International Award for Security Personnel (1887-01)

International Award for Security Personnel (1887-01)

This page is intentionally blank

Contents

This page is intentionally blank

1   About this document

This document contains the information that centres need to offer the following qualification:

Qualification title	City & Guilds qualification number
International Award for Security Personnel	1887-01

This document includes details and guidance on:

- centre resource requirements
- candidate entry requirements
- qualification standards and specifications
- assessment requirements.

This document should be used in conjunction with the *Centre guide - Delivering International Qualifications (WP-UK-0015)*, which contains additional information and documentation required for the delivery of these Awards. A separate Assessment Pack is also available for centres from the City & Guilds website. Please note, this document is password protected and is only available to centres approved to offer this qualification with City & Guilds. The Password can be obtained from City & Guilds Walled Garden.

2   About the qualification

2.1   Aim of the qualification

The aims of this qualification are to enable the candidate to:

- show that they have the knowledge of the main purposes of the security industry, key legislation, regulation or guidance that affects the work of security personnel,
- show an understanding of the key roles required to be undertaken by security personnel
- learn, develop and practice the skills required for employment and/or career progression in the security sector.

This qualification is related to:

- UK National Occupational Standards in Security and Loss Prevention
- NVQ in Providing Security Services at level 2
- City & Guilds level 2 VRQ in Security Guarding (1902-01/02) which is accredited as part of the National Qualification Framework of England, Wales and Northern Ireland (NQF), and which is approved by the UK Security Industry Authority (SIA) as a licence to practise qualification in England, Wales and Scotland

2 About the qualification

2.2 The structure of the qualification

The following certificate will be awarded to successful candidates on completion of the required units.

International Award for Security Personnel

Mandatory Units

The units included in this qualification are shown below. The recommended guided learning hours for the International Award for Security Personnel are 80 hours (20 hours per unit)

Unit 001	**Roles and responsibilities of Security Personnel**
Unit 002	**Key activities of Security Personnel**
Unit 003	**Responsibilities of Security Personnel for health and safety and dealing with emergencies**
Unit 004	**Communication and customer care for Security Personnel**

Guided learning hours

City & Guilds defines guided learning hours (GLH) as the amount of contact time, including assessment, which is likely to be required for a candidate to complete all the knowledge and practical requirements for the qualification for which he or she is studying. Additional time may be required by candidates for self study, research and unsupervised practice, and by Tutors for day-to-day marking of assignment tasks or homework where the candidate is not present.

2   About the qualification

2.3   Relevant sources of information

Related publications

City & Guilds also provides the following documents specifically for these qualifications:

Publication	Available from
Qualification Handbook	**www.cityandguilds.com**
Assessment Pack (including marking guide)	**www.cityandguilds.com**
Qualification Information sheet	**www.cityandguilds.com**

Other essential documents

There are other City & Guilds documents which contain general information on City & Guilds qualifications:

- ***Centre guide – Delivering International Qualifications (WP-UK-0015)***
  This guide contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification.

- ***International catalogue (CD-00-1112)***
  The international catalogue provides approved centres with details of general regulations, dated examinations, registration and certification procedures, and fees. This information is also available online.

- **International Handbook**
  Information on City & Guilds' international portfolio of qualifications designed to help centres identify the right qualifications and levels for their learners. This brochure is also available to download from our website.

- **International Guide to Qualifications**
  Information on City & Guilds' international portfolio of qualifications designed to help learners choose the right programme. This brochure is also available to download from our website.

- ***Preparing projects and portfolios for international qualifications (FR-00-0008)***
  This guide contains useful general information for centre staff and for candidates.

- ***Guide to the assessment of practical skills in International Vocational Qualifications (GP-00-0004)***
  This guide offers advice for centre staff on planning and conducting practical assessments for IVQs and International Awards.

For the latest updates on our publications and details of how to obtain them and other City & Guilds resources, please refer to the City & Guilds website.

City & Guilds websites

Website	Address	Purpose and content
City & Guilds' international website	**www.cityandguilds.com**	This is the main website for finding out about the City & Guilds group, accessing qualification information and publications.
Walled Garden	**www.walled-garden.com**	The Walled Garden is a qualification administration portal for approved centres, enabling them to register candidates and claim certification online.

Contacting City & Guilds by e-mail

The following e-mail addresses give direct access to our Customer Relations team.

email	Query types
intcg@cityandguilds.com	International Customer Relations team: • all candidate enquiries • centre enquiries relating to centre approval • ordering publications.
intops@cityandguilds.com	centre enquiries relating to: • entries • results • invoices • examination materials.
walledgarden@cityandguilds.com	all enquiries relating to the Walled Garden, including: • setting up an account • resetting passwords • technical queries and problems.

