Level 3 Award in Advanced Security Operations (1888-03)

Qualification handbook

500/8312/0

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Level 3 Award in Advanced Security Operations (1888-03)

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Contents

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1 About this document

Qualification title	City & Guilds qualification number	QCA accreditation number(s)	Guided Learning Hours	Total QCF credit value
Level 3 Award in Advanced Security Operations	1888-03	500/8312/0	30	6

This document includes details and guidance on:
- centre resource requirements
- candidate entry requirements
- information about links with, and progression to, other qualifications
- qualification standards and specifications
- assessment requirements

2 About the qualification

2.1 Accreditation details

Accreditation details

This qualification is

- accredited by the Qualifications and Curriculum Authority at Level 3 of the QCF

Qualifications and Credit Framework (QCF)

The QCF replaces the National Qualifications Framework (NQF) in England and Northern Ireland, and is intended to replace the regulated pillar within the Qualifications and Credit Framework for Wales (CQFW). It is also intended to align with the Scottish Credit and Qualifications Framework (SCQF). The QCF provides a way of recognising achievement through the award of credit for units and qualifications. Units within the framework are allocated a:

- level to indicate the level of difficulty
- credit value to indicate the size of the unit. 10 hours of **learning time** = 1 credit value.

Learning time is a notional measure of the amount of time a typical candidate might be expected to take to complete all the learning relevant to achievement of the learning outcomes. It differs from Guided Learning Hours (GLH) which represent only those hours a tutor/trainer or facilitator are present and contributing to the learning process because it takes into account all learning relevant to the learning outcomes regardless of where, when and how it has taken place.

The QCF recognises learning by awarding credit each time a candidate successfully completes a unit. Candidates can accumulate and transfer credit achievement over time.

A unit is the smallest part of learning for which credit is awarded. Candidates can also gain credit for full qualifications.

For further information about the QCF, CQFW and the SCQF, please refer to the websites for each country listed at Appendix 1.

2 About the qualification

2.2 Aims of the qualification

The aim of this qualification is to provide a learning programme to support the Continuing Professional Development of Security Officers. It is suitable for those who have completed a Level 2 qualification such as the Level 2 Certificate for Security Guards and wish to develop a more specialised understanding of security operations. Additionally the scope of the learning makes it appropriate for existing or aspiring Security Supervisors.

2   About the qualification

2.3 Rules of combination

Rules of combination are used to define the structure of qualifications. The rules of combination specify the credits which must be achieved through a particular combination of units to gain a full qualification.

This section provides information about the full qualification which may be awarded to candidates successfully completing the required combination of units and/or credits as shown in the table below:

Candidates must successfully complete a GOLA online multiple choice answer test for each of Units 1 to 4 to successfully gain a pass in this qualification.

Accreditation unit reference	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value
A/501/9827	1888-001	Health and safety operations and management	M	1
K/501/9306	1888-002	Physical security operations and management	M	2
K/501/9886	1888-003	Information and personnel security operations management	M	2
T/600/4138	1888-004	Private security and the law	M	1

2 About the qualification

2.4 Sources of information and assistance

Related publications

City & Guilds also provides the following documents specifically for this qualification:

Publication	Available from
Community & Society Guidance updates	**www.cityandguilds.com**

Other essential City & Guilds documents

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

- ***Providing City & Guilds qualifications – a guide to centre and qualification approval***
  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.

- ***Ensuring quality***
  contains updates on City & Guilds assessment and policy issues.

- ***Centre toolkit***
  contains additional information on *Providing City & Guilds qualifications*, in a CD-ROM, which links to the internet for access to the latest documents, reference materials and templates. The *Centre Toolkit* is sent to centres when they receive approved centre status. It is also available from to order at an additional cost.

- ***Online catalogue/shop***
  contains details of general regulations, registration and certification procedures and fees.
  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 main website	**www.cityandguilds.com**	This is the main website for finding out about the City & Guilds group, accessing qualification information and publications.

SmartScreen	**www.smartscreen.co.uk**	SmartScreen is the City & Guilds online learning support website. It gives registered subscribers access to qualification-specific support materials.
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. – **Add Skills for Security website**

Contacting City & Guilds by e-mail

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

e-mail	Query types
learnersupport@cityandguilds.com	all learner enquiries, including • requesting a replacement certificate • information about our qualification • finding a centre.
centresupport@cityandguilds.com	all centre enquiries
walledgarden@cityandguilds.com	all enquiries relating to the Walled Garden, including • setting up an account • resetting passwords.

3 Candidate entry and progression

Candidate entry requirements

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold.

