

Amendments to BIIAB Level 2 Award in Door Supervision Workbook
4th Edition September 2014

Please find below the changes that are required to the BIIAB Level 2 Award in Door Supervision Workbook due to the specification review that was undertaken in 2014 resulting in the new qualification BIIAB Level 2 Award for Working as a Door Supervisor within the Private Security Industry. Where the qualification title is referred to throughout the workbook this will be updated with the new qualification title.

These changes detailed below will be made to the handbook at the next reprint stage.

Whilst every effort has been made by BIIAB to identify and make all necessary changes to our qualifications; if you have any feedback on the changes made or you feel additional changes or content is needed please notify BIIAB immediately at qualifications@bii.org.

Updates to Section 1 Working in the Private Security Industry

Page number and Section Title	Text to be updated
Page 1	Unit title to be updated to: <i>Working within the Private Security Industry</i>
Page 2, By the end of this session	Update the bullet points under 'By the end of this session' to: <ul style="list-style-type: none"> • <i>Identify the key purposes of the private security industry</i> • <i>State the functions of the Security Industry Authority (SIA)</i> • <i>Identify standards of behaviour required of a security operative</i> • <i>Identify different sectors within the private security industry</i> • <i>Identify the benefits of linking with crime reduction initiatives</i>
Page 2, 1.2 Private Security Industry Act 2001	Replace the text in this section with: <p><i>1.2 The Security Industry Authority (SIA)</i> <i>The Security Industry Authority (SIA), which was formed under the Private Security Act 2001 and is the governing body of the private security industry and as such its main functions are:</i></p> <ul style="list-style-type: none"> • <i>Protect the public and regulate the security industry (licensing, industry regulations)</i> • <i>Raise industry standards (Approved Contractor Scheme, licensing for all regulated security businesses)</i> • <i>Monitor the activities and effectiveness of those working in the industry (inspections, updating and improving legislation)</i> • <i>Set and approve standards of conduct, training and supervision within the industry (SIA Standards of Behaviours, regulation of training providers and training programmes)</i> • <i>Keep under review the private security industry and the operation of the legislative framework</i>
Page 3, 1.5 The main purposes of the private security industry	Replace text under 1.5 The main purposes of the private security industry with: <p><i>Although the operatives above will perform different tasks in their day-to-day roles, all of them will be guided in what they do by the main purposes of the private security industry which are:</i></p> <ul style="list-style-type: none"> • <i>Prevent and detect crime and unauthorised activities</i> • <i>Prevent and reduce loss, waste and damage</i> • <i>Monitor and responding to safety risks</i> • <i>Provide personnel and appropriate protection systems for people, property and premises.</i> <p><i>These are the fundamental principles which govern all security operatives in whatever discipline or sector they work.</i></p>
Page 3, 1.6 Code of behaviour	Delete: 1.6 Code of behaviour Replace with: <i>1.6 Standards of behaviour</i> <p>1st paragraph under the section heading Delete: Code of behaviour</p>

	Replace with: <i>Standards of behaviour</i>
Page 3	<p>Insert new section at the bottom of page 3</p> <p><i>1.7 Crime reduction initiatives</i></p> <p><i>There are a wide variety of crime reduction initiatives that are available these can include:</i></p> <ul style="list-style-type: none"> • <i>National and local PubWatch initiatives</i> • <i>Crimestopper</i> • <i>Partnership working with other venues which includes radio link with other venues)</i> • <i>Red and Yellow cards</i> • <i>Cooperating with Local Authority and police</i> <p><i>Linking with crime reduction initiatives have many benefits which can help to reduce the opportunity for crime to take place; improve security of vulnerable targets; improve the environment; remove the means to commit crime; increase knowledge to support monitoring activities and reduce risk of crime to own employer.</i></p>
Page 4, By the end of this session	<p>Update the bullet points under 'By the end of this session' to:</p> <ul style="list-style-type: none"> • <i>Identify the differences between Civil and Criminal Law</i> • <i>State the main aims of the Private Security Industry Act 2001</i> • <i>Identify key legislation relating to promoting equality and diversity in the workplace</i>
Page 5	<p>Insert new section at the bottom of page 5</p> <p><i>2.4 Private Security Industry Act 2001</i></p> <p><i>As stated previously the SIA was formed due to the Private Security Act 2001 and as such governs the private security industry. The main aims of the Private Security Act 2001 are to:</i></p> <ul style="list-style-type: none"> • <i>Raise standards in the private security industry</i> • <i>Increase public confidence in the private security industry</i> • <i>Increase public safety</i> • <i>Remove criminal elements from the private security industry</i> • <i>Establish the SIA (Security Industry Authority)</i> • <i>Establish licensing</i> <p>Update the numbering of existing 2.4 to 2.5</p>
Page 8, By the end of this session	<p>Update the bullet points under 'By the end of this session' to:</p> <ul style="list-style-type: none"> • <i>State the importance of Health & Safety in the work environment</i> • <i>State the meaning of 'duty of care'</i> • <i>Identify the responsibilities of employees, employers and the self-employed under Health and Safety at Work legislation</i> • <i>Identify methods for safe manual handling</i> • <i>Recognise 'risks' in relation to health and safety at work</i> • <i>State how to minimise risk to personal safety and security</i> • <i>Identify typical workplace hazards</i> • <i>Identify safety signs and signals</i>

	<ul style="list-style-type: none"> • <i>State reporting procedures for Health and Safety accidents and incidents</i> • <i>Identify who to contact in first aid situations</i>
Page 8, 3.2 Health and Safety at Work Act 1974	<p>Add the text below at the end of the section as a new paragraph:</p> <p><i>Health and safety in the work environment is important to:</i></p> <ul style="list-style-type: none"> • <i>ensure duty of care</i> • <i>keep employees and customers safe</i> • <i>avoid damage to equipment and property</i> • <i>comply with legislation, failure to comply may result in prosecution, fines and business closures</i> • <i>avoid negative consequences which could result in lost productivity, business disruption, staff shortages, long-term effects on employee health, damage to organisation's image and reputation</i>
Page 8, 3.3 Duty of Care	<p>Add the text below at the end of the existing text:</p> <p><i>Exercising duty of care in the private security industry is ensuring that security operatives decide the need to and recognise the consequences of physical intervention, ensure that they are fully trained to deal with all aspects of the job and are fit and proper to engage in security activities.</i></p>
Page 9, 3.6 Risk assessments	<p>Add the text below at the end of the existing text:</p> <p><i>The definition of 'risk' is the likelihood that a person may be harmed or suffer adverse health effects if exposed to a hazard. There are a variety of risk factors that security operatives may come across in their roles which may include drug use, drunken behaviour, violence, overcrowding, excessive heat, blocked fire exits, inadequate fire safety measures.</i></p>
Page 9	<p>Add new sections after 3.6 Risk assessments</p> <p><i>3.7 Minimising risk to personal safety and security</i></p> <p><i>There are many ways that security operatives can minimise risk to personal safety and security these can include:</i></p> <ul style="list-style-type: none"> • <i>Having an awareness of the potential hazards</i> • <i>Understanding the risk assessment process</i> • <i>Following health and safety and organisational procedures and policies</i> • <i>Using personal protective equipment, personal alarms, mobile phones and radios</i> • <i>Follow procedures for lone working</i> <p><i>3.8 Typical workplace hazards</i></p> <p><i>A hazard is something that has the potential to cause harm or have an adverse effect on a person or persons. Typical workplace hazards can include:</i></p> <ul style="list-style-type: none"> • <i>conditions that can cause slips and trips (footwear, wet floor, poor lighting)</i> • <i>exposure to harmful substances</i> • <i>obstacles</i> • <i>sharp objects</i> • <i>potential of assaults and violent acts</i> • <i>manual handling</i>