3   Candidate entry and progression

Candidate entry requirements

There are no formal entry requirements for candidates undertaking this qualification. However, centres must ensure that candidates have the potential and opportunity to be successful in gaining their qualification.

Other legal considerations

Other legal considerations may apply to this qualification. It is the responsibility of centres to ensure compliance with all local, regional and national legislation which may affect delivery of the qualifications, and to ensure that candidates are fully aware of any requirements.

A full list of qualifications offered by City & Guilds is available on our website. (**www.cityandguilds.com**)

Europass Certificate Supplement

A Europass Certificate Supplement is available for the International Award for Security Personnel.

The Certificate Supplement is part of a European initiative called Europass which aims at facilitating mobility by making it easier to understand skills and qualifications, especially outside the issuing country.

The Certificate Supplement can be used to help learners find a job, get experience or enrol in an education or training programme abroad. It may also assist employers to identify the best applicant to work for their organisation.

The Certificate Supplement sits alongside the official certificate and is supplied by the awarding body which develops the qualification.

For more information on Europass and to download the Certificate Supplement for free, please visit **www.cityandguilds.com/europass**.

4   Centre requirements

4.1   Obtaining centre and qualification approval

Only approved organisations can offer City & Guilds qualifications. Organisations approved by City & Guilds are referred to as **centres**.

This section provides an outline of the process of applying for approval.

Centres must meet a set of quality criteria including:
- provision of adequate resources, both physical and human
- clear management information systems
- effective assessment and quality assurance procedures including candidate support and reliable recording systems.

An organisation that has not previously offered City & Guilds qualifications must apply for approval to become a centre. This is known as the **centre approval process** (**CGI/CAP**). Centres also need approval to offer a specific qualification. This is known as the **qualification approval process** (**QAP**), (previously known as **programme approval**). In order to offer this qualification, organisations which are not already City & Guilds centres must apply for centre and qualification approval at the same time. Existing City & Guilds centres will only need to apply for qualification approval for these particular qualifications.

Full details of the procedures and forms for applying for centre and qualification approval are given in *Centre guide – Delivering International Qualifications*, which is available from City & Guilds' international Branch Offices, the City & Guilds website or the International Customer Relations team in our London office.

In countries where City & Guilds has a Branch Office, support will be available for new centres. They will appoint an External Verifier. They will also provide details of fees applicable for approvals. The Branch Office will be the point of contact for all enquiries for this qualification and will be responsible for monitoring the delivery and assessments through reports submitted by External Verifiers.

In all other countries, centres wishing to apply for centre or qualification approval should contact the Customer Relations Team in our London office.

Assessments must not be undertaken until qualification approval has been obtained.

City & Guilds reserves the right to withdraw qualification or centre approval for reasons of debt, malpractice or non-compliance with City & Guilds' policies, regulations, requirements, procedures and guidelines, or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of City & Guilds.

Further details of reasons for suspension and withdrawals, procedures and timescales, are contained in *Centre guide – Delivering International Qualifications.*

4   Centre requirements

4.2   Resource requirements

Physical resources

Centres must have access to sufficient equipment in the centre or workplace to ensure candidates have the opportunity to cover all of the practical activities. It is acceptable for centres to use specially designated areas within a centre for the practical units.

The centre would be expected to have appropriate environments to enable candidates to demonstrate typical patrolling and access control duties. Typical equipment that centres would require would include notebooks, pens, radios, report forms, personal protective equipment (PPE), assignment instructions, fire extinguishers.

Centre staff

Centre staff must satisfy the requirements for occupational expertise for these qualifications. These requirements are as follows:

- Occupational experience within the security industry at supervisory level for a minimum of two years

and

- A record of self development including assessment, verification, training.

It is also recommended that tutors and assessors also hold a level 3 introductory teaching and training qualification (for example, City & Guilds 7303), or a qualification in training and development or teaching at a higher level. As a minimum, Centre staff must be able to show that they have experience of delivering teaching and of assessing candidates in classroom and real work settings.

Continuing professional development (CPD)

Centres are expected to support their staff in ensuring that their knowledge of the occupational area and of best practice in delivery, mentoring, assessment and verification remains current, and takes account of any national or legislative developments.

4   Centre requirements

4.3 Registration and certification

Administration

Full details of City & Guilds' administrative procedures for this qualification are provided in the *International Catalogue (CD-00-1112*), and online to City & Guilds approved centres via the Walled Garden. This information includes:

- registration procedures
- enrolment numbers
- claiming certification.

Centres should follow all guidance carefully, particularly noting that fees, registration and certification end dates for the qualification are subject to change.

- Centres should be aware of time constraints regarding the registration and certification periods for the qualification, which are specified in the *International Catalogue*.

Results and Certification

The administrative arrangements for registering and certificating are clearly outlined in the *Centre guide – Delivering International Qualifications.*

After completion of assessment, all candidates will receive, via their centre, a **Notification of Candidate Results**, giving details of how they performed. It is not a certificate of achievement.

