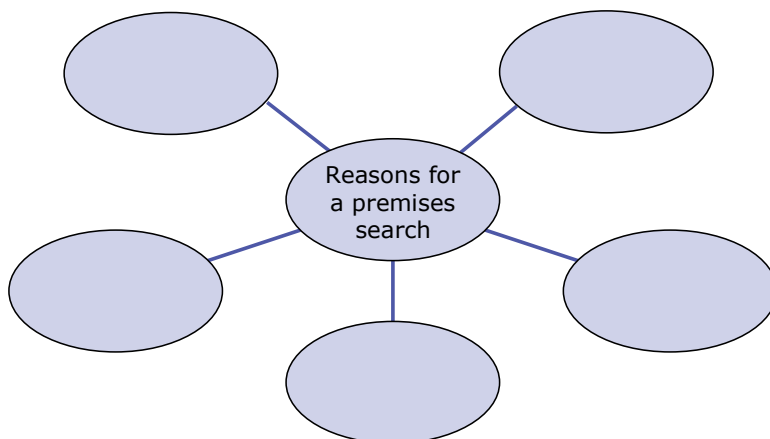
You should follow organisation policy for searching children and young people **true / false**

You can search both men and women (regardless of your own gender) **true / false**

You should maintain a search log **true / false**

Searching premises (3.6)

On the diagram, write as many reasons for a premises search as you can.



When a search is refused (3.7)

Give three actions below that a door supervisor must take in the event of someone refusing to be searched.

1. _____
2. _____
3. _____

Search documentation (3.8)

As a door supervisor, you must complete **documentation** after conducting a search. This is usually straightforward and looks similar to the example below:

Name:	Time and date:
Search type:	
Items found:	
Signature:	
Witness name:	
Witness signature:	

Finding prohibited or restricted items (3.9)

As a door supervisor, you must take action if you find prohibited or restricted items during a search. Which procedures must you follow? Circle all the ones that apply.

- | | |
|-----------------------------|--------------------------|
| Refuse entry | Follow venue policy |
| Inform supervisor | Let them enter the venue |
| Hold item securely | Leave item unattended |
| Let them keep the item | Record/return on exit |
| Don't bother calling police | Call police |

Which of these is a prohibited or restricted item? Circle all the ones that are.

- | | |
|--------------|-------|
| Mobile phone | Knife |
| Drugs | Purse |
| Alcohol | Keys |

Searching individuals (3.10)

What extra things do door supervisors need to consider when searching particular individuals? Make some notes in the table below.

Cultural	
Religious	
Disability	
Children/young people	

Making an arrest (4.1)

Door supervisors have only the same powers of **arrest** as any citizen under PACE S24A. What are these powers?

Complete the wordsearch below to find a range of **indictable** offences.

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

ACTUAL BODILY HARM
 CRIMINAL DAMAGE
 FRAUD
 ROBBERY

ASSAULT
 DRUGS OFFENCES
 MURDER
 SEXUAL ASSAULT

BURGLARY
 FIREARMS OFFENCES
 RAPE
 THEFT

Powers of arrest (4.2)

What other **limitations** must a door supervisor consider before they make an arrest?
Make some notes below.

Legal requirements _____

Other options _____

Policies _____

Knock-on effects _____

The 'last resort' principle (4.3)

Every door supervisor must be aware of human rights. You should only use your right to arrest as a last resort for several reasons, including:

- it is a serious matter to take away a person's liberty
- there is a risk of false arrest
- there is a risk of **prosecution**
- your personal safety and the safety of the person you arrest could be compromised.

Which of these do you think is the most serious? Explain why below.

Arrest procedures (4.4)

As a door supervisor, you must follow proper arrest procedure to protect you and the person you are arresting.

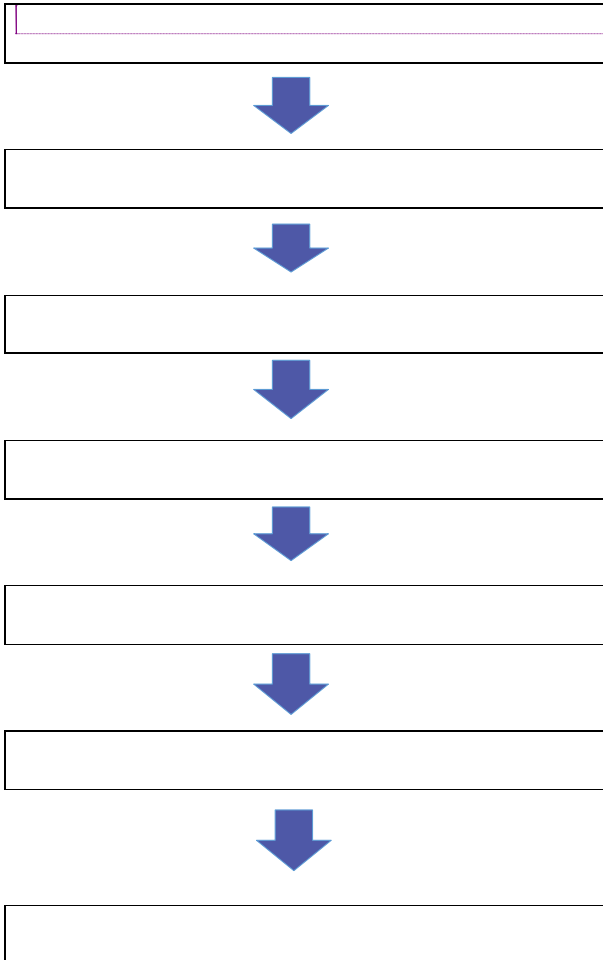
1. Begin by saying who you are – it may not always be obvious: *'I am an on-duty member of the security team ...'*
2. Tell them that they are under arrest: *'and I am hereby arresting you ...'*
3. State the offence: *'for the possession of an offensive weapon.'*

ACTIVITY

In pairs, practise these statements so you will be confident with the procedure if you need to use it.

After an arrest (4.5)

On the flow chart below, complete the procedures to follow after making an arrest.



Comment [E1]: I suggest filling in this first box with something like 'After making an arrest...' There will then be 7 boxes to complete, which tallies with PP slide 17's notes and with Revision notes pg 6. Otherwise learners have 8 boxes to fill in and might get confused.

Drug misuse legislation (5.1)

The key piece of legislation here is the Misuse of Drugs Act 1971, in which drugs are called 'controlled substances'. There are several main offences door supervisors may come across in the course of their work. Give a brief description of each below.

Possession of drugs _____

Intent to supply _____

Supply _____

Manufacture _____

Use of premises _____

Complete the table to show the punishment for the possession and supply of each class of drug.

Classification	Punishment for possession	Punishment for supplying	Examples of drugs in this category
Class A			
Class B			
Class C			

Spotting drug misuse (5.2)

As a door supervisor, you need to be able to recognise indicators of drug misuse. Draw lines to link each type of indicator with its symptoms.

<p>Physical symptoms</p>	<ul style="list-style-type: none"> • excessive giggling • non-stop talking and moving • sleepiness • gagging • fear for no reason • tearfulness • aggression
<p>Behavioural signs</p>	<ul style="list-style-type: none"> • torn-up card, papers • folded card or foil • empty sweet wrappers • syringes or spoons • traces of powder on face
<p>Physical evidence of drug use</p>	<ul style="list-style-type: none"> • dilated pupils • sniffing • watering eyes • running nose

Common illegal drugs (5.3)

Complete the wordsearch below to find common types of **illegal** drug.

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

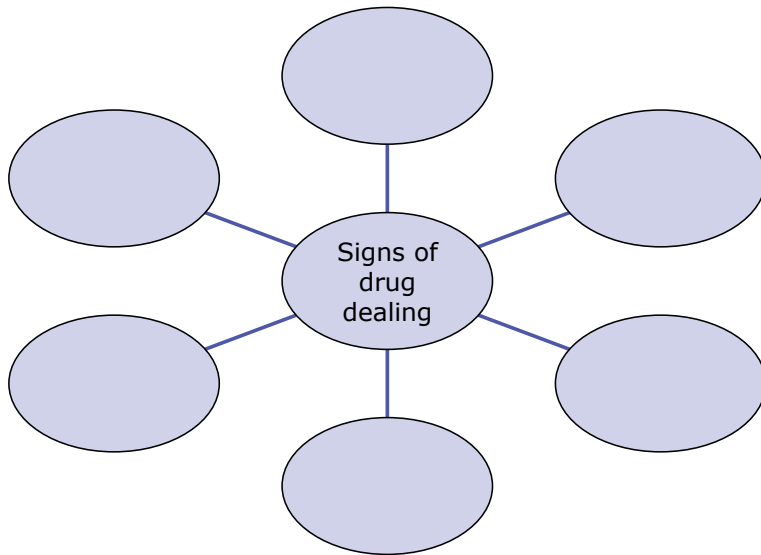
AMPHETAMINE
 ECSTASY
 KETAMINE
 MEPHEDRONE

CANNABIS
 GHB
 MAGIC MUSHROOMS
 METHAMPHETAMINE

COCAINE
 HEROIN
 MDMA
 ROHYPNOL

Spotting drug dealing (5.4)

On the diagram, write as many signs of drug dealing as you can.



Dealing with drug possession (5.5)

It is vital that a door supervisor follows the correct procedure when dealing with people who have drugs on them. Put a tick in the circles next to the correct answers.

Which of these should a door supervisor do as soon as they identify an individual in possession of **drugs**?

- ignore the situation
- let the individual enter the venue
- seize and secure the drugs
- eject the individual from the venue

When dealing with someone in possession of drugs, should you:

- follow local (venue) policy?
- always call the police?
- do nothing?
- get someone else to deal with the incident?

What should you do if you find someone in possession of drugs?

- tell a customer
- inform the supervisor and record the incident
- do nothing
- ignore the evidence

Handling seized drugs (5.6)

What must a door supervisor do when handling seized drugs? Fill in the gaps below.

1. **THINK** _____ first (including use of safety gloves).
2. Avoid contact with any contaminated _____.
3. Follow local _____.
4. Ensure drugs are put somewhere _____.
5. Ensure seizure is _____ correctly.
6. Inform supervisor, manager and/or licence holders.
7. Call the _____.

secure	recorded	police	materials	policy	safety
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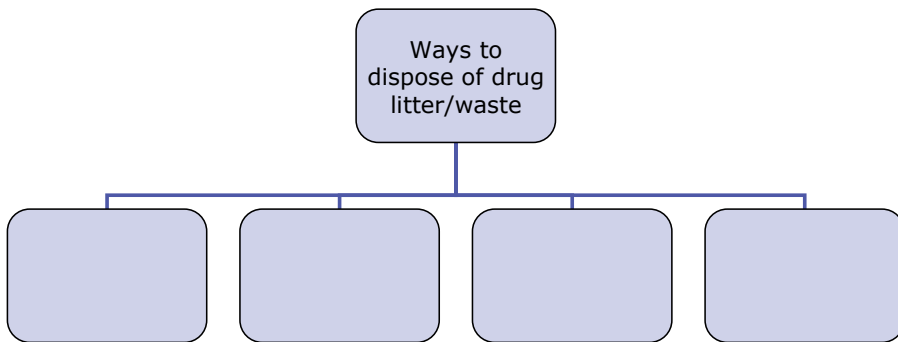
Disposing of drug litter and waste (5.7)

Complete the wordsearch to find examples of drug-related litter.

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

BOTTLES CANS FOIL TISSUES
SPOONS SWABS SYRINGES

It is important to dispose of drug-related litter and contaminated waste correctly. On the diagram, write four ways this should be done.



Types of evidence (6.1)

The crime scenes door supervisors come across vary greatly, and may involve fire, drugs, violence or **negligence**. However, they will have aspects in common when it comes to types of evidence. Complete the table to help you identify types of evidence.

Type of evidence	Description
Direct	
Circumstantial	
Hearsay	
Documentary	
Real / physical	
Material	
Oral (testimony)	
Forensic	

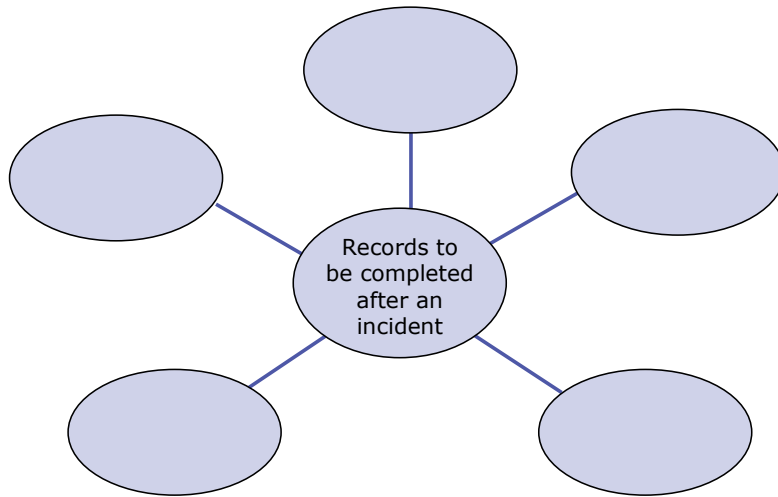
Preserving evidence (6.2)

Door supervisors need to know how to **preserve** evidence at an incident so that it can be passed to the police. Your input could be vital in getting a conviction, so you must preserve the evidence correctly. Complete the activity below to remind you of these procedures.