	<ul style="list-style-type: none"> • <i>faulty equipment</i> • <i>fires and explosions</i> • <i>overexertion</i> • <i>lone working</i> <p>Update the numbering:</p> <p>3.7 should now be 3.9</p> <p>3.8 should now be 3.10</p> <p>3.9 should now be 3.11</p>
Page 11	Move the text from page 17, 5.9 First aid, to after the existing text on page 11 and update numbering of section to 3.12
Page 12, By the end of this session	<p>Update the bullets under 'By the end of this session' to:</p> <ul style="list-style-type: none"> • <i>Identify basic fire safety measures</i> • <i>Identify the elements that must be present for fire to exist</i> • <i>Identify classifications of fire</i> • <i>Identify basic fire fighting equipment</i> • <i>State the different types of fire extinguishers and their uses</i> • <i>State the actions to be taken upon discovering a fire</i> • <i>State the importance of understanding fire control panels</i> • <i>State the importance of understanding fire evacuation procedures</i> • <i>Identify the role and responsibilities of a fire marshal</i>
Page 12, 4.1 Fire Prevention	<p>4.1 Fire prevention, insert new paragraph after 3rd paragraph:</p> <p><i>Other ways to prevent fires are to ensure:</i></p> <ul style="list-style-type: none"> • <i>any flammables are safely stored away</i> • <i>electrical equipment is inspected and maintained</i> • <i>alarms are checked</i> • <i>there is adequate fire safety equipment</i> • <i>staff training</i> • <i>having a fire plan</i>
Page 15	<p>Add new sections after the end of 4.5</p> <p><i>4.6 Fire control panels</i> <i>It is important to understand the fire control panels to ensure a full understanding of the extent of the area of incident, to act accordingly to the notifications, to take necessary precautions as signalled by the systems and to be able to pass on the correct message to emergency services.</i></p> <p><i>4.7 Roles and responsibilities of a fire marshal</i> <i>The main role of the fire marshal is to ensure that a building is safe and fire precautions are in place, daily duties include checking:</i></p> <ul style="list-style-type: none"> • <i>exit doors are available for use, unlocked and unobstructed</i> • <i>escape routes are clear of storage and combustible materials</i> • <i>fire extinguishers are in position with seals in place</i>

	<ul style="list-style-type: none"> • <i>fire safety signs are in position</i> • <i>fire alarm call points are unobstructed</i> • <i>fire-resisting doors are closed and functioning properly</i> • <i>if any malfunction of the weekly fire alarm test is reported</i> <p><i>On hearing the alarm a fire marshal should check their allocated area to ensure that everybody has left, take control of the evacuation and ensure that anybody with evacuation difficulties is aided, proceed to the assembly area and report to the Fire Co-ordinator and take roll call.</i></p>
Page 16, By the end of this session	<p>Update the bullets under 'By the end of this session':</p> <ul style="list-style-type: none"> • <i>Identify responses to different types of emergencies</i> • <i>State how to make emergency calls</i> • <i>Identify actions to be taken in the event of personal injury</i> • <i>Identify factors which may indicate individuals could be vulnerable and at risk of harm</i> • <i>State actions to take when individuals have been identified as vulnerable and at risk of harm</i> • <i>Identify how to report indicators of child sexual exploitation</i> • <i>Identify behaviours that could indicate suspicious or terrorist activity</i> • <i>Identify actions to be taken in the event of a security threat</i> • <i>State the importance of a business continuity plan</i>
Page 16	Move text from page 15, 4.6 <i>Human behaviour in an emergency situation</i> , to page 16 after 5.2, and renumber as 5.3
Page 16	<p>Insert new section after the above new section:</p> <p><i>5.4 How to make emergency calls</i> <i>It is important that security operatives understand how to make emergency call, the procedures to follow are:</i></p> <ul style="list-style-type: none"> • <i>Stay calm</i> • <i>Dial appropriate emergency telephone number and ask for the relevant emergency service</i> • <i>Provide relevant information including location of incident; any injuries; names of casualties; telephone number you are calling from; nature and time of the incident; equipment at the incident</i>
Page 16	<p>Move text from page 15, <i>Vulnerable people</i>, to Page 16. Insert after the new section above and number 5.5 <i>Vulnerable people</i>.</p> <p>Add additional text to the end of the inserted section:</p> <p><i>5.6 Vulnerable people who are at risk of harm</i> <i>Security operatives in their line of duty are likely to come across individuals who could be vulnerable and at harm of risk. Factors that can indicate vulnerability are individuals:</i></p> <ul style="list-style-type: none"> • <i>being under the influence of alcohol or drugs</i> • <i>alone or receiving unwanted attention</i> • <i>separated from friends</i> • <i>appearing lost or isolated</i>

	<ul style="list-style-type: none"> • <i>being followed or threatened</i> • <i>victims of domestic violence</i> • <i>young people under the age of 18</i> • <i>having a physical or learning disability</i> <p><i>There are various actions that a security operative can take when they have identified an individual as vulnerable and at risk of harm, these could include:</i></p> <ul style="list-style-type: none"> • <i>Seeking help of Street Pastors, Street Marshalls or any other active schemes</i> • <i>Calling a relative to assist in the case of a younger or vulnerable adult</i> • <i>Calling for a licensed taxi to take the vulnerable person home</i> • <i>Using 'safe havens' or other local initiatives run by organisations such as St John's Ambulance</i> • <i>Calling the police</i> <p><i>5.7 Indicators of child sexual exploitation</i> Move text from Working as a door supervisor chapter page 29, 8.6 Child Sexual Exploitation to under this heading.</p>
Page 17	<p>Insert new section after the section above:</p> <p><i>5.8 Behaviours that could indicate suspicious or terrorist activity</i> <i>Security operatives need to be vigilant and keep an eye out for unusual behaviour or items out of place. All terrorists have to prepare and plan an attack, so their planning activities can be detected by alert staff.</i></p> <p><i>The following points refer to suspicious behaviour that may indicate terrorist activity:</i></p> <ul style="list-style-type: none"> • <i>A person taking particular interest in security measures, making unusual requests for information, testing security by breaching restricted areas, loitering, tampering with utilities</i> • <i>A 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</i> • <i>Parked vehicles with people inside; empty parked vehicles left unattended for long period</i> • <i>Multiple sightings of same suspicious person, vehicle, or activity</i> • <i>Apparent attempts to disguise identity such as wearing a hood or a motorcycle helmet</i> • <i>Activity inconsistent with the nature of the location</i> • <i>The same or similar individuals returning to carry out the same activity</i> <p><i>In the event of a security threat it is important that actions should be taken, these could include:</i></p> <ul style="list-style-type: none"> • <i>Ensuring a visible presence of vigilant security staff; regular patrols</i> • <i>Maintaining organised search procedures</i> • <i>Ensuring emergency exits are secured when not in use</i> • <i>Know and follow relevant procedure for your place of work (company's evacuation plan; within the limits of your own authority)</i>

	<ul style="list-style-type: none"> • <i>Reporting incidents that require immediate response to the police</i> • <i>Reporting suspicious activity that does not need immediate response to the Anti-Terrorist Hotline.</i> <p>Update the following numbers:</p> <p>5.3 should now be 5.9</p> <p>5.4 should now be 5.10</p> <p>5.5 should now be 5.11</p> <p>5.6 should now be 5.12</p> <p>5.7 should now be 5.13</p> <p>5.8 should now be 5.14</p>
Page 17	<p>Insert new section</p> <p><i>5.15 Business continuity plan</i> <i>A business continuity plan is an essential part of any organisation’s response planning. It will set out how as business will operate following an incident and how it expects to return to business as usual in the quickest possible time afterwards. It can allow for remote operation; protect important assets such as financial and operating information; reduce potential downtime and prevents business failure.</i></p>
Page 18, By the end of this session	<p>Update the bullets under ‘By the end of this session’ to:</p> <ul style="list-style-type: none"> • <i>State the basic elements of communication</i> • <i>Identify the different types of communication</i> • <i>State the importance of communication in delivering customer care</i> • <i>Identify different types of customers and how their needs can vary</i> • <i>State the principles of customer care</i> • <i>Identify best practice in relation to telephone communications</i> • <i>Identify best practice in relation to radio communications</i> • <i>Recognise the call signs of the NATO phonetic alphabet</i>
Page 21, 6.5 Customer needs, wants and expectations	<p>6.5 Customer needs, wants and expectations insert new paragraph after 4th paragraph</p> <p><i>Some customers may also have particular needs which could include physical difficulties, learning difficulties, sensory impairment, English as second language, under influence of drugs and/or alcohol or speech impediment. Security operatives must ensure that they take into consideration these particular needs when dealing with customers.</i></p>
Page 21	<p>Add new section after the end of 6.6 Customer care</p> <p><i>6.7 Telephone communications</i> <i>Security operatives will need to have good telephone communications as they may</i></p>

need to make telephone calls as part of their role which can include emergency calls. Best practice in regards to telephone communications is:

- *To have a polite and professional approach and language*
- *Use appropriate greeting when answering phone*
- *Have a clear distinct voice with moderate pitch and volume*
- *Listen to verbal and vocal expressions*
- *Use questioning techniques*
- *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*

6.8 Radio communications

Security operatives will need to know best practice in relation to radio communications as they will most likely rely on them in their role. Best practice is:

- *Check equipment making sure that the battery is charged and check that all parts are in working order*
- *Use of phonetic alphabet – this 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 of radio protocols to signal start/end of transmissions; use of 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*

6.9 NATO phonetic alphabet

The NATO (North Atlantic Treaty Organisation) phonetic alphabet was developed to assist in verbal communication being clearly understood, to ensure the message sent was the message received. This also reduces the necessity for messages to be repeated and keeps the air waves clear.

The phonetic alphabet should be used in radio and telephone communications where necessary e.g. to spell names, give car registration numbers etc.

<i>A – Alpha</i>	<i>F-Foxtrot</i>	<i>K-Kilo</i>	<i>P-Papa</i>	<i>U-Uniform</i>	<i>Z-Zulu</i>
<i>B- Bravo</i>	<i>G-Golf</i>	<i>L-Lima</i>	<i>Q-Quebec</i>	<i>V-Victor</i>	
<i>C-Charlie</i>	<i>H-Hotel</i>	<i>M-Mike</i>	<i>R-Romeo</i>	<i>W-Whiskey</i>	
<i>D-Delta</i>	<i>I-India</i>	<i>N-November</i>	<i>Sierra</i>	<i>Y-Yankee</i>	
<i>E-Echo</i>	<i>J-Juliet</i>	<i>O-Oscar</i>	<i>T-Tango</i>	<i>X- X-ray</i>	

Updates to section 2 Working as a Door Supervisor

Page number and Section Title	Text to be updated
Page 1	Update unit title to <i>Working as a Door Supervisor within the Private Security Industry</i>
Page 2, By the end of this session	Update the bullets under the By the end of this session to <ul style="list-style-type: none"> • <i>State the role of a door supervisor</i> • <i>State the objectives of a door supervisor</i> • <i>State the importance of an admissions policy</i>
Page 4	Move text from page 9, 3.1 why is an admission policy important? To the end of page 4 and renumber 1.6
Page 5, By the end of this session	Update the bullets under the By the end of this session to <ul style="list-style-type: none"> • <i>State the law relating to the use of force</i> • <i>Identify different types of crimes against the person as defined by law</i> • <i>Identify common crimes against property that a door supervisor may come across</i> • <i>State the definition of an 'offensive weapon'</i>
Page 6, 2.5 Offence against property	Update the bullets under 2.5 Offence against property <ul style="list-style-type: none"> • Arson • Criminal Damage • Threats to Damage • Robbery • Burglary • Theft
Page 6	Insert new section after 2.5, move text from page 12, 3.7 What is an offensive weapon? And renumber 2.6 Update current 2.6 to 2.7
Page 9, by the end of this session	Update the bullets under 'by the end of this session' to <ul style="list-style-type: none"> • <i>State the differences between general, random and specific searches</i> • <i>Identify a door supervisor's right to search</i> • <i>Recognise possible hazards when conducting a search</i> • <i>State the precautions to take when carrying out a search</i> • <i>State how to search people and their property</i> • <i>Identify reasons for carrying out a premises search</i> • <i>Identify actions to take in the event of a search refusal</i> • <i>Identify search documentation that a door supervisor is required to complete</i>

	<ul style="list-style-type: none"> • <i>Identify actions to take if a prohibited or restricted item is found during a search</i> • <i>Identify additional considerations to take when searching individuals</i>
Page 11, 3.5 Searching premises pre-entry premises checks	<p>3.5 Searching premises pre-entry premises checks</p> <p>Add new bullets to the end of this section:</p> <ul style="list-style-type: none"> • <i>Any potential hazards are identified</i> • <i>The premises is searched for drugs and/or weapons</i> • <i>The premises is searched for any suspicious packages</i>
Page 11, 3.6 Searching people	<p>3.6 Searching people</p> <p>add new section after the <i>get permission</i> and before <i>Carrying out a search</i></p> <p><i>Search refusal</i></p> <p><i>In the event that a customer refuses to be searched you should politely explain the reasons for the search, explain that it is a condition of entry that customers agree to be searched. If customers refuse to be searched then they should be denied entry to the premise.</i></p>
Page 12, 3.8 What are the hazards of searching?	<p>Replace text under 3.8 What are the hazards of searching? with:</p> <p><i>There are a variety of hazards to door supervisors when they are conducting a search, these hazards can include:</i></p> <ul style="list-style-type: none"> • <i>Drugs</i> • <i>Needles</i> • <i>Weapons</i> • <i>Violence</i> • <i>Malicious allegations</i> <p><i>The main hazard when searching is risk of injury from sharp objects such as blades and needles from syringes. The hazard is not only the injury itself from a cut or needle stick but also the risk of infection with viruses such as HIV and hepatitis. In order to protect yourself you may need to wear rubber or needle-proof gloves when carrying out searches.</i></p> <p><i>Other precautions that door supervisors should take when carrying out a search are using a dedicated search area, carry out searching in pairs if possible, carry out searching in view of CCTV if possible or also use self-search techniques.</i></p>
Page 12	<p>Insert new section after 3.9</p> <p><i>3.10 Additional considerations to take when searching individuals</i></p> <p><i>Door supervisors must ensure that they take additional considerations when searching individuals. Things that they need to consider is whether the person has any cultural or religious beliefs that they need to ensure that the searching does not disregard or insult their beliefs. Also if the person has a disability that they might need to consider when searching.</i></p> <p><i>Door supervisors must take additional considerations when it comes to searching children and young people. There is no legal distinction</i></p>

	<p><i>between children, young people and adults insofar as the law relating to the searching of people entering, or on, privately-owned premises.</i></p> <p><i>If a premises has a search policy in place as a condition of entry to, or remaining on, privately owned premises then it can be applied to children and young people in just the same way as it can be applied to adults.</i></p> <p><i>That said, if it is necessary to search children and young people regularly, the policy should have specific instructions in place to ensure that it is done in an appropriate way.</i></p> <p><i>In an ideal situation, if the searching of children and young people is considered necessary on a regular basis, the policy should include provision for their parent, guardian or other adult carer to be present or otherwise provide informed consent.</i></p> <p><i>As the searching of people as a condition of entry can only ever be done where they consent, the issue of the capability of the child or young person to provide informed, genuine consent needs to be considered. In the case of younger children this may mean that they cannot be searched until a parent, guardian or other adult carer has been made aware of the situation and has consented. In the case of older young people, particularly teenagers, they may be perfectly capable of consenting themselves and, in such cases, they may be searched in the same way as an adult.</i></p> <p><i>Even where consent is not an issue, the fact that it is a child or young person should be built into the assessment of the situation when deciding whether or not a search is necessary and, if so, to what extent it should be carried out.</i></p>
Page 13, By the end of this session	<p>Update the bullets under, By the end of this session, to:</p> <ul style="list-style-type: none"> • <i>Identify offences for which a door supervisor can make an arrest</i> • <i>Identify the limitations to a door supervisor’s powers of arrest</i> • <i>State why an arrest should only be made as a last resort</i> • <i>State arrest procedures to be followed by a door supervisor</i> • <i>Identify procedures to take following an arrest</i>
Page 14	<p>4.4 Deciding whether or not to arrest</p> <p>Insert text below at the end of the current text:</p> <p>An arrest should only be made as last resort as taking someone’s freedom is a serious matter and a false arrest can lead to civil or criminal prosecution against the door supervisor making the arrest.</p>
Page 15, By the end of this session	<p>Update the bullets under, By the end of this session, to:</p> <ul style="list-style-type: none"> • <i>Identify key areas of drug-misuse legislation</i> • <i>Recognise the indicators of drug misuse</i> • <i>Identify common types of illegal drugs</i> • <i>Recognise signs of drug dealing</i>

	<ul style="list-style-type: none"> • <i>State the procedure for dealing with individuals found to be in possession of drugs</i> • <i>State the procedure for handling seized drugs</i> • <i>State how to dispose of drug-related litter and contaminated waste</i>
Page 19, By the end of this session	<p>Update the bullets under, By the end of this session, to:</p> <ul style="list-style-type: none"> • <i>Identify different types of evidence</i> • <i>State how to preserve evidence after an incident</i> • <i>Identify records to complete when an incident has occurred</i> • <i>Identify the reasons for recording incidents</i> • <i>Identify the types of incidents which need to be recorded</i> • <i>Identify incidents when a door supervisor should call the police</i> • <i>Identify the requirements for completing incident records</i>
Page 20, 6.2 General rules for report writing	<p>6.2 General rules for report writing Add the below text to the end of the current text:</p> <p><i>The reasons for recording incidents is to ensure that there is a permanent record of what happened, to be used as potential evidence and may assist outside agencies and court cases. It will also help to justify actions that have been taken and may help prevent malicious allegations or civil actions.</i></p>
Page 20, 6.3 Evidence	<p>6.3 Evidence Replace text with:</p> <p><i>Following a crime it is very important to be able to get evidence in order to be able to convict criminals. The different types of evidence that could be available are:</i></p> <ul style="list-style-type: none"> • <i>Direct: evidence that directly proves a fact</i> • <i>Circumstantial: evidence that supports a presumption of guilt</i> • <i>Hearsay: something heard from another person</i> • <i>Documentary: handwritten, typed or printed documents, notebooks, logs, reports, CCTV footage, computer records</i> • <i>Real: produced as an exhibit</i> • <i>Oral: spoken evidence given by a witness</i> • <i>Forensic: scientific evidence, i.e. blood, hair, fingerprints, body fluids</i> <p><i>The rule of evidence is that real evidence is 'best', for example, the bottle used in an assault or written or oral witness account of the incident.</i></p> <p><i>The next best evidence is secondary evidence. An example of this is a CCTV recording of an incident.</i></p> <p><i>Items of evidence may also have forensic evidence on them. Examples of forensic evidence are hair, blood samples or fingerprints.</i></p>
Page 20	<p>Add new section</p> <p><i>6.5 Calling the police</i> <i>There will be a time when a door supervisor is involved in an incident and the police should be called, this should happen when an arrest has been</i></p>

	<i>made, a serious crime has been committed or other serious incidents have occurred outside the premises. Door supervisors should always follow local procedures for contacting the police.</i>
Page 24	Move text from 3.3 <i>Refusing Entry</i> , page 9 to Page 24 insert after 7.7 <i>Offences under the Licensing Act 2003</i> and renumber 7.8
Page 25, 7.13 Gaming and prostitution	<p>7.13 Gaming and prostitution Amend title to: <i>7.13 Gaming, prostitution and sex establishments</i></p> <p>Insert new section at the end of this section:</p> <p><i>Sex Establishments</i> <i>Under the Policing and Crime Act 2009 sex establishments are licensed by local authorities, who produce licensing policy and conditions.</i> <i>Offences include:</i></p> <ul style="list-style-type: none"> • <i>Running sex establishment without a licence</i> • <i>Contravention of licence terms, conditions and/or restrictions</i> • <i>Allowing anyone under 18 years to enter the premises</i>
Page 26, By the end of this session	<p>Update the bullets under, By the end of this session, to:</p> <ul style="list-style-type: none"> • <i>State the importance of knowing the venue's evacuation procedures</i> • <i>State the role of a door supervisor when dealing with threats of terrorism</i> • <i>Identify sources of information on terrorism awareness</i> • <i>Identify appropriate responses to situations requiring first aid</i>
Page 26	<p>Add new section:</p> <p><i>8.2 Evacuation procedures</i> <i>It is important that a door supervisor knows a venues evacuation procedures for emergencies such as fires, bomb threats, floods, fights, serious crimes etc. They must know where all the entrances and fire exits are in order to direct people to the nearest exit. They should understand how people may react in an emergency situation and they must understand their role in specific emergencies.</i></p>
Page 29, 8.8 The terrorist threat	<p>8.8 The terrorist threat Add text below to the end of the current text:</p> <p><i>To find out information on terrorism awareness door supervisors can use the following sources:</i></p> <ul style="list-style-type: none"> • <i>National threat levels</i> • <i>Local information - police intelligence, licensing forums</i> • <i>Home office and security services websites</i> • <i>National and Local anti-terrorism initiatives - e.g. Griffin, Argos, Fairway</i>
Page 31	<p>New chapter to be added</p> <p><i>9 Keeping Vulnerable People Safe</i></p> <p><i>By the end of the session The learner will Understand how a door</i></p>

	<p><i>supervisor can help to keep vulnerable people safe, and will be able to:</i></p> <ul style="list-style-type: none"> • <i>Recognise the risks to vulnerable people being ejected from, or refused entry to a venue</i> • <i>Identify actions that can be taken by a door supervisor to protect vulnerable people</i> • <i>Recognise behaviours that could indicate potential sexual predators</i> <p><i>9.1 Vulnerable people</i> Move text from page 28, 8.5 Vulnerable people to this section</p> <p><i>9.2 Actions to protect vulnerable people</i> <i>A door supervisor should take actions to protect vulnerable people these can include:</i></p> <ul style="list-style-type: none"> • <i>Calling friend or relative to assist them</i> • <i>Calling a licensed taxi to take them home</i> • <i>Using a 'safe haven'</i> • <i>Asking street pastors or street marshals to assist</i> • <i>Calling the police</i>
Page 31	<p>New chapter to be added</p> <p><i>10 Queue management and venue capacity</i></p> <p><i>By the end of the session understand queue management and venue capacity responsibilities relevant to a door supervisor, and will be able to:</i></p> <ul style="list-style-type: none"> • <i>Recognise the benefits of queue control</i> • <i>Indicate why communication is important throughout the queuing process</i> • <i>Identify why managing venue capacity is important</i> <p><i>10.1 Queue Control</i> <i>Door supervisors will work in a variety on sized venues with varying capacity limits from 40 up to 2,000 plus. Due to this it is important the they understand the benefits of queue control as they are likely to come across queues for the venues that they will work at. The benefits of queue control are:</i></p> <ul style="list-style-type: none"> • <i>It decreases the potential for conflict outside the venue</i> • <i>It demonstrates good customer service</i> • <i>It allows time for door supervisors to assess the attitude and behaviour of different customers while queuing</i> • <i>It allows for enforcement of a venues admissions policy</i> • <i>It improves safety of customers</i> <p><i>Communication from the door supervisor during the queuing process is important as it helps to manage a customer's expectations, decreases the potential for conflict, provides good customer service and helps to build positive relationships with customers who may return to the venue.</i></p>

10.2 Permitted capacity limits

Move text from page 28, 8.4 Permitted capacity limits and insert here, renumbering to 10.2. Also insert the below text at the end.

It is important that door supervisors manage the capacity limit at a venue correctly as it complies with health and safety legislation, fire safety regulations and the conditions on the premises licence. Also managing this effectively helps to ensure the safety and enjoyment of customers.

Updates to section 3 Conflict Management for the Private Security Industry

Page number and Section Title	Text to be updated
Page 1	Update unit title to <i>Conflict Management within the Private Security Industry</i>
Page 2, By the end of the session	Update the bullets under, By the end of the session, to: <ul style="list-style-type: none"> • <i>State the importance of positive and constructive communication to avoid conflict</i> • <i>State the importance of employer policies, guidance and procedures relating to workplace violence</i> • <i>Identify factors that can trigger an angry response in others</i> • <i>Identify factors that can inhibit an angry response in others</i> • <i>Identify human responses to emotional and threatening situations</i>
Page 5, 1.5 Factors that trigger conflict	1.5 Factors that trigger conflict Add the below bullets to the existing bullets under <i>Common triggers</i> <ul style="list-style-type: none"> • <i>Feeling threatened</i> • <i>Being ignored</i> • <i>Peer pressure</i> • <i>Feeling patronised</i> • <i>The feeling of not being taken seriously</i> • <i>Alcohol, drugs and medical conditions will increase the chances of triggering an angry response</i>
Page 7, By the end of the session	Update the bullets under, By the end of the session, to: <ul style="list-style-type: none"> • State how managing customer expectations can reduce the risk of conflict • Identify the stages of escalation in conflict situations • State how the application of dynamic risk assessment can reduce the risk of conflict • State the importance of positioning and exit routes
Page 7	Insert new section <i>2.1 Managing customer expectations</i> Move text from page 6, 1.7 Managing customer expectations, and renumber 2.1 Update the existing numbering: 2.1 to 2.1 2.2 to 2.3
Page 10	Insert new section <i>2.4 Positioning and exit routes</i>

	<p><i>Maintaining an appropriate distance from those we are communicating with is critical if you are to calm a situation and stay safe. It is important that security operatives maintain personal space, use a non-aggressive stance and ensure that an escape route is visible for all parties.</i></p>
<p>Page 11, By the end of this session</p>	<p>Update the bullets under, By the end of the session, to:</p> <ul style="list-style-type: none"> • <i>State how to use non-verbal communication in emotive situations</i> • <i>State how to overcome communication barriers</i> • <i>Identify the differences between assertiveness and aggression</i> • <i>Identify ways of defusing emotive conflict situations</i> • <i>Identify approaches to take when addressing unacceptable behaviour</i> • <i>State how to work with colleagues to de-escalate conflict situations</i>
<p>Page 17, By the end of this session</p>	<p>Update the bullets under, By the end of the session, to:</p> <ul style="list-style-type: none"> • <i>State the importance of viewing the situation from the customer's perspective</i> • <i>Identify strategies for solving problems</i> • <i>Identify win-win approaches to conflict situations</i>
<p>Page 19, By the end of this session</p>	<p>Update the bullets under, By the end of the session, to:</p> <ul style="list-style-type: none"> • <i>State the importance of accessing help and support following an incident</i> • <i>State the importance of reflecting on and learning from conflict situations</i> • <i>State the benefits of sharing good practice</i> • <i>State why security operatives should contribute to solutions to recurring problems</i>