The Notification of Candidate Results and Certificates will be issued by City & Guilds to the centre for award to successful candidates. Any enquiries about results and certification must be conducted through the candidate's centre.

Centres will also receive a consolidated results list detailing the performance of all candidates they enter, whether they are successful or not.

Further information about the issue of results and certification for centres is available online at **www.cityandguilds.com** or by contacting your nearest City & Guilds office.

Full certificates

Full certificates are only issued to candidates who have met the full requirements of the qualifications, as described in section 2.2.

4   Centre requirements

4.4   Quality assurance

For this qualification international standards and rigorous quality assurance are maintained by use of:

- City & Guilds assignment tasks/practical activities marked by the centre according to externally set marking criteria
- internal (centre) quality assurance
- City & Guilds external verification.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

City & Guilds' *Centre guide – Delivering International Qualifications* contains detailed guidance on:

- regulations and procedures for internal and external quality assurance
- roles and responsibilities of quality assurance staff.

Internal quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

In order to fully support candidates, centres are required to retain copies of candidates' assessment and internal verification records for **three** years after certification.

Tutors/Assessors

The role of the Tutor/Assessor is to:

- plan, manage, deliver and assess the qualification
- devise a suitable programme for delivery and assessment
- ensure that each candidate is aware of the assessment requirements throughout their programme of learning
- provide guidance and support to candidates on the assessment and evidence requirements for each unit
- ensure that the assessment and evidence requirements have been met by the candidate
- complete relevant records and pro formas.

Internal Verifiers

The role of the Internal Verifier (IV) is to liaise with City & Guilds and ensure that:

- there are adequate resources, both staff and materials
- each candidate undergoes an initial assessment and induction, leading to an agreed individual learning plan (ILP)/action plan
- the work of all personnel contributing to the delivery and assessment of the programme is sampled by a range of methods
- records of all sampling activities are monitored and maintained

- where several members of staff are involved in the delivery and assessment of the qualification, there is a consistent interpretation of the requirements through standardisation activities and that these are documented
- all staff carrying out delivery and assessment are familiar with and understand the unit requirements
- an appropriate referral policy is in place
- candidate evidence is clearly organised and accessible to the External Verifier
- relevant records and pro formas are completed and maintained.

External quality assurance

External Verifiers are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External verification is carried out to ensure that assessment is valid and reliable, and that there is good assessment practice in centres.

To carry out their quality assurance role, External Verifiers/Moderators must have appropriate occupational and verifying knowledge and expertise. City & Guilds External Verifiers attend training and development designed to keep them up-to-date, to facilitate standardisation between verifiers and to share good practice.

External Verifiers

The role of the External Verifier is to:
- make approval visits/recommendations (where necessary) to confirm that centres can satisfy the approval criteria
- help centres to develop internal assessment and evidence evaluation systems that are fair, reliable, accessible and non-discriminatory
- ensure that Internal Verifiers are undertaking their duties satisfactorily
- monitor internal quality assurance systems and sampling, including direct observation, assessment activities, methods and records
- approve centre devised model answers to knowledge questions
- sample knowledge answers, reports and evidence requirements
- check claims for certification to ensure they are authentic, valid and supported by auditable records
- act as a source of advice and support to centres, including help with interpretation of standards
- promote best practice
- provide prompt, accurate and constructive feedback to all relevant parties on the operation of centres' assessment systems
- confirm that centres have implemented any corrective actions required
- report back to City & Guilds' head office or the relevant Branch Office
- maintain records of centre visits and make these available for auditing purposes.

5   Course design and delivery

5.1   Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment will assist centres and tutors with the design and delivery of courses for both the theoretical and practical aspects of the course. It should identify any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualifications they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract/individual learning plan.

5   Course design and delivery

5.2 Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Provided that the requirements for the qualification are met, centres may design course programmes of study in any way that they feel best meets the needs and capabilities of their candidates. Centres may wish to include topics as part of the course programme, which will not be assessed through the qualifications.

Relationship to other qualifications and wider curriculum

City & Guilds recommends centres address the wider curriculum, where appropriate, when designing and delivering the course.

Areas that centres should consider are:

* language skills

* literacy skills

* numeracy skills

* ICT skills

* professional values and practice

* relevant cultural, social, local, moral and spiritual issues.

Equal opportunities

It is a requirement of centre approval that centres have an equal opportunities policy. Further information is provided in the *Centre guide – Delivering International Qualifications*. City & Guilds' equal opportunities policy is also available to download from the City & Guilds website.

Access to assessment

City & Guilds provides guidance and regulations to facilitate fair access to assessments and qualifications for candidates who are eligible for adjustments to assessment arrangements. Access arrangements are designed to allow attainment to be demonstrated. For further information, please see *Access to assessment and qualifications*, available on the City & Guilds website.

Appeals

Centres must have their own, auditable, appeals procedure that must be explained to candidates during their induction. Appeals must be fully documented by the Quality Assurance Co-ordinator and made available to the External Verifier or City & Guilds.

Further information on appeals is given in *Centre guide – Delivering International Qualifications*. There is also appeals information for centres and learners on the City & Guilds website or available from the Customer Relations department.

5 Course design and delivery

5.3 Health and safety, data protection, confidentiality and legal requirements

Health and safety

Safe working practice is an integral part of all City & Guilds qualifications and assessments. It is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow health and safety practice and procedures during an assessment the assessment must be stopped and the candidate advised of the reasons why. The candidate should be informed that they have failed the assessment. Candidates may retake the assessment at a later date, at the discretion of the centre. In any cases of doubt, guidance should be sought from the External Verifier.

Data protection and confidentiality

Data protection and confidentiality must not be overlooked when planning the delivery of this qualification. Detailed guidance is provided in C*entre guide – Delivering International Qualifications*.

Centres offering these qualifications may need to provide City & Guilds with personal data for staff and candidates. In doing so, centres will need to comply with applicable local data protection laws and regulations.

6 Assessment

6.1 Summary of assessment requirements

For these qualifications, candidates will be required to complete the following assessments:

Unit	Title	Assessment method	Where to obtain assessment materials
001	Roles and responsibilities of security personnel	The assessment for this unit is included within the assignment tasks for Unit 001. City & Guilds devised assignment tasks, internally marked, externally verified.	Assessment Pack is available to download from the City & Guilds website
002	Key activities of security personnel	The assessment for this unit is included within the assignment tasks for Unit 002. City & Guilds devised assignment tasks, internally marked, externally verified.	Assessment Pack is available to download from the City & Guilds website
003	Responsibilities of security personnel for health and safety and dealing with emergencies	The assessment for this unit is included within the assignment tasks for Unit 003. City & Guilds devised assignment tasks, internally marked, externally verified	Assessment Pack is available to download from the City & Guilds website
004	Communication and customer care for security personnel	The assessment for this unit is included within the assignment tasks for Unit 004. City & Guilds devised assignment tasks, internally marked, externally verified	Assessment Pack is available to download from the City & Guilds website

The Assessment Pack is available for centres from the City & Guilds website. Please note, this document is password protected and is only available to centres approved to offer this qualification with City & Guilds. The Password can be obtained from City & Guilds Walled Garden.

Conduct of assessment

Some aspects of the assignment tasks should be undertaken by candidates under examination conditions, in the presence of an invigilator. This specifically relates to the short answer question sections.

Grading and marking

Assessments will be graded pass or fail.

Assignment tasks are set by City & Guilds, marked and graded by the centre and externally verified by a City & Guilds External Verifier.

Simulation and the use of realistic working environments

All practical activities should be assessed in a realistic working environment, using equipment and resources that are likely to be found on a real work assignment. Ideally, candidates should be employed in an appropriate setting or have access to work placements at which assessments can take place. However, where such access is not available, centres must ensure that the assessments are conducted in simulated conditions which mirror as closely as possible those of a real workplace. Where simulations are to be used, your City & Guilds verifier should be notified in advance of any assessment taking place.

7   Units

Availability of units

The units for these qualifications follow.

They may also be obtained from the centre resources section of the City & Guilds website.

Structure of units

The units in these qualifications are written in a standard format and comprise the following:

- title
- rationale
- learning outcomes
- assessment details
- learning outcomes in detail expressed as assessment criteria

Some words or phrases are highlighted in **bold** within the units. This indicates that there is an entry in the Glossary ..

Unit 001   Roles and responsibilities of security personnel

Rationale

The aim of this unit is to develop the learner's knowledge of the background and structures of the security industry, particularly of the context in which they work. They will also develop their knowledge and understanding of the legal and cultural contexts within which they operate.

Learning outcomes

There are two outcomes to this unit. The candidate will be able to:

1. Identify the roles and responsibilities of Security Personnel
2. Identify the role and powers of Security Personnel in the context of cultural and legal requirements

Guided learning hours

It is recommended that 20 hours should be allocated for this unit. This may be on a full time or part time basis.

Assessment and grading

This unit will be assessed by:

A number of assignment tasks set by City & Guilds, marked by the centre and externally verified by a City & Guilds appointed Verifier. The assignment tasks will include practical and knowledge based activities, including a short answer question section. Guidance for the conduct and marking of each section of the assessment is given in the Assessment Pack.

Unit 001   Roles and Responsibilities of Security Personnel

Outcome 1   Identify the roles and responsibilities of Security Personnel

Assessment criteria

The candidate will be able to:

1   Explain the main purpose of the Security Industry as
   - a. prevention of crime
   - b. prevention of loss
   - c. protection of life
   - d. protection of property.

2   Identify the main organisations within the security industry for the country/region in which they operate.
   - a. The private security industry
   - b. Government organisations/regulators/licensing bodies
   - c. Police
   - d. Military.

3   State the purpose of the main organisations within the security industry (identified in 2 above) for the country/region in which they operate.

:

4   Identify the role of Security Personnel as
   - a. protection of people, property and premises
   - b. static guarding
   - c. patrolling
   - d. access control
   - e. searching.

5   Identify the qualities of security personnel as
   - a. professionalism
   - b. integrity
   - c. neat, tidy and clean **appearance**
   - d. good communication skills
   - e. alertness.

6   Explain the importance of **appropriate training** for the Security Guard.

7   Explain the importance of **assignment** instructions as a
   - a. reference manual

b. working procedure

c. statement of what customers want.

8   Explain the importance of **confidentiality** in relation to the role of security personnel.

9   Explain the importance of control rooms.

10   Identify and explain the purpose of different types of security systems.

a. Emergency.

b. Access control.

c. CCTV.

11   Identify key personnel within own organisation.

a. Supervisor

b. **Line manager.**

c. Contracts manager

d. Operations manager

Unit 001   Roles and Responsibilities of Security Personnel

Outcome 2   Identify the role and powers of Security Personnel in the context of cultural and legal requirements

Assessment criteria

The candidate will be able to:

1   Explain the difference between civil law and criminal law.

2   State what powers security personnel have to **detain** or arrest a person.

3   Define criminal offences of theft, robbery, trespass, assault and criminal damage.

4   Explain the power of security personnel when dealing with an **incident** of trespass.

5   identify what constitutes **evidence.**

6   Explain the importance of evidence.

7   Describe how to protect evidence at a crime scene.

8   State the purpose of Human Rights legislation.

9   Explain the importance of acting in accordance with organisational, cultural and community values..

Unit 002 Key Activities of Security Personnel

Rationale

The aim of this unit is to develop the learner's knowledge and skills in relation to patrolling, access control and searching, to ensure that all activities are carried out in accordance with good practice, assignment instructions and local/regional/national guidelines and legislation.

Learning outcomes

There are three outcomes to this unit. The candidate will be able to:

1. Identify the requirements for effective patrolling
2. Identify the requirements for controlling access
3. Identify the requirements for search procedures

Guided learning hours

It is recommended that 20 hours should be allocated for this unit. This may be on a full time or part time basis.

Assessment and grading

This unit will be assessed by:

A number of assignment tasks set by City & Guilds, marked by the centre and externally verified by a City & Guilds appointed Verifier. The assignment tasks will include practical and knowledge based activities, including a short answer question section. Guidance for the conduct and marking of each section of the assessment is given in the Assessment Pack.

Unit 002   Key Activities of Security Personnel
Outcome 1   Identify the requirements for effective patrolling

Assessment criteria

The candidate will be able to:

1   State the different types of patrol.
   - a. Initial/first.
   - b. Interim/subsequent.
   - c. Special/random.
   - d. Final/last.

2   Explain the purpose of different types of patrol.
   - a. Initial/first – to lock down and address all security issues.
   - b. Interim/subsequent – to maintain security, observation and planned procedures.
   - c. Special/random – spot checks, special risks.
   - d. Final/last - final check before handover, open doors, unlocking.

3   State the actions to take before commencing a patrol, and explain their importance.
   - a. Check logs and/or instructions from supervisor.
   - b. Check patrol equipment.
   - c. Check security equipment, where appropriate.

4   Identify the equipment used during a patrol:
   - a. Communication devices (radio, mobiles, pagers).
   - b. Recording device.
   - c. Torch.
   - d. Keys.
   - e. Notebook.
   - f. Personal protective equipment (PPE).

5   Describe good practice for effective patrolling.
   - a. Variation of route.
   - b. Checking high risk areas.
   - c. Maintaining communication.

6   Identify various **incidents** which may occur during a patrol (the following list is for example only and not an exhaustive list).
   - a. Flood.
   - b. Beach of security (egg. Broken perimeter fencing).
   - c. Fire.
   - d. Gas leak.

  e. Vandalism or other criminal activity.

  f. Power failure.

  g. Failure of electronic security systems.

  h. Intruders.

  i. Theft.

7 Identify and describe appropriate responses and procedures for dealing with different types of incident.

  a. Turn off fuel supplies.

  b. Secure property and premises.

  c. Inform control.

  d. Inform site management.

  e. Inform emergency services.

  f. Seek advice from supervisor.

8 Identify the methods of recording a patrol.

  a. Data recorder.

  b. Duty log book.

  c. Occurrence book.

  d. Incident reports/logs.

  e. Pocket/note book.

Assessment criteria

The candidate will be able to:

1   Explain the purpose of access control as

     a. ensuring visitors and their vehicles are entering the **premises** according to health and safety/security requirements

     b. prevention of **unauthorised** access

     c. exit of persons, vehicles or property.

2   Carry out the main tasks for Security personnel in relation to access control, in accordance with assignment instructions.

     a. Check in: establish identity and purpose, check authorisation, issue pass or permit, record entry, provide guidance/instructions.

     b. Check out: collect pass or permit, establish authority if removing property, record exit/transaction.

3   Describe procedures for dealing with unauthorised access.

4   Identify the information required and procedures for recording the access/exit of persons or vehicles.

     a. Name of person.
     b. Employer.
     c. Date.
     d. Time.
     e. Who visiting.
     f. Specimen of signature.
     g. Vehicle registration number.

Unit 002 Key Activities of Security Personnel

Outcome 3 Identify the requirements for search procedures

Assessment criteria

The candidate will be able to:

1   Explain the rights of search of security personnel, in accordance with local legislation.

2   List types of search as
    a.   random search (vehicles, people, personal property and lockers)
    b.   specific search (vehicles, people, personal property and lockers).

3   Describe best practice in conducting searches as
    a.   same sex searching
    b.   witnesses
    c.   availability of search facilities away from public view
    d.   Use of 'Hands-free' searching
    e.   Appropriate selection process.

4   Describe the action to take in the event of a refusal to co-operate in the search procedure.:
    a.   Report to management.

5   Describe the action to take in the event of unauthorised property being found during the search procedure.
    a.   Report to management.
    b.   Attempt to retain property.

6   Describe the action to be taken in the event of finding **dangerous, unlawful or suspicious items or substances** during the course of a search.

7   Explain the importance of keeping records of search activities .
    a.   Having evidence for future reference.

Unit 003 Responsibilities of Security Personnel for Health and Safety and Dealing with Emergencies

Rationale

The aim of this unit is to develop the learner's knowledge about the requirements for health and safety in the workplace. It is also intended to ensure that candidates understand and can operate procedures and systems in the event of an emergency situation, including fire.

Learning outcomes

There are three outcomes to this unit. The candidate will be able to:

1. Identify requirements for health and safety at work

2. Identify security and emergency systems and procedures

3. Recognise requirements for dealing with fire

Guided learning hours

It is recommended that 20 hours should be allocated for this unit. This may be on a full time or part time basis.

Assessment and grading

This unit will be assessed by:

A number of assignment tasks set by City & Guilds, marked by the centre and externally verified by a City & Guilds appointed Verifier. The assignment tasks will include practical and knowledge based activities, including a short answer question section. Guidance for the conduct and marking of each section of the assessment is given in the Assessment Pack.

Unit 003 Responsibilities of Security Personnel for Health and Safety and Dealing with Emergencies

Outcome 1 Identify requirements for health and safety at work

Assessment criteria

The candidate will be able to:

1 State the common causes of **accidents** in the workplace.
   a. Machinery.
   b. Falls.
   c. Spillages.
   d. Carelessness.
   e. Inappropriate use of equipment.
   f. Unsafe working conditions.
   g. Inappropriate handling/use of **hazardous substances** .
   h. Inappropriate manual handling/lifting.

2 Identify risks to personal safety for security personnel.
   a. Conflict situations.
   b. Hazardous substances.
   c. Machinery/equipment.
   d. Noise.
   e. Unsafe structures.
   f. Weather conditions.
   g. Fumes
   h. Lone working.

3 Explain what an employer must do to provide a safe working environment and help to prevent accidents.

4 Explain what security personnel must do to maintain a safe working environment and help to prevent accidents, including **risk assessment.**

5 Identify the role of the Security Guard in relation to health and safety.
   a. Observe, report and record all **health and safety incidents/infringements.**

6 Identify the safety equipment that may be required by Security personnel.
   a. Personal Protective Clothing (PPC).
   b. Clothing.
   c. Footwear.
   d. Headgear.
   e. Eye protection.

7 Describe the actions to be taken by the first person on the scene of an accident.
   a. Check for immediate dangers and ensure personal safety.
   b. Call emergency services.
   c. Provide first aid **ONLY** if qualified to do so.

8   State the benefits of maintaining an accident at work book.

9   List the types of signs that could be used to identify safety aspects of health and safety at work.
    a. Prohibition.
    b. Mandatory.
    c. Advisory/warning.
    d. Safe.
    e. Fire.
    f. Hazchem.

Unit 003 **Responsibilities of Security Personnel for Health and Safety and Dealing with Emergencies**

Outcome 2 Identify security and emergency systems and procedures

Assessment criteria

The candidate will be able to:

1 Interpret visual and audible signalling of fire alarms.

2 Describe how to respond to alarm activation.
    a. Check panel.
    b. Confirm signal and location.
    c. Inform staff and emergency services.
    d. Investigate cause.

3 Define a false alarm as an activation which causes the unnecessary attendance of emergency services.

4 Act appropriately in the event of a false alarm.

5 List types of **emergency.**
    a. Flood.
    b. Fire.
    c. Bomb threat.
    d. Accident power failure.
    e. Illness.
    f. Building failure/collapse.
    g. Assault.
    h. Robbery.

6 Describe the action to take in the event of discovery of a suspect package.

7 Describe the procedure for making an emergency call.

8 List the information likely to be required for an emergency call.

9 List the information required in the event of receiving a bomb threat.

10 List the actions to take in the event of a bomb threat.
    a. Evacuate the premises.
    b. Restrict/Cordon off areas.
    c. Control access/egress for emergency vehicles.
    d. Search the premises.
    e. Establish a control point.

11 Describe employers' procedures for evacuation in the event of an emergency.

12 Identify records that need to be completed following an emergency.
   a.   Occurrence books/incident reports.
   b.   Accident Books.
   c.   Witness statements.
   d.   Control Log.
   e.   CCTV recordings.

Unit 003 Responsibilities of Security Personnel for Health and Safety and Dealing with Emergencies

Outcome 3 Recognise requirements for dealing with fire

Assessment criteria

The candidate will be able to:

1 State the most common causes of fire.
   a. Electrical, overheating.
   b. Unguarded/naked flames.
   c. Smoking

2 State the three elements of a fire.
   a. Heat.
   b. Fuel.
   c. Oxygen.

3 Identify the various types of fire.
   a. Electrical.
   b. Materials – Metals, Wood, plastic.
   c. Gases.
   d. Liquids.

4 State the types of fire extinguisher..
   a. Water.
   b. Dry Powder.
   c. Foam.
   d. AFFF.
   e. Co2.
   f. Wet Chemical.

5 Identify which fire extinguisher to use on each type of fire.

6 Describe the response to a fire alarm.
   a. Find.
   b. Inform.
   c. Restrict.
   d. Evacuate/extinguish.
   e. Clear access routes.
   f. Be available to senior fire officer.

7 List types of installed fire-fighting equipment.
   a. Sprinklers.
   b. Dry risers.

Unit 004 Communication and Customer Care for Security Personnel

Rationale

The aim of this unit is to develop the learner's knowledge, understanding and practice relating to personal presentation, dealing with colleagues and customers and managing conflict.

Learning outcomes

There are three outcomes to this unit. The candidate will be able to:

1. Communicate effectively with colleagues and customers
2. Identify requirements for customer care
3. Understand and resolve conflict situations

Guided learning hours

It is recommended that 20 hours should be allocated for this unit. This may be on a full time or part time basis.

Assessment and grading

This unit will be assessed by:

A number of assignment tasks set by City & Guilds, marked by the centre and externally verified by a City & Guilds appointed Verifier. The assignment tasks will include practical and knowledge based activities, including a short answer question section. Guidance for the conduct and marking of each section of the assessment is given in the Assessment Pack.

Unit 004 Communication and Customer Care for Security Personnel

Outcome 1 Communicate effectively with colleagues and customers

Assessment criteria

The candidate will be able to:

1 Explain why good communication is important in the role of Security personnel
2 Explain the stages in good communication
   a. Transmit
   b. Receive
   c. Understand
   d. Evaluate
3 Describe the methods of communication used by Security personnel
   a. Verbal and non verbal
   b. Radio
   c. Telephone
   d. Written
4 Describe the correct use of radio, call signs and the phonetic alphabet
5 List the types of reports used by Security personnel
   a. Pocket Book
   b. Reports
   c. Statements
   d. Logs
   e. Registers
   f. Incident reports
   g. Daily occurrence log
   h. Access control register
   i. Keys register
6 Describe the correct use of the pocket/note book.
7 Explain the handover procedure and its importance

Unit 004 Communication and Customer Care for Security Personnel

Outcome 2 Identify requirements for customer care

Assessment criteria

The candidate will be able to:

1 Explain the importance of good customer care.

2 Give examples of internal and external customers.
    a. Internal:
        i) employer
        ii) employees
        iii) site staff
        iv) colleagues.
    b. External:
        i) visitors
        ii) contractors
        iii) deliverers
        iv) inspectors
        v) family and friends .

3 Recognise and deal with customer queries, requests and problems.
    a. Establish customer needs.
    b. Provide appropriate service.
    c. Maintain a professional image.

4 List different types of **behaviours and attitudes** which can affect good customer care.
    a. Polite.
    b. Professional.
    c. Helpful.
    d. Informative.
    e. Rude.
    f. Aggressive.
    g. Unfriendly.
    h. Unhelpful.

5 Describe the possible consequences of negative behaviours/attitudes for
    a. your employer and/or the client organisation
    b. the customer/individual
    c. yourself
    d. your ability to perform your duties.

Unit 004 Communication and Customer Care for Security Personnel

Outcome 3 Understand and resolve conflict situations

Assessment criteria

The candidate will be able to:

1. Explain the term **'conflict resolution'**.

2. Identify potential **conflict** situations.

3. Describe organisational procedures for dealing with conflict situations.

4. Use appropriate methods to de-escalate conflict situations.

5. Explain how **prejudice** and **stereotyping** can affect the ability to determine levels of risk.

Appendix 1   Resources

www.s-i-a.org.uk   **The Security Industry Authority (SIA)**

The Security Industry Authority is the body licensed by the UK government for the regulation of the private security industry in England, Wales and Scotland.

www.skillsforsecurity.org.uk   **Skills for Security**

Skills for Security is the UK standards setting body for the Security Business sector. It works with key stakeholders within the industry to assess skills needs and determine national occupational standards across the sector.

www.hse.gov.uk   **The Health & Safety Executive (HSE)**

The HSE is the UK's national regulatory body responsible for promoting the cause of better health and safety at work.

www.ipsa.org.uk   **The International Professional Security Association (IPSA)**

An international membership organisation established to promote professionalism in the management of security operations. IPSA offers training, services and publications to people and companies involved in industrial or commercial security.

www.security-institute.org

www.info4security.com   **The Security Institute (SyI)**

The Security aims to raise the professionalism of security in the UK and promote the benefits of professional security to the wellbeing of both businesses and the public interest.

It also provides a programme of training and education for security professionals, which aims to assess security management experience, academic qualifications, vocational qualifications and contributions to the security profession

One of its key goals is to achieve chartered status for security practitioners.

The Security Institute formally merged with the International Institute of Security in January 2008.

Appendix 2   Glossary: Key words and terms

The following key words and terms are used in the units.

Term	Definition
Accident	An event that happens unexpectedly, without a deliberate plan or cause and results in harm, injury, damage, or loss.
Appearance	This includes wearing the correct clothes, presenting a professional image and having the correct identification.
Appropriate training	Approved training which complies with national and international standards, is consistent across individuals and the organisation and adheres to minimum standards for the industry within a given nation or region
Assignment	The particular job on which Security Personnel are working
Assignment tasks	The assessments relating to this qualification, set by City & Guilds, successful completion of which will result in a Certificate for the International Award for Security Personnel.
Attitudes	Beliefs or feelings which affect the way in which people behave
Behaviours	Ways in which people act.
Colleagues	The people you work with – people working at the same level as yourself or your supervisors/manager(s).
(Maintaining) Confidentiality	Ensuring that information about people or organisations (documents or other information) is kept private and is not passed on to anyone who is not entitled to have access to it.
Conflict	Situations in which people are disagreeing strongly which may lead to violence or other forms of unlawful or unsociable behaviour.
Conflict resolution	Within this qualification, reference to conflict resolution means resolving situations without the use of physical intervention.
Dangerous objects or substances	For example, knives or offensive weapons, drugs, explosive materials such as gas canisters or aerosols., items that can potentially be used as weapons etc.
Detain	Hold someone against their will.
Emergency	Ay situation that immediately threatens the people's health and safety, for example fires, accidents (injuries or illness), bomb threats etc
Emergency services	Usually the ambulance service, fire service or police.

Evidence	Information which can be presented to a court or jury to prove that an incident has happened, or to show how or why the incident occurred.
Hazards	Something that may cause harm.
Health & safety infringement	An action which may create a hazard or dangerous situation and which puts self or others at risk.
incident	Something which happens during an assignment which requires recording and/or reporting.
Line manager	The supervisor or manager to whom you report.
Prejudice	A negative judgement made about a person based on one's own ideas or beliefs, without any evidence.
Premises	Buildings or land which form part of the assignment on which you are working.
Risk assessment	A survey of the workplace to identify areas of potential harm or damage.
Risks	The likelihood of a hazard actually causing harm and the seriousness of this (likelihood vs severity).
Stereotyping	Basing one's expectations of a person on the belief that they will behave in a particular way, based on preconceived ideas or beliefs about that 'type' of person.
Suspicious objects/items	For example, packages or bags or other items which may conceal or contain dangerous or illegal items.
Unauthorised (person)	Someone who does not have the authority or the right to enter the premises or to perform a particular action.
Unlawful objects or substances	For example, weapons, drugs etc.
(organisational) Values	A set of beliefs, customs or behaviours which are held as important by an organisation and which members of the organisation are expected to uphold.

This page is intentionally blank

SP-02-1887