- P** _____
- S** _____
- S** _____
- R** _____

Completing records (6.3)

There are several documents that you might have to complete as a door supervisor. We have talked about some of these earlier in this workbook. Can you remember what they are? Write them on the diagram below.



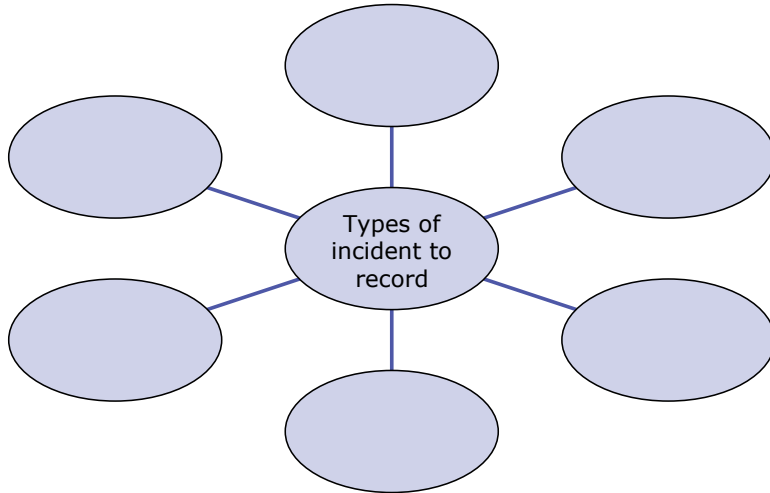
Recording incidents (6.4)

Give three reasons why it is important that a door supervisor records incidents.

1. _____
2. _____
3. _____

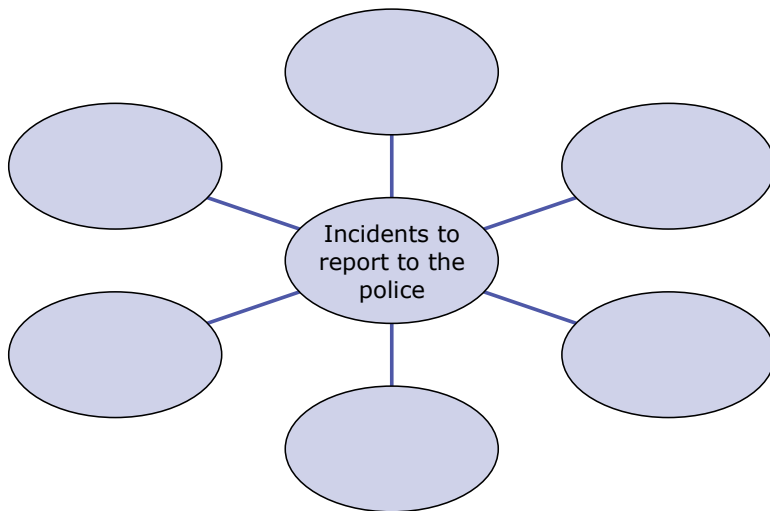
Incidents to record (6.5)

On the diagram, identify the types of incident a door supervisor must record.



Calling the police (6.6)

On the diagram, identify incidents when a door supervisor must call the police.



Completing incident records (6.7)

Completing incident records correctly and accurately is important for a door supervisor. The venue you are working at will have its own procedures and paperwork that you must follow. The best way to ensure you record everything accurately and correctly is to have your own notebook to record incidents. It is important that you follow some simple rules to get this right. Record the main points below:

Dos and don'ts _____

Making entries _____

Corrections _____

Blank pages _____

ACTIVITY

It takes practice to use your notebook effectively. If you are not yet working in the security industry, one of the best ways to practise is to keep a notebook of your day-to-day activity. This will get you into good habits, and you can use your notebook to show your note-taking skills at an interview.

Licensing objectives (7.1)

The Licensing Act 2003 gives four important licensing objectives. Write these below to help you to remember them.

P _____

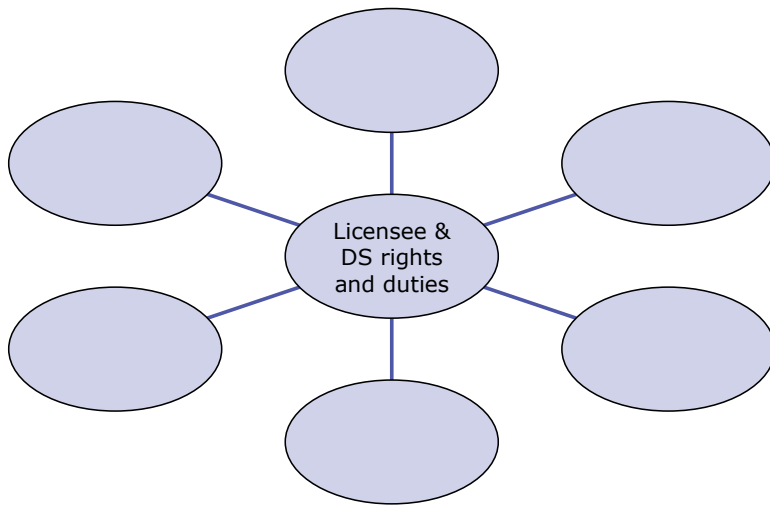
P _____

P _____

P _____

Licensees and door supervisors (7.2)

On the diagram, write the rights and duties of licensees and door supervisors as their representatives.



Refusing entry and ejecting customers (7.3)

Fill in the gaps in the statements below about refusing entry and ejecting customers.

1. Any person can be _____ entry to **licensed** premises by the licence holder and any member of their staff who is _____ by the licence holder or the premises _____.
2. Refusal to leave _____ when asked constitutes _____. Lawful ejection using reasonable _____ is permissible.

premises	force	authorised
trespass	manager	refused

Police powers (7.4)

Children and young persons (7.5)

Proof of age (7.6)

Understanding licence requirements is an important part of your role as a door supervisor. Put a tick in the circles next to the correct answers.

Which of these is not a police power regarding licensed premises?

- right of entry to investigate licensing offences
- power to search at any time
- right to drink alcohol while on duty
- power to close a venue for public safety

Which of these situations allows a person under the age of 18 years (but over 16 years) to have alcohol?

- If it is with the permission of a parent
- If they are with people who are all over 18 years
- If it is with the licensee's permission
- If it is with a meal in a part of the venue set aside for table meals

Which of these is not an acceptable form of proof of age?

- passport
- any card with PASS logo
- college ID
- photo driving licence

Unlawful conduct (7.7)

As a door supervisor you need to be clear what is classed as **unlawful** conduct under licensing legislation. Take some notes below to help you remember:

Powers of entry (7.8)

Who has power of entry into licensed premises – and why? Complete the table below.

Who – authorised persons	Why – right of entry

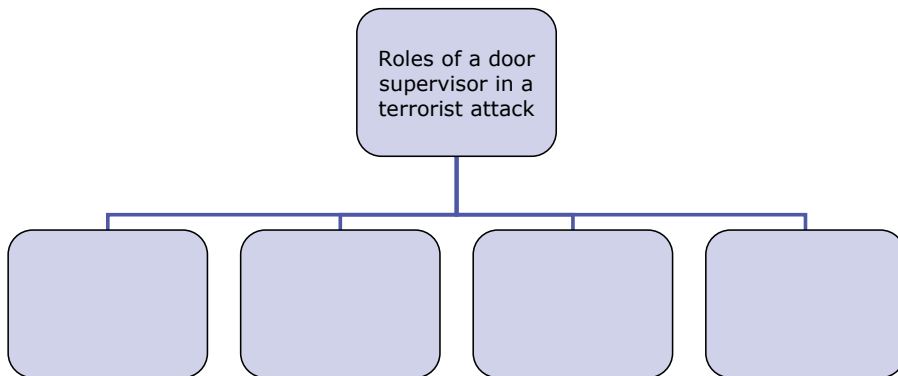
Evacuation procedures (8.1)

As a door supervisor you must be aware of the **evacuation** procedures at your venue and your role. Note the main points in the table below.

Type of emergency	Importance of DS knowing evacuation procedures
1.	1.
2.	2.
3.	3.
4.	
5.	

Dealing with terrorist threats (8.2)

As a door supervisor you have clear roles when there is a threat of **terrorism**. Note these on the diagram below.



Being aware of terrorism (8.3)

Threats of terrorism are given different levels of importance. Door supervisors should always know the current threat level. Describe the different levels of threat below.

Threat level	Description
Critical	
Severe	
Substantial	
Moderate	
Low	

Give four sources of information on terrorism awareness.

1. _____
2. _____
3. _____
4. _____

First aid (8.4)

As a door supervisor, you need to be aware of your limitations when dealing with a situation that needs first aid. Make notes in the table below

Appropriate responses to a first aid incident	<u>Three</u> main things you can do <u>only</u> if qualified in first aid
1.	1.
2.	2.
3.	3.
4.	
5.	

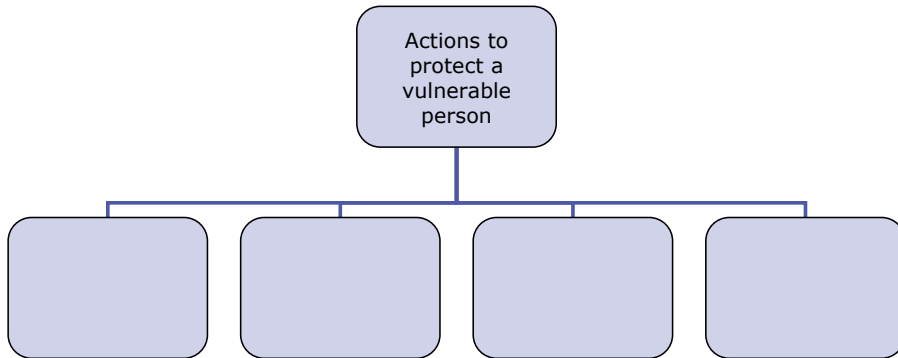
Risks to vulnerable people (9.1)

People can be **vulnerable** for different reasons, and may face different risks. Complete the table to show the different reasons and risks.

Factor that makes someone vulnerable	Risks linked with being vulnerable
1.	1.
2.	2.
3.	3.
	4.
	5.

Protecting vulnerable people (9.2)

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



Spotting potential sexual predators (9.3)

Name four behaviours that could be signs of a potential sexual predator.

1. _____
2. _____
3. _____
4. _____

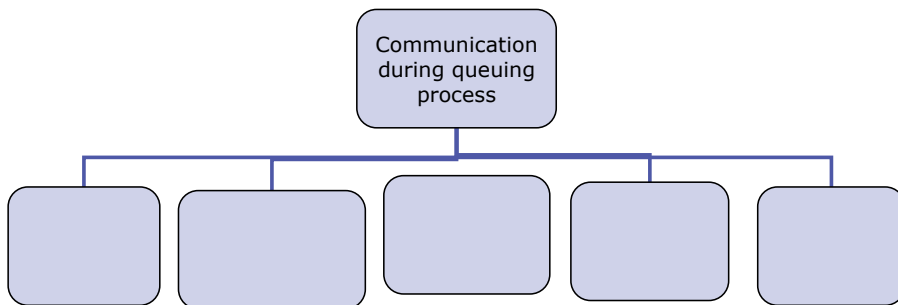
Queue control (10.1)

List five benefits of queue control.

1. _____
2. _____
3. _____
4. _____
5. _____

Communication when queuing (10.2)

Good communication is vital in all aspects of a door supervisor's work – and during the queuing process it is crucial. Write down five reasons why.



Managing venue capacity (10.3)

Give five reasons why managing venue capacity is important.

1. _____
2. _____
3. _____
4. _____
5. _____

Key terms

Term	Explanation
Arrest	Take away or deprive a person of their freedom
Breach	Breaking a law, agreement or code of conduct
Comply	To act in accordance with a request
Consent	Give permission or approval
Documentation	Paperwork associated with your work
Drugs	A chemical substance that has an effect on your body
Evacuation	The process of clearing an area
Illegal	Forbidden by law
Indictable	A serious criminal offence, which must be tried at the Crown Court
Lawful	Allowed or permitted by the law
Licence (a)	A certificate that proves you have permission for something
License (to)	To give permission for something
Limitations	A rule or something that limits what you can do
Negligence	Failing to give the right level of care
Permission	Being authorised to do something
Policy	Actions or procedures to be followed
Premises	A building together with its land
Preserve	Keep safe from harm
Prohibited	Banned or not authorised
Prosecution	Legal proceedings, taking to court for an offence
Requirement	Something that is required/necessary
Restriction	Something that restricts or limits something
Safeguard	Something that serves to protect others
Search	Explore or examine in order to discover
Terrorism	Using violence or threats to intimidate others
Trespass	Wrongful entry on land of another
Unlawful	Something not allowed or permitted by law
Venue	The scene of an event
Vulnerable	Capable of being hurt
Witness	See or hear something as a bystander