There are no formal entry requirements for candidates undertaking this qualification. However, centres must ensure that candidates have the potential and opportunity to successfully gain the qualification.

Please see section 5 of this document, Course design and delivery, which offers guidance on initial assessment.

Age restrictions

This qualification is not approved for use by candidates under the age of 18, and City & Guilds cannot accept any registrations for candidates in this age group.

Other legal considerations

Candidates should be aware that subsequent to the Private Security Industry Act 2001, security guards working in England, Wales and Scotland are now required to hold a Security Industry Association (SIA) licence. Further details regarding licensing can be found at the SIA website at www.the-sia.org.uk

Progression

There are a wide range of qualifications which are suitable for candidates who have successfully completed this qualification. For further information regarding our qualifications please visit our website at **www.cityandguilds.com**

4 Centre requirements

4.1 Centre, qualification and fast track approval

Centres not yet approved by City & Guilds

To offer this qualification, new centres will need to gain both **centre and qualification approval**. Please refer to Appendix 2 for further information.

Existing City & Guilds centres

To offer this qualification, centres already approved to deliver City & Guilds qualifications will need to gain **qualification approval**. Please refer to Appendix 2 for further information.

Centres already offering City & Guilds qualifications in this subject area

There is **no** fast track approval provision for this qualification.

Existing centres wishing to offer this qualification must use the **standard** Qualification Approval Process.

4   Centre requirements

4.2 Resource requirements

Human resources

To meet the quality assurance criteria for this qualification, the centre must ensure that the following internal roles are undertaken:

- quality assurance co-ordinator
- trainer / tutor
- examinations secretary

Staff delivering the qualifications

All new teachers delivering publicly funded qualifications in the learning and skills sector (all post 16 education – including FE, adult and community learning, work-based learning, offender education) in England are now required to take qualifications which form part of the Qualified Teacher – Learning and Skills (QTLS) framework. City & Guilds offers a range of qualifications within the QTLS framework. Details are available on the QTLS pages of **www.cityandguilds.com**.

Staff delivering this qualification must also be able to demonstrate that they meet the following occupational expertise requirements.

- be technically competent in the area for which they are delivering training and/ or have experience of providing training. This knowledge must be at least to the same level as the training being delivered.
- have recent relevant experience in the specific area they will be assessing.

Centre staff may undertake more than one role eg tutor and assessor or internal verifier, but must never internally verify their own assessments.

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, training, assessment and verification remains current, and takes account of any national or legislative developments.

4 Centre requirements

4.3 Administration, registration and certification

QCF Technical Requirements

Centres must register with QCA to obtain access to the Learner Registration Service (LRS) in order to obtain the Unique Learner Number (ULN) and Learner Achievement Record (LAR) for their learners. Information on how to do this can be obtained from **www.cityandguilds.com/QCFIT**

Learners are awarded credit for the unit they have completed which is recorded on their QCF Learner Achievement Record (LAR). They may continue to accumulate credit towards a full qualification at a later date if they wish; provided it is within the timescales of accreditation for the particular qualification. The LAR also indicates to the learner how many more credits they need in order to achieve a full qualification and progression routes.

City & Guilds' administration

Full details of City & Guilds' administrative procedures for this qualification are provided in the *Online Catalogue*. This information includes details on:

- registration procedures
- enrolment numbers
- fees
- entry for examinations
- claiming certification.

Centres should be aware of time constraints regarding the registration and certification periods for the qualification, as specified in the City & Guilds *Online Catalogue*.

Centres should follow all administrative guidance carefully, particularly noting that fees, registration and certification end dates for the qualification are subject to change. The latest News is available on the website (**www.cityandguilds.com**).

Regulations for the conduct of examinations

Regulations for the conduct of examinations for online and written examinations are given in *Providing City & Guilds qualifications - a guide to centre and qualification approval* and in the *Online Catalogue*. Centres should ensure they are familiar with all requirements prior to offering assessments.

Retaining assessment records

Centres must retain copies of candidate assessment records for at least three years after certification.

Informing City and Guilds of candidate results

After the candidates have sat their GOLA online multiple choice examination it will be necessary to inform City & Guilds of the candidates results by registering their results on the Walled Garden, using Units 101 to 104.

Notification of results

After completion of assessment, candidates will receive, via their centre, a 'notification of candidate results', giving details of how they performed. It is not a certificate of achievement.

Certificates of unit credit (CUCs)

This qualification is assessed by a multiple-choice examination for each of Units 001 to 004. Candidates who are successfully in individual units will receive a CUC for each successful unit.

Full certificates

Full certificates are issued to candidates who have successfully completed each of the 4 GOLA online multiple choice examinations for Unit 001 to 004.

4   Centre requirements

4.4 Quality assurance

This information is a summary of quality assurance requirements.

Providing City & Guilds qualifications and in the *Centre toolkit* provide full details and guidance on:
- internal quality assurance
- 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.

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.

External quality assurance

External quality assurance for the qualification will be provided by City & Guilds external verification process.

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 must have appropriate occupational and verifying knowledge and expertise. City & Guilds' external verifiers attend training and development designed to keep them up-to-date, facilitate standardisation between verifiers and share good practice.

City & Guilds external verifiers use electronic report forms designed to provide an objective risk analysis of individual centre assessment and verification practice.

External verifiers:
The role of the external verifier is to:
- provide advice and support to centre staff
- regularly visit centres to ensure they continue to meet the centre and qualification approval criteria
- provide feedback to centres and to City & Guilds.

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 should identify:

* any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification. This is sometimes referred to as diagnostic testing.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualification 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.

Further guidance about initial assessment and induction, as well as a learning contract that centres may use, are available in the *Centre toolkit.*

5 Course design and delivery

5.2 Recommended delivery strategies

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

Centres may design course programmes of study in any way that
- best meets the needs and capabilities of their candidates
- which satisfies the requirements of the qualification.

In particular, staff should consider the skills and knowledge related to the national occupational standards.

City & Guilds recommends that centres address the wider curriculum, where appropriate, when designing and delivering the course. Centres should also consider links to the National Occupational Standards, Key/Core Skills and other related qualifications. Relationship tables are provided section 6 Relationships to other qualifications to assist centres with the design and delivery of the qualification.

Centres may wish to include topics as part of the course programme which will not be assessed through the qualification.

5   Course design and delivery

5.3 Data protection, confidentiality and legal requirements

Data protection and confidentiality

Data protection and confidentiality must not be overlooked when planning the delivery of this qualification.

Centres offering this qualification may need to provide City & Guilds with personal data for staff and candidates. Guidance on data protection and the obligations of City & Guilds and centres are explained in *Providing City & Guilds qualifications*.

5 Course design and delivery

5.4 Learning and support resources

Skills for Security have produced resource packs to support this qualification. For further information please e-mail **info@skillsforsecurity.org.uk**.

6 Relationships to other qualifications

6.1 Links to National Occupational Standards/other qualifications

City & Guilds has identified the following connections to the National Occupational Standards from the unit developed for this qualification. This mapping is provided as guidance and suggests areas of overlap and commonality between the qualifications. It does not imply that candidates completing units in one qualification are automatically covering all of the content of the qualifications listed in the mapping.

QCF Unit	NOS reference	NOS title
Unit 001	HSS1	Make sure your own actions reduce risks to health and safety
Unit 002	HSS7	Make sure your own actions aim to protect the environment
	SLP 8	Carry out searches of people and their property for unauthorised items
	SLP 10	Carry out searches of vehicles for unauthorised items
	SLP 13	Monitor areas using CCTV systems
	SLP 15.1	Confirm operational performance of CCTV systems
	CTV 7	Confirm operational requirements for CCTV
	SCM2	Carry out risk assessment and determine security risks to the organisation
Unit 003	ICS Unit 9	Give customers a positive impression of yourself and your organisation
	SLP 4	Control security incidents
	SLP 26	Record information relevant to your role
Unit 004	AA1	Promote equality and value diversity
	AG12	Liaise with other services
	SLP 11	Arrest people suspected of committing an offence
	CTV 13	Maintain CCTV recording media libraries and preserve potential evidence
	SLP 25	Maintain an understanding of current legislation and regulation relevant to your role

Contacting the Sector Skills Council/Standards Setting Body

The National Occupational Standards upon which the units of assessment within this qualification are based were developed by Skills for Security

Name of SSB/SSC	**Skill for Security**
Address	Security House, Barbourne Road, Worcester WR1 1RS
Telephone	08450 750111
Fax	01905 724949
e-mail	info@skillsforsecurity.org.uk
URL	www.skillsforsecurity.org.uk

6   Relationships to other qualifications

6.2 Key/Essential/Functional skills (England, Wales and Northern Ireland)

This qualification includes opportunities to develop and practise some of the underlying skills and techniques described in Part A of the standard for each key skills qualification. Where candidates are working towards any key skills alongside this qualification they will need to be registered with City & Guilds for the key skills qualifications.

It should not be assumed that candidates will necessarily be competent in, or able to produce evidence for, the key skills at the same level as this qualification.

The 'signposts' below identify the **potential** for key/essential/functional skills portfolio evidence gathering that can be naturally incorporated into the completion of each unit. Any key skills evidence needs to be separately assessed and must meet the relevant standard defined in the QCA document '*Key skills qualifications standards and guidance*'. The degree to which the 'signposts' below can be evidenced will depend on the structure of the learning programme which has been developed by the centre for the candidate.

If this qualification is being delivered alongside an Essential Skills Communication and/or Application of Number programme in **Northern Ireland**, it is good practice to emphasise the relevance of these skills to candidates when completing their Action-Based Activities.

Communication

C1.1 Take part in a one-to-one discussion or a group discussion
C1.2 Read and obtain information from at least one document
C1.3 Write two different types of document

C2.1a Take part in a group discussion
C2.1b Give a talk of at least four minutes
C2.2 Read and summarise information from at least two documents. Each document must be a minimum of 500 words long

Information Technology

ICT 1.1 Find and select information
ICT 1.2 Enter and develop information about the task
ICT 1.3 Develop the presentation so that the final output is accurate and fit for purpose

ICT 2.1 Search for and select information to meet your needs
ICT 2.2 Enter and develop the information to suite the task and derive new information

Work with Others

WO 1.2 Work with others towards achieving the given objectives
WO 1.3 Identify ways you helped to achieve things and how to improve your work with others

Improving own learning and performance

LP 1.1 Confirm your targets and plan how to meet these with the person setting them
LP 1.2 Follow your plan to help meet targets and improve your own performance
LP 1.3 Review your progress and achievements in meeting targets, with an appropriate person

6 Relationships to other qualifications

6.3 Summary of assessment requirements

For this qualification, candidates will be required to complete the following assessments:

A GOLA online multiple choice examination for each of Units 001 to 004 (4 multiple choice examinations

City & Guilds provides the following assessments:
- Online, on-demand testing using multiple choice questions

Duration of examinations

Unit 001 – 15 minutes – 8 questions
Unit 002 – 30 minutes – 19 questions
Unit 003 – 30 minutes – 13 questions
Unit 004 – 30 minutes – 15 questions

Grading and marking

Grading of the multiple-choice test for this qualification is Fail and Pass.

7 Test specification

Test specifications

The test specification for the qualification is below:

Test: 4 multiple choice examination for each of Units 1 to 4
Duration:
Number of questions

Unit	Outcome	Assessment Criteria	No of Items
001 Health and Safety operations and management	01 Understand the sources of health and safety regulations	01 Describe the sources of health and safety laws and regulations, and their relevance to the workplace 02 Describe responsibilities for health and safety operations in the workplace	2
	02 Understand the provisions of health and safety regulations in the workplace	01 Summarise the provisions in place for health and safety in the workplace 02 Explain the circumstances that may give rise for a Health and Safety Policy to be revised	2
	03 Understand the practical applications of regulation	01 Describe how the practical application of Health and Safety will impact on the workplace	1
	04 Understand the enforcement of health and safety	01 Explain how health and safety regulations are enforced, and the implications when health and safety regulations are breached	2
	05 Understand the implementation of COSHH procedures and processes	01 Explain COSHH procedures, and why they are needed in the workplace	1
Total			**8**
002 Physical security operations and management	01 Understand how to conduct a security risk analysis	01 Explain the security risk management process 02 Describe the methods of evaluating security risk	4
	02 Understand how to assess requirements for access control,	01 Explain access requirements for access control, and perimeter and building protection	4

Unit	Outcome	Assessment Criteria	No of Items
	perimeter and building protection		
	03 Understand the properties of explosive devices and the measures to mitigate their effects	01 Describe the common types of explosive devices and their properties 02 Explain the range of measures to protect the workplace	5
	04 Understand the components of an effective CCTV system and the selection criteria for such components	01 Explain the workings of CCTV systems 02 Explain the criteria used when selecting a CCTV system	2
	05 Understand how to conduct and manage search operations	01 Describe methods and procedures for conducting and managing search operations in the workplace	4
Total			**19**
003 Information and Personnel Security Operations Management	01 Understand the need for protecting information	01 Explain an individual's rights in respect of their personal data 02 Describe best practice in data management in line with the principles of the Data Protection Act 03 Identify the key concepts underpinning information security management and the situations in which information security needs to be managed 04 State the difference between information security and IT security 05 Describe the main types of information and the criteria to determine its value to the organisation 06 Explain classification and protection of sensitive information in accordance with information security best principles 07 Explain the terms trade secret, proprietary information, intellectual property, copyright, registered trademark, patent and business espionage, information broking	5
	02 Understand the threat from and protection procedure for IT security	01 Explain the importance of IT security and the threats to IT systems 02 Describe types of internet abuse and their possible consequences 03 Describe IT hardware, software and network protective measures, policies	2

Unit	Outcome	Assessment Criteria	No of Items
		and procedures	
	03 Understand the importance of and processes to achieve customer satisfaction	01 Describe the different customer groups 02 Explain the benefits of good customer service and considerations involved 03 Explain how attitudes and behaviours impact on good customer service 04 Explain the systems and processes for offering good customer service	2
	04 Understand the threats and countermeasures related to drug and substance misuse	01 Describe the threats of drug/substance abuse in the workplace 02 State the main categories of substances (drugs and alcohol) and their effects 03 Identify the main legislation related to drug and substance abuse 04 Describe common measures that can be implemented in the workplace to prevent and deal with substance misuse	2
	05 Understand the contingency processes and procedures to put in place to effectively manage crises and emergencies	01 Explain the crisis/emergency planning process in the workplace 02 Describe liaison with other agencies involved in crisis/emergency management 03 Describe the crisis/emergency planning and implementation process and the considerations involved	2
Total			**13**
004 Private Security and the Law	01 Understand the legal requirements for private security operations	01 Describe the legal requirements that affect private security operations	1
	02 Understand the required arrest procedures and rights of arrest and detention	01 Explain the arrest and handover process and the considerations involved.	3
	03 Understand the requirements for collection and handling of evidence	03 Describe the factors involved in the gathering of evidence and the considerations involved.	3

Unit	Outcome	Assessment Criteria	No of Items
	04 Understand the procedures for collection and production of witness statements	01 Explain the procedure for taking a witness statement	1
	05 Understand the requirements of equal opportunities and discrimination law	01 Explain the influence of equal opportunities and discrimination law in the workplace	2
	06 Understand the roles of external agencies available to support security operations	01 Describe the roles of external agencies involved in supporting security operations 02 Explain the communication channels that exist between these agencies	4
	07 Understand the importance of working with external agencies	01 Describe the arrangements and benefits of collaboration with external agencies	1
Total			**15**

8 Units

8.1 About the units

Availability of units

The units for this qualification follow.

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

Structure of units

The units in this qualification are written in a standard format and comprise the following:
- City & Guilds reference number
- title
- level
- credit value
- unit aim
- statement of guided learning hours
- assessment and grading
- learning outcomes which are comprised of a number of assessment criteria

8 Units

8.2 The units

Unit 001   Security health and safety operations and management

Level: 3
Credit value: 1
NDAQ number: A/501/9827

Unit aim

The aim of this unit is to provide an overview of health and safety issues in order that the learner may effectively implement regulations in the workplace.

Learning outcomes

There are **five** learning outcomes to this unit. The learner will be able to:
1. Understand the sources of health and safety regulations
2. Understand the provisions of health and safety regulations in the workplace
3. Understand the practical applications of regulation
4. Understand the enforcement of health and safety
5. Understand the implementation of Control of Substances Hazardous to Health (COSHH) procedures and processes

Guided learning hours

It is recommended that **5** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards (if appropriate)

Skills for Security-Security and loss prevention suite

HSS1 Make sure your own actions reduce risks to health and safety.

Support of the unit by a sector or other appropriate body (if required)

This unit is endorsed by Skills for Security.

Assessment

This unit will be assessed by:
- a GOLA online multiple choice examination – 15 minutes in duration, consisting of 8 questions

Unit 001 Security health and safety operations and management

Outcome 1   Understand the sources of health and safety regulations

Assessment Criteria

The learner can:

1. describe the sources of health and safety laws and regulations, and their relevance to the workplace
2. describe responsibilities for health and safety operations in the workplace

Unit 001   Security health and safety operations and management

Outcome 2   Understand the provisions of health and safety regulations in the workplace

Assessment Criteria

The learner can:

1. summarise the provisions in place for health and safety in the workplace
2. explain the circumstances that may give rise for a health and safety policy to be revised

Unit 001 Security health and safety operations and management

Outcome 3   Understand the practical applications of regulation

Assessment Criteria

The learner can:

1. describe how the practical application of health and safety will impact on the workplace

Unit 001 Security health and safety operations and management

Outcome 4   Understand the enforcement of health and safety

Assessment Criteria

The learner can:

1. explain how health and safety regulations are enforced, and the implications when health and safety regulations are breached

Unit 001   Security health and safety operations and management

Outcome 5   Understand the implementation of Control of Substances Hazardous to Health (COSHH) procedures and processes

Assessment Criteria

The learner can:

1. explain Control of Substances Hazardous to Health (COSHH) procedures, and why they are needed in the workplace

Unit 002 Physical security operations and management

Level: 3
Credit value: 2
NDAQ number: K/501/9306

Unit aim

The aim of this unit is to provide information on aspects of physical security necessary for the learner to effectively implement asset protection.

Learning outcomes

There are **five** learning outcomes to this unit. The learner will be able to:

1. Understand how to conduct a security risk analysis
2. Understand how to assess requirements for access control, perimeter and building protection
3. Understand the properties of explosive devices and the measures to mitigate their effects
4. Understand the components of an effective CCTV system and the selection criteria for such components
5. Understand how to conduct and manage search operations

Guided learning hours

It is recommended that **10** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards (if appropriate)

Skills for Security-Security and loss prevention suite

HSS7 Make sure your own actions within the workplace aim to protect the environment
SLP8 Carry out searches of people and their property for unauthorised items
SLP 10 Carry out searches of vehicles for unauthorised items
SLP 13 Monitor areas using CCTV systems
SLP 15.1 Confirm operational performance of CCTV systems

CCTV operations

CTV 7 Confirm operational requirements for CCTV

Security management suite

SCM2 Carry out risk assessment and determine security risks to the organisation

Support of the unit by a sector or other appropriate body (if required)

This unit is endorsed by Skills for Security.

Assessment

This unit will be assessed by:

- a GOLA online multiple choice examination. – 30 minutes in duration, consisting of 19 questions

Unit 002   Physical security operations and management

Outcome 1   Understand how to conduct a security risk analysis

Assessment Criteria

The learner can:

1. explain the security risk management process
2. describe the methods of evaluating security risk

Unit 002   Physical security operations and management

Outcome 2   Understand how to assess requirements for access control, perimeter and building protection

Assessment Criteria

The learner can:

1. explain the requirements for access control, perimeter and building protection'

Unit 002 Physical security operations and management

Outcome 3 Understand the properties of explosive devices and the measures to mitigate their effects

Assessment Criteria

The learner can:
1. describe the common types of explosive devices and their properties
2. explain the range of measures to protect the workplace

Unit 002 **Physical security operations and management**

Outcome 4 Understand the components of an effective CCTV system and the selection criteria for such components

Assessment Criteria

The learner can:
1. explain the workings of CCTV systems
2. explain the criteria used when selecting a CCTV system

Unit 002 Physical security operations and management

Outcome 5 Understand how to conduct and manage search operations

Assessment Criteria

The learner can:

1. describe methods and procedures for conducting and managing search operations in the workplace

Unit 003   Information and Personnel Security Operations Management

Level: 3
Credit value: 2
NDAQ number: K/501/9886

Unit aim
The aim of this unit is to provide the learner with the knowledge necessary to protect against information and IT system threats and to effectively protect personnel in the workplace.

Learning outcomes
There are **five** learning outcomes to this unit. The learner will be able to:
1. Understand the need for protecting information
2. Understand the threat from and protection procedure for IT security
3. Understand the importance of and processes to achieve customer satisfaction
4. Understand the threats and countermeasures related to drug and substance misuse
5. Understand the contingency processes and procedures to put in place to effectively manage crises and emergencies

Guided learning hours
It is recommended that **10** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards (if appropriate)
This unit is linked to the Skills for Security - Security and loss prevention suite

ICS Unit 9 Give customers a positive impression of yourself and your organisation
SLP 4 Control security incidents
SLP 26 Record information relevant to your role.

Support of the unit by a sector or other appropriate body (if required)
This unit is endorsed by Skills for Security.

Assessment
This unit will be assessed by:
- a GOLA online multiple choice examination – 30 minutes in duration, consisting of 13 questions

Unit 003   Information and Personnel Security Operations Management

Outcome 1   Understand the need for protecting information

Assessment Criteria

The learner can:

1. explain an individual's rights in respect of their personal data
2. describe best practice in data management in line with the principles of the Data Protection Act
3. identify the key concepts underpinning information security management and the situations in which information security needs to be managed
4. state the difference between information security and IT security
5. describe the main types of information and the criteria to determine its value to the organisation
6. explain classification and protection of sensitive information in accordance with information security best principles
7. explain the terms trade secret, proprietary information, intellectual property, copyright, registered trademark, patent and business espionage, information broking.

Unit 003 **Information and Personnel Security Operations Management**

Outcome 2 Understand the threat from and protection procedure for IT security

Assessment Criteria

The learner can:

1. explain the importance of IT security and the threats to IT systems
2. describe types of internet abuse and their possible consequences
3. describe IT hardware, software and network protective measures, policies and procedures

Unit 003 Information and Personnel Security Operations Management

Outcome 3 Understand the importance of and processes to achieve customer satisfaction

Assessment Criteria

The learner can:

1. describe the different customer groups
2. explain the benefits of good customer service and considerations involved
3. explain how attitudes and behaviours impact on good customer service
4. explain the systems and processes for offering good customer service

Unit 003   Information and Personnel Security Operations Management

Outcome 4   Understand the threats and countermeasures related to drug and substance misuse

Assessment Criteria

The learner can:
1. describe the threats of drug/substance abuse in the workplace
2. state the main categories of substances (drugs and alcohol) and their effects
3. identify the main legislation related to drug and substance abuse
4. describe common measures that can be implemented in the workplace to prevent and deal with substance misuse

Unit 003   Information and Personnel Security Operations Management

Outcome 5   Understand the contingency processes and procedures to put in place to effectively manage crises and emergencies

Assessment Criteria

The learner can:

1. explain the crisis/emergency planning process in the workplace
2. describe liaison with other agencies involved in crisis/emergency management
3. describe the crisis/emergency planning and implementation process and the considerations involved

Unit 004   Private security and the law

Level: 3
Credit value: 1
NDAQ number: T/600/4138

Unit aim
The aim of this unit is to provide the learner with the information necessary to conduct private security effectively in the wider context of legal and regulatory requirements and arrangements.

Learning outcomes
There are **seven** learning outcomes to this unit. The learner will be able to:
1. Understand the legal requirements for private security operations
2. Understand the required arrest procedures and rights of arrest and detention
3. Understand the requirements for collection and handling of evidence
4. Understand the procedures for collection and production of witness statements
5. Understand the requirements of equal opportunities and discrimination law
6. Understand the roles of external agencies available to support security operations
7. Understand the importance of working with external agencies

Guided learning hours
It is recommended that **5** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards (if appropriate)
This unit is linked to the Skills for Security-Security and loss prevention suite

AA1 Promote equality and value diversity
AG12 Liaise with other services
SLP 11 Arrest people suspected of committing an offence
CTV 13 Maintain CCTV recording media libraries and preserve potential evidence
SLP 25 Maintain an understanding of current legislation and regulation relevant to your role.

Support of the unit by a sector or other appropriate body (if required)
This unit is endorsed by Skills for Security.

Assessment
This unit will be assessed by:
- a GOLA online multiple choice examination – 30 minutes in duration, consisting of 15 questions

Unit 004 Private security and the law

Outcome 1 Understand the legal requirements for private security operations

Assessment Criteria

The learner can:

1. describe the legal requirements that affect private security operations

Unit 004   Private security and the law

Outcome 2   Understand the required arrest procedures and
                 rights of arrest and detention

Assessment Criteria

The learner can:

1. explain the arrest and handover process and the considerations involved

Unit 004   Private security and the law

Outcome 3   Understand the requirements for collection and handling of evidence

Assessment Criteria

The learner can:

1. Describe the factors involved in the gathering of evidence and the considerations involved.

Unit 004   Private security and the law

Outcome 4   Understand the procedures for collection and
                production of witness statements

Assessment Criteria

The learner can:

1. explain the procedure for taking a witness statement

Unit 004   Private security and the law

Outcome 5   Understand the requirements of equal opportunities and discrimination law

Assessment Criteria

The learner can:

1. explain the influence of equal opportunities and discrimination law in the workplace

Unit 004   Private security and the law

Outcome 6   Understand the roles of external agencies available to support security operations

Assessment Criteria

The learner can:
1. describe the roles of external agencies involved in supporting security operations
2. explain the communication channels that exist between these agencies

Unit 004   Private security and the law

Outcome 7   Understand the importance of working with external agencies

Assessment Criteria

The learner can:

1. describe the arrangements and benefits of collaboration with external agencies

Appendix 1   Sources of information about level accreditation, qualification and credit frameworks and level descriptors

Please visit the following websites to find current information on accreditation, qualification level descriptors and national qualification and credit frameworks and in each country.

Nation	Framework	Who to contact	Websites
England	Qualification and Credit Framework (QCF)	The Qualifications and Curriculum Authority	**www.qca.org.uk**
Scotland	Scottish Credit and Qualifications Framework (SQC	The Scottish Qualifications Authority	**www.scqf.org.uk** **www.sqa.org.uk**
Wales	The Credit and Qualifications Framework for Wales (CQFW)	The Department for Education, Culture and Welsh Languauge (DECWL)	**www.wales.gov.uk**
Northern Ireland	Qualification and Credit Framework (QCF)	The Council for Curriculum, Examinations and Assessment	**www.ccea.org.uk**

Appendix 2   Obtaining centre and qualification approval

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

Centres must meet a set of quality criteria including:
- provision of adequate physical and human resources
- 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** (**CAP**). Centres also need approval to offer a specific qualification. This is known as the **qualification approval process** (**QAP**), (previously known as scheme 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 the particular qualification.

Full details of the procedures and forms for applying for centre and qualification approval are given in *Providing City & Guilds qualifications - a guide to centre and qualification approval*, which is also available on the City & Guilds centre toolkit, or downloadable from the City & Guilds website.

Regional / national offices will support new centres and appoint a Quality Systems Consultant to guide the centre through the approval process. They will also provide details of the fees applicable for approvals.

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 the reasons for suspension and withdrawal of approval, procedures and timescales, are contained in *Providing City & Guilds qualifications.*

Approval for global online assessment (GOLA)

In addition to obtaining centre and qualification approval, centres are also required to set up a GOLA profile in order to offer online examinations to candidates. Setting up a GOLA profile is a simple process that need only be completed once by the centre.

Details of how to set up the profile and GOLA technical requirements are available on the City & Guilds website (**www.cityandguilds.com/e-assessment**). The GOLA section of the website also has details of the GOLA helpline for technical queries and downloads for centres and candidates about GOLA examinations.

Centres should also refer to *Providing City & Guilds qualifications - a guide to centre and qualification approval* for further information on GOLA.

Appendix 3 Summary of City & Guilds assessment policies

Health and safety

The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments, and 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. The candidate should be informed that they have not reached the standard required to successfully pass the assessment and told the reason why. Candidates may retake the assessment at a later date, at the discretion of the centre. In case of any doubt, guidance should be sought from the external verifier.

Equal opportunities

It is a requirement of centre approval that centres have an equal opportunities policy (see *Providing City & Guilds qualifications)*.

The regulatory authorities require City & Guilds to monitor centres to ensure that equal opportunity policies are being followed.

The City & Guilds equal opportunities policy is set out on the City & Guilds website, in *Providing City & Guilds qualifications*, in the *Online Catalogue*, and is also available from the City & Guilds Customer Relations department.

Access to assessment

Qualifications on the Qualifications and Credit Framework are open to all, irrespective of gender, race, creed, age or special needs. The centre co-ordinator should ensure that no candidate is subject to unfair discrimination on any ground in relation to access to assessment and the fairness of the assessment.

City & Guilds' *Access to assessment and qualifications guidance and regulations* document is available on the City & Guilds website. It provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

Access arrangements are pre-assessment adjustments primarily based on history of need and provision, for instance the provision of a reader for a visually impaired candidate.

Special consideration refers to post-examination adjustments to reflect temporary illness, injury or indisposition at the time of the assessment.

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 and/or City & Guilds.

Further information on appeals is given in *Providing City & Guilds qualifications*. There is also information on appeals for centres and learners on the City & Guilds website or available from the Customer Relations department.

Appendix 4   Funding

City & Guilds does not provide details on funding as this may vary between regions.

Centres should contact the appropriate funding body to check eligibility for funding and any regional/national arrangements which may apply to the centre or candidates.

For funding regulatory purposes, candidates should not be entered for a qualification of the same type, level and content as that of a qualification they already hold.

Please see the table below for where to find out more about the funding arrangements.

Nation	Who to contact	For higher level qualifications
England	The Learning and Skills Council (LSC) is responsible for funding and planning education and training for over 16-year-olds. Each year the LSC publishes guidance on funding methodology and rates. There is separate guidance for further education and work-based learning. Further information on funding is available on the Learning and Skills Council website at **www.lsc.gov.uk** and, for funding for a specific qualification, on the Learning Aims Database **http://providers.lsc.gov.uk/lad**.	Contact the Higher Education Funding Council for England at **www.hefce.ac.uk**.
Scotland	Colleges should contact the Scottish Further Education Funding Council, at **www.sfc.co.uk**. Training providers should contact Scottish Enterprise at **www.scottish-enterprise.com** or one of the Local Enterprise Companies.	Contact the Scottish Higher Education Funding Council at **www.shefc.ac.uk**.
Wales	Centres should contact the The Department for Education, Culture and Welsh Languauge (DECWL): **www.wales.gov.uk**	Contact the The Department for Education, Culture and Welsh Languauge (DECWL): **www.new.wales.gov.uk**
Northern Ireland	Please contact the Department for Employment and Learning at **www.delni.gov.uk**.	Contact the Department for Employment and Learning at **www.delni.gov.uk**.

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