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Qualification Specification

Highfield Level 2 Award for Security Officers in the Private Security Industry (Top Up)

Qualification Number: 603/7324/6

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Highfield Level 2 Award for Security Officers in the Private Security Industry (Top Up)

Introduction

This qualification specification is designed to outline all you need to know to offer this qualification at your centre. If you have any further questions, please contact your account manager.

Qualification regulation and support

The **Highfield Level 2 Award for Security Officers in the Private Security Industry (Top Up)** is awarded by Highfield Qualifications and sits on the Regulated Qualifications Framework (RQF). The RQF is a Qualification Framework regulated by Ofqual and CCEA Regulation. The qualification is also regulated by Qualification Wales.

This qualification is supported by the Security Industry Authority (SIA), who regulate the private security industry.

Key facts

Qualification number:	603/7324/6
Learning aim reference:	60373246
Credit value:	2
Assessment method:	Multiple-choice examinations
Guided learning hours (GLH):	4
Minimum contact time (MCT):	50 minutes*/4 hours
Total qualification time (TQT):	6

*** The SIA stipulates a minimum number of contact hours and a minimum number of training days. 50 minutes applies as minimum contact time only where self-study can be evidenced. No self-study means a minimum of 4 hours. See Guidance on Delivery for details.**

Qualification overview and objective

The objective of this qualification is to support a role in the workplace. It is designed for learners who currently hold a licence from the Security Industry Authority (SIA) to work as a security officer and need to be brought up to date with the new licence-linked qualifications requirements.

Entry requirements

This qualification is approved for delivery to learners aged 16 and over. However, training centres must make it clear to those learners aged 16-17 that an SIA licence cannot be applied for until the age of 18.

Learners will need to show that they hold a current and valid First Aid or Emergency First Aid certificate* that meets the requirements of the Health and Safety (First Aid) Regulations 1981. It is an SIA requirement that training centres **must** confirm that each learner is sufficiently qualified in First Aid or Emergency First Aid.

Learners should, as a minimum, have achieved an Emergency First Aid at Work qualification covering the following outcomes.

- understand the role of the first aider, including reference to:

- the importance of preventing cross-infection
- the need for recording incidents and actions
- use of available equipment
- assess the situation and circumstances in order to act safely, promptly and effectively in an emergency
- administer first aid to a casualty who is unconscious (including seizure)
- administer cardiopulmonary resuscitation and use of an automated external defibrillator
- administer first aid to a casualty who is choking
- administer first aid to a casualty who is wounded and bleeding
- administer first aid to a casualty who is suffering from shock
- provide appropriate first aid for minor injuries (including small cuts, grazes and bruises, minor burns and scalds, small splinters.)

Learners should present their First Aid or Emergency First Aid certificate* to their training provider before they start training. This certificate* must be valid for at least 12 months from the course start date.

It is the centre's responsibility to check the learner's First Aid certificate and maintain relevant records of how a learner meets this requirement.

Training centres must retain this information for a minimum of three years in line with retention of assessment evidence requirements.

*Training centres are permitted to deliver suitable First Aid qualifications together with security qualifications as part of a training package. All First Aid training **must** be completed and passed **prior** to the commencement of the security training.

Language prerequisite

Security operatives are likely in the course of their work to be required to make calls to the emergency services, or for example communicate to resolve conflict. It is essential that security operatives can communicate effectively.

It is the centre's responsibility to ensure that each learner is sufficiently competent in the use of the English and/or Welsh language. All initial language assessments must be conducted in the medium of English and/or Welsh as appropriate.

Learners should, as a minimum, have language skills in reading, writing, speaking, and listening equivalent to the following.

- A B2 Level qualification on the Home Office's list of recognised English tests and qualifications.
- A B2 Common European Framework of Reference for Languages (CEFR).
- An ESOL qualification at (Level 1) on the Ofqual register taken in England, Wales or Northern Ireland.
- An ESOL qualification at Scottish Credit and Qualifications Framework Level 5 awarded by the Scottish Qualifications Authority (SQA) and taken in Scotland.
- Functional Skills Level 1 in English.
- SQA Core Skills in Communication at Scottish Credit and Qualifications Framework Level 5.
- Essential Skills Wales Communication Level 1.
- Level 1 in Essential Skills – Communication Northern Ireland.

Training centres must ensure that all learners have sufficient reading, writing, speaking and listening language skills before putting the learners forward for training and assessment.

All English/Welsh language assessments used by training centres must be agreed with their awarding organisation (AO) as part of their security approval.

Training centres must retain this information for all learners against all four competencies for a minimum of three years in line with the retention of assessment evidence requirements.

Geographical coverage

This qualification is suitable for learners in England, Wales and Northern Ireland.

Delivery/Assessment ratios

When invigilating examinations, the maximum ratio is **1 invigilator to 30 learners**.

Centre requirements

To effectively deliver this qualification, centres must meet the following:

Training of this qualification must be undertaken in a suitable training environment, which has been approved and quality assured by Highfield Qualifications. The environment must be adequately equipped for training, conducive to effective learning and must comply with current Health and Safety requirements.

Training facilities must comply with ongoing approval arrangements of Highfield Qualifications.

Centre Insurance

In line with general insurance requirements and the Employers Liability (Compulsory Insurance) Act 1969, the minimum for an approved centre offering licence-linked qualification is.

- Employers Liability- £5 million
- Public Liability
- Professional Indemnity

Training centres are reminded of the importance of making sure their Public Liability and Professional Indemnity Insurance is set at the appropriate level whilst considering their business.

Examination Venue Criteria

Centres must adhere to the following when carrying out examinations:

- The seating arrangement for learners must ensure there can be no cheating or collusion between learners. All learners must be facing the same way (with the exception of some on-screen testing as detailed in bullet point 4).
 - Each learner must be a minimum of 1.25 metres (centre to centre) each way from the next learner's workspace.
 - Seating plans should be completed for the delivery of tests and retained for External Quality Assurance (EQA) purposes.
-

- If on-screen testing is being used each workstation must be isolated by a minimum space of 1.25 metres measured from the nearest outer edge of one screen to the next unless the monitors are positioned back-to-back. Under certain circumstances 1.25 metres may prove to be an insufficient distance to prevent learners from seeing, intentionally or otherwise, the work of others. Privacy screens can be used. The principal objective is to ensure that no Learner's work can be overseen by others.
- There must be a place for the invigilator to sit with a clear view of all learners.
- Maximum ratio is 1 invigilator to 30 learners.
- Walls must be clear of any material that would provide help to the learners.
- Examination signage and a clock must be in clear view of all learners.
- The awarding organisation must be made aware of assessment venues in advance. Only these can be used; not substitutes, unless there has been an emergency, such as fire in which case this must be recorded, and the awarding organisation notified at the first possible opportunity in accordance with individual awarding organisation requirements.
- Trainers who have delivered the training and/or practical assessments to learners must not invigilate or be in the room when the learners take their exam for that subject(s). Training centres need to consider all potential conflicts of interest and have an appropriate policy in place to support this.
- All invigilators must receive an induction to the role of invigilation and its policies and procedures. Training centres must maintain a register which must be signed by the invigilator to confirm that they have received this induction.
- All test papers **must** be stored securely. Ideally, this should be a lockable safe. If a safe is not available a suitable lockable cabinet/storage unit will suffice. This unit should only be accessed by appropriate personnel and records of key holders should be kept. This cabinet/storage unit must be kept in a secure location.
- All test papers must be transported securely to and from the training centre and any satellite centre where tests are administered. The centre must have an appropriate policy to support this.
- Highfield Qualifications, the SIA and qualification regulators retain the right to make spot checks on examination days to ensure that exam conditions are being maintained.

Guidance on delivery

This section of the specification provides information on the specific delivery requirements of the qualification.

The total qualification time (TQT) for this qualification is **6 hours**, and of this, **4 hours** are guided learning hours (GLH).

Please note 50 minutes is the minimum contact time (MCT) as stipulated by the SIA which is applicable if self-study is applied. If self-study isn't applied, then the MCT for this qualification will be 4 hours.

Self-study for the Principles of Terror Threat Awareness in the Private Security Industry unit refers only to the use of authorised ACT E-learning.

TQT is an estimate of the total number of hours it would take an average learner to achieve and demonstrate the necessary level of attainment to be awarded with a qualification, both under direct supervision (forming guided learning hours) and without supervision (all other time). TQT values are advisory and assigned to a qualification as guidance.

Minimum contact time (stipulated by the SIA)

The following table outlines the minimum contact time for each of the units contained within the Highfield Level 2 Award for Security Officers in the Private Security Industry (Top Up).

Minimum contact time is defined as the time that a learner must spend under the immediate guidance or supervision of a trainer, assessor or invigilator (including assessment). It does not include time spent checking ID or assessing English language skills, or breaks. This time will be monitored and **enforced** by Highfield Qualifications.

Unit No.	Unit reference	Unit title	Minimum Contact Time	GLH
1	M/618/6843	Principles of Terror Threat Awareness in the Private Security Industry	20 minutes* /2 hours	2
2	F/618/6846	Principles of Minimising Personal Risk for Security Officers in the Private Security Industry	30 minutes* /2 hours	2

*The SIA recognises that there is some learning that contributes to the achievement of the licence-linked qualifications that can be completed through self-study, as long as this is maintained with some form of support. It is therefore a requirement for centres wishing to use self-study to notify Highfield in advance and provide the details of how they intend to support learners and evidence this self-study.

The Principles of Terror Threat Awareness in the Private Security Industry unit has a GLH of 2 hours, of which 1 hour and 40 minutes can be delivered through the use of authorised E-learning. The remaining 20 minutes must be minimum contact time dedicated to the assessment of this unit.

The Principles of Minimising Personal Risk for Security Officers in the Private Security Industry unit has a GLH of 2 hours, of which 1 hour and 30 minutes can be delivered through self-study. The minimum contacted time stipulated for this unit is 30 minutes.

The centre must detail within their quality management processes each of the following:

- the areas of learning delivered by self-study
- the method of self-study to be used
- the number of hours to be covered by the self-study material
- a robust and auditable method for determining that learners have undertaken the self-study

It is important the materials used clearly show learners, how many hours of learning they are expected to undertake and that they are given sufficient time to allow them to complete it before their course begins. It is also a requirement that the centre checks these during training to ensure appropriate learning has occurred. This will be quality assured through Highfield’s external quality assurance processes.

For Principles of Minimising Personal Risk for Security Officers in the Private Security Industry unit, suitable methods of self-study resources include prepared, high-quality:

- online learning materials or courses that the learner must navigate
- workbooks that the learner must work through and complete
- learning materials that the learner can use to cover specific areas of content

Centres are reminded that any self-study material used must be retained for a minimum of 3 years in line with the retention of assessment evidence requirements.

In addition to the above, the SIA have stated that the training, delivery and assessment of this qualification must take place over a **minimum of 0.5 days** (50 minutes if self-study is used, or 4 hours if self-study is not used).

Centres must retain detailed registers that include start/end/break times of training for each day and these must be signed daily by the learners. This includes a record of any late arrivals/early leavers and how these learners made up the required hours which they missed. These must be retained for audit purposes. **Training centres must retain this information for a minimum of 3 years in line with the retention of assessment evidence requirements.**

Virtual classroom delivery guidance

Virtual classroom is an online platform that enables synchronous learning (live) and interactive delivery of training. This learning environment means that the tutors and learners can communicate (sound and visual) and interact with each other in an online group setting. Virtual classroom may also be referred to as ‘remote delivery training’ or ‘online classroom’.

The tables below indicate which learning outcomes and assessment criteria can or cannot be delivered through virtual classroom:

1. Principles of Terror Threat Awareness in the Private Security Industry*	Virtual Delivery Acceptable	
	Yes	No
1. Understand terror threats and the role of the security operative in the event of a threat	All ACs	

* RPL can be used if a learner has completed the ACT e-learning and ACT for Security (available from July 2021) e-learning and provides certificates dated after January 2020.

2. Principles of Minimising Personal Risk for Security Officers in the Private Security Industry	Virtual Delivery Acceptable	
	Yes	No
1. Know how to minimise risk to personal safety at work	All ACs	
2. Know what actions to take in relation to global (or critical) incidents*	All ACs	

* Designates content that can also be taught through self-study.

For further information, please refer to the SIA document ‘Get Training’ available on the SIA website.

Guidance on assessment

This qualification is graded as pass/fail.

This section of the specification provides information on how the qualification’s individual components are assessed, along with any further specific requirements:

Unit No.	Unit reference	Unit title	Knowledge assessment method	Practical assessment method
1	M/618/6843	Principles of Terror Threat Awareness in the Private Security Industry	Externally set and marked multiple-choice question (MCQ) examination made up of 10 questions (20 minutes) Pass mark = 70%	N/A
2	F/618/6846	Principles of Minimising Personal Risk for Security Officers in the Private Security Industry	Externally set and marked multiple-choice question (MCQ) examination made up of 16 questions (25 minutes) Pass mark = 70%	N/A

Following the assessments, all knowledge paperwork must be returned to Highfield. Upon successful processing, a list of results will be provided to the centre contact stating whether learners have passed or failed, along with certificates for those learners that have met the required standard.

All knowledge assessment evidence (including visual recordings) must be retained by centres for a minimum of 3 years for audit purposes.

Centres must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.

Please note: tutors who have delivered the training to learners must not invigilate or be in the room when the learners take their exam for that subject(s). Centres need to consider all potential conflicts of interest and have an appropriate policy in place to support this.

Guidance on quality assurance

To support with quality assurance, Highfield requires centres to undergo a security approval visit prior to the delivery of the qualification. Upon successful completion of this, centres are then permitted to register and deliver courses. This security approval is revisited on at least an annual basis.

In addition to the regular monitoring/support visits, Highfield recommends that centres have a quality assurance system in place prior to the return of assessment material to Highfield for external assessment/moderation. This is to ensure assessments are of the highest standard for every course.

Recognition of prior learning (RPL)

RPL can be used for the **Principles of Terror Threat Awareness in the Private Security Industry** unit if a learner has completed the ACT e-learning and ACT for Security (available from July 2021) e-learning and provides certificates dated after January 2020.

Tutor requirements

To deliver this qualification (and the units contained within it) tutors are required to hold the following:

Training qualification

Tutors are required to hold a teaching or training qualification at Level 3 or above, which has been accredited by SQA/QCA/Ofqual or validated by an HEI, or an equivalent such as:

- Level 3 Award in Education and Training or equivalent
- Level 4 Certification in Education and Training or equivalent
- Certificate in Education
- Postgraduate Certificate in Education
- SVQ/NVQ Levels 3 and 4 in Learning and Development
- Scottish Training Qualification for Further Education (TQFE)
- Masters in Education

NaCTSO counterterrorism training

Tutors must also successfully complete a National Counter Terrorism Security Office (NaCTSO)/SIA-endorsed counterterrorism programme such as the ACT (Action Counters Terrorism) Awareness training which **must** be completed annually.

Sector competence

Tutors delivering the learning leading to licence-linked qualifications must demonstrate that they have the necessary experience, knowledge and understanding of the sector in which they are providing training.

To demonstrate this, Highfield will require sufficient information about a tutor's occupational experience for consideration in the approval process, for example, experience of working in the private security industry or working in a role that can be mapped to the requirements of the private security industry. There is no requirement for a tutor to have a current SIA licence.

Other relevant experience could come from employment* in:

- armed services
- police service
- security industry
- prison service

*With appropriate front-line experience being mapped into the desired qualification or unit.

To ensure that tutors have the right occupational expertise, the SIA require that:

- tutors new to the sector (i.e. this is their first role as a trainer/assessor in the security sector as identified by their CV) have a minimum of **2 years'** frontline operational experience **in the last 5 years**, which is relevant to the qualifications that they are delivering. This experience should have been gained in the UK. This operational experience can be achieved from full/part-time/weekend employment and achieved in blocks of employment if it meets the threshold above.
- existing tutors must demonstrate they are taking sufficient steps to keep their occupational competence up to date. Suitable steps would include attendance at relevant conferences and seminars and continuing work experience in the sector.

In addition to the above, tutors must be able to demonstrate evidence of a suitable level of continued professional development (CPD) in the sector. This should include the equivalent of at least 40 hours every year spent in a combination of training, increasing professional knowledge through other means, or working in the industry. This CPD record must show that the National Counter Terrorism Security Office (NaCTSO)/SIA endorsed counter terrorism programme such as the ACT (Action Counters Terrorism) awareness training has been completed on an annual basis.

It is the responsibility of training centres to retain the CPD information of trainers and assessors. Highfield and the SIA reserve the right to spot check this information for accuracy and quality assurance (QA) purposes. **This evidence must be retained for a minimum of 3 years for audit purposes.**

The SIA may publish additional requirements for tutors as and when they are agreed. Tutors looking to deliver licence-linked qualifications should ensure that they are fully familiar and compliant with the requirements detailed within the qualification.

Tutors who are unsure about their current qualifications or who wish to check their eligibility should contact their Highfield account manager.

Reasonable adjustments and special considerations

Highfield Qualifications has measures in place for learners who require additional support. Please refer to Highfield Qualifications' Reasonable Adjustments Policy for further information/guidance.

ID requirements

It is the responsibility of each centre to have systems in place to ensure that the person taking licence-linked qualifications is indeed the person they are purporting to be.

All centres are therefore required to ensure that each learner's photograph and formal identification documents are checked and recorded before they are allowed to sit the examination/assessment.

When completing the ID validation sheet, all photographs supplied by the learners must be checked to ensure each one is a true representation of the individual. Once satisfied, they must print the learner's name on the reverse of the photograph before sticking it onto the adhesive film on the identification validation sheet.

A list of current documentation that is accepted by the SIA as proof of identification is available on the SIA website.

Progression opportunities

Progression and further learning routes could include:

- Highfield Level 2 Award for Door Supervisors in the Private Security Industry
- Highfield Level 2 Award for Door Supervisors in the Private Security Industry (Top Up)
- Highfield Level 3 Certificate for Working as a Close Protection Operative within the Private Security Industry
- Highfield Level 3 Award in the Delivery of Conflict Management Training (RQF)
- Highfield Level 3 Award for Physical Intervention Trainers in the Private Security Industry

Useful websites

- British Security Industry Authority <http://www.bsia.co.uk/>
- Home Office <http://www.homeoffice.gov.uk/>
- SIA <http://www.sia.homeoffice.gov.uk/Pages/home.aspx>
- The Information Commissioner <http://ico.org.uk>
- NaCTSO <https://www.gov.uk/government/organisations/national-counter-terrorism-security-office>

Appendix 1: Qualification structure

To complete the **Highfield Level 2 Award for Security Officers in the Private Security Industry (Top Up)**, learners must complete **all units** contained within the following mandatory group.

Unit reference	Unit title	Level	GLH	Credit
M/618/6843	Principles of Terror Threat Awareness in the Private Security Industry	2	2	1
F/618/6846	Principles of Minimising Personal Risk for Security Officers in the Private Security Industry	2	2	1

Important note:

There are **no** RPL opportunities for old units (linked with historic security qualifications) that will allow for certification of the above qualification. Therefore, all units linked to this qualification must be completed in full for a learner to be awarded.

Appendix 2: Qualification content

Unit 1:	Principles of Terror Threat Awareness in the Private Security Industry
Unit number:	M/618/6843
Credit:	1
Min. contact time:	20 minutes (If self-study is applied. If self-study isn't used, then the MCT is 2 hours)
GLH:	2
Level:	2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
1. Understand terror threats and the role of the security operative in the event of a threat	1.1 Identify the different threat levels 1.2 Recognise the common terror attack methods 1.3 Recognise the actions to take in the event of a terror threat 1.4 Identify the procedures for dealing with suspicious items 1.5 Identify behaviours that could indicate suspicious activity 1.6 Identify how to respond to suspicious behaviour

Indicative Content
<p>LO1 Understand terror threats and the role of the security operative in the event of a threat</p> <p>1.1 Identify the different threat levels</p> <ul style="list-style-type: none"> • The official source of UK Threat Level is (MI5) and their website is https://www.mi5.gov.uk/threat-levels. As well as knowing what each level means an operative would ideally need to know how it may impact the response level their location may have: <ul style="list-style-type: none"> ○ LOW means an attack is highly unlikely ○ MODERATE means an attack is possible, but not likely ○ SUBSTANTIAL means an attack is likely ○ SEVERE means an attack is highly likely ○ CRITICAL means an attack is highly likely in the near future • Have an understanding of how UK threat level may impact the response level for the location in which you are working <p>1.2 Recognise the common terror attack methods</p> <ul style="list-style-type: none"> • Awareness of attack planning phases • Most current terrorist attack methodologies: • Marauding Terror Attack (MTA), including firearms, knife, blunt objects, etc. • Explosive device, including Improvised Explosive Device (IED), Person-Borne Improvised Explosive Device (PBIED), Vehicle-Borne Improvised Explosive Device (VBIED), Leave Behind Improvised Explosive Device (LBIED)

- VAAW (Vehicle As A Weapon) also known as vehicle ramming
- Chemical, Biological, Radiological and Nuclear (CBRN), including acid attacks.
- Cyber-attacks
- Insider threat

1.3 Recognise the actions to take in the event of a terror threat

- Understand the role security operatives have to play during a terror attack
- Understand what Run, Hide, Tell means for a security operative:
 - keeping yourself safe and encouraging members of the public, who will look up to you, to follow you to a safe place
- Know and follow relevant procedure for your place of work, including the company's evacuation plan within the limits of your own authority
- Use your knowledge of the location and making dynamic decisions based on available information to keep yourself and the public safe.
- Know the difference between evacuation and invacuation (lock down), including the pros and cons of both options:
 - in both of these situations, the pros can very easily become cons. For example, evacuating a building due to fire tries to keep people safe but the con can be that people rush out and get injured or stand around outside which could result in accident. Conversely, taking people into a building for safety due to a terrorist act on the street can mean that they are all grouped together and could be seen as an easy target for other forms of terrorist activities
- Report incidents requiring immediate response from the police on 999
- Know what information emergency response require:
 - what you have seen and what has happened
 - who you saw, what they looked like, what they were wearing
 - where did the situation happen and where you are
 - when did it happen
- Awareness of emergency services response time
- Reporting suspicious activity that does not need immediate response to the Anti-Terrorist Hotline
- Know who the public sector counter-terrorism experts are and how to access their information:
 - Centre for the protection of national infrastructure (CPNI)
 - National Counter Terrorism Security Office (NaCTSO)
- Awareness of current initiatives:
 - Run, hide, tell keeping themselves safe and encouraging members of the public, who will look up to a person wearing a yellow vest, to follow them to a safe place
 - ACT - Action Counter Terrorism
 - SCaN - See, Check and notify
 - The pros and cons of evacuation/invacuation

1.4 Identify the procedures for dealing with suspicious items

- Hot Principles:
 - Hidden

- Obviously suspicious
- Typical
- Four Cs:
 - Confirm
 - Clear
 - Communicate
 - Control
- Safety distance, including:
 - distance v suspicious item size (small items: 100 m - large items or small vehicle: 200 m - large vehicle: 400 m)
 - how to visually represent safety distance (e.g., football field)
 - difficulty involved in setting up a safety distances and not use radio/mobile phone within 15m

1.5 Identify behaviours that could indicate suspicious activity

- Suspicious activity is any observed behaviour that could indicate terrorism or terrorism related crime
- Hostile reconnaissance is the observing of people, places, vehicles and locations with the intention of gathering information to plan a hostile act
- Understand examples of what this might look like, including:
 - individuals taking particular interest in security measures, making unusual requests for information, testing security by breaching restricted areas, loitering, tampering with utilities
 - individuals avoiding security staff
 - individuals carrying out activities inconsistent with the nature of the building or area
 - individuals with forged, altered or stolen identity documents, documents in different names, with large amounts of cash, inappropriately dressed for season/location; taking photos or making drawings
 - parked vehicles with people inside, empty parked vehicles left unattended for long period
 - multiple sightings of same suspicious person, vehicle, or activity
- Understands actions that can deter or disrupt hostile reconnaissance, including:
 - Ensuring a visible presence of vigilant security staff; frequent patrols but at irregular intervals
 - Maintaining organised search procedures
 - Ensuring emergency exits are secured when not in use to prevent unauthorised entry

1.6 Identify how to respond to suspicious behaviour

- Use your customer service skills to disrupt potential hostile reconnaissance
- Understand the importance of showing professional behaviour and visible security as a tool to deter hostile reconnaissance
- Know where to report suspicious behaviour including:
 - internal procedure for site
 - Confidential (Anti-Terrorist) Hotline: 0800 789 321
 - British Transport police (BTP) “See it, Say it, Sorted”: text 61016 or call 0800 40 50 40
 - Non-emergency: 101

- ACT online reporting
- life threatening emergency or requiring immediate response: 999

Unit 2: Principles of Minimising Personal Risk for Security Officers in the Private Security Industry
 Unit number: F/618/6846
 Credit: 1
Min. contact time: 30 minutes (If self-study is applied. If self-study isn't used, then the MCT is 2 hours)
 GLH: 2
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<p>1. Know how to minimise risk to personal safety at work</p>	<p>1.1 Identify responsibilities for personal safety at work</p> <p>1.2 Identify situations that might compromise personal safety</p> <p>1.3 Identify the risks of ignoring personal safety in conflict situations</p> <p>1.4 State the personal safety benefits of undertