

# Specification for Learning and Qualifications for Common Security Industry Knowledge

December 2014

## **Foreword**

The Security Industry Authority (SIA) recognises that it is essential for security personnel to have undergone a structured programme of learning and education resulting in recognised qualifications if they are to be effective and professional in their role. Increasingly, industry stakeholders also recognise that the individuals who work to provide a more secure leisure environment must have a broad range of skills and a clear understanding of their role. As the scope, diversity and importance of their work continues to grow, so the degree of professionalism expected from security personnel will increase.

This document is intended to provide a clear specification on the approach that has been agreed by the SIA and industry stakeholders in relation to the core learning and resulting qualifications required by SIA licensing.

## Section I: Learning Programme Overview

Training leading to an SIA licence-linked qualification must include the following areas:

Session	Topic
Session 1	Awareness of the Law in the Private Security Industry
Session 2	Health and Safety for the Private Security Operative
Session 3	Fire Safety Awareness
Session 4	Emergency Procedures
Session 5	The Private Security Industry
Session 6	Communication Skills and Customer Care

## Section 2: Learning Programme Details

### Session 1: Awareness of the Law in the Private Security Industry

**Aim:**

- To have an awareness of legislation as it applies to the individual in carrying out a licensable activity.

**Objectives:**

By the end of this session learners will be able to:

- Explain the main differences between Civil and Criminal Law
- State the main aims of the Private Security Industry Act 2001
- Demonstrate an understanding of equality and diversity
- Explain the law on the use of force.

## **Session 2: Health and Safety for the Private Security Operative**

### **Aim:**

- To understand the importance of safe working practices to comply with legal requirements.

### **Objectives:**

By the end of this session learners will be able to:

- State the importance of Health and Safety in the work environment
- Explain the term 'duty of care'
- Describe the responsibilities of employees, employers and the self-employed under the Health and Safety at Work legislation
- State the methods of safe manual handling
- Describe how to minimise risk to personal safety and security
- Identify typical risks and hazards (including slips, trips and falls)
- Identify safety signs and signals
- Explain the reporting procedures for Health and Safety accidents and incidents
- Identify who to contact in first aid situations.

### **Session 3: Fire Safety Awareness**

**Aim:**

- To understand fire procedures in the workplace.

**Objectives:**

By the end of the session learners will be able to:

- Describe basic fire prevention measures
- List the three elements that must be present for fire to exist
- Identify the classifications of fire
- Describe the different types of fire extinguishers and their uses
- State other types of fire fighting equipment
- Explain the actions to be taken upon discovering a fire
- State the importance of understanding fire control panels
- Describe the importance of understanding fire evacuation procedures
- Describe the role and responsibilities of a fire marshal.

## **Session 4: Emergency Procedures**

### **Aim:**

- To identify emergencies and describe the importance of emergency procedures.

### **Objectives:**

By the end of the session learners will be able to:

- Define the term “emergency” when used in the workplace
- List different types of emergencies, and the associated problems and actions that should be taken when they occur
- Explain the procedure for making emergency calls
- List the actions which may be taken in the event of personal injury, or a security threat
- Describe behaviours that could indicate unusual or suspicious activity
- Know how to identify vulnerable children or adults and the actions that should be taken
- Identify potential terror threats and how to respond to suspicious activity
- Identify their role in the business continuity plan after the event.

## **Session 5: The Private Security Industry**

### **Aim:**

- To identify the main characteristics of the Private Security Industry.

### **Objectives:**

By the end of the session learners will be able to:

- Define the key purpose of the private security industry
- State the aims and functions of the Security Industry Authority (SIA)
- Describe the required standards of behaviour of a private security operative in accordance with Appendix A
- Give examples of different sectors within the private security industry
- State the benefits of linking in with local crime reduction initiatives.



## **Session 6: Communication Skills and Customer Care**

### **Aim:**

- To understand the importance of effective communication skills and good customer care.

### **Objectives**

By the end of the session learners will be able to:

- Explain the basic elements of effective communication
- Identify the different types of communication
- State the importance of effective communication in delivering good customer care
- Explain diverse customer needs and expectations
- State the principles of good customer care
- Describe best practice in relation to telephone and radio communications
- State the use of the NATO phonic alphabet.

## Appendix A

# Standards of Behaviour for Security Operatives

### Personal Appearance

A security operative should at all times:

- Wear clothing which is smart, presentable, easily identifies the individual as a security operative, and is in accordance with the employer's guidelines
- Wear his/her Security Industry Authority (SIA) licence on the outside of their clothing whilst on duty, displaying the photograph side (except Close Protection Operatives).

### Professional Attitude & Skills

A security operative should:

- Greet visitors to the premises in a friendly and courteous manner
- Act fairly and not discriminate on the grounds of gender, sexual orientation, marital status, race, nationality, ethnicity, religion or beliefs, disability, or any other difference in individuals which is not relevant to the security operatives' responsibility
- Carry out his/her duties in a professional and courteous manner with due regard and consideration to others
- Behave with personal integrity and understanding
- Use moderate language, which is not defamatory or abusive, when dealing with members of the public and colleagues
- Be fit for work and remain alert at all times
- Develop knowledge of local services and amenities appropriately.

### General Conduct

In carrying out his/her duty, a security operative should:

- Never solicit or accept any bribe or other consideration from any person
- Not drink alcohol or be under the influence of alcohol or drugs
- Not display preferential treatment towards individuals

- Never abuse his/her position of authority
- Never carry any item which is or could be considered to be threatening
- Report all incidents to the management
- Co-operate fully with members of the police and partners, local authority, SIA, and other statutory agencies with an interest in the premises or the way they are run.

### **Organisation / Company Values and Standards**

A security operative should:

- Adhere to the employing organisation / company standards
- Be perceptive of the employing organisation / company culture and values
- Contribute to the goals and objectives of the employing organisation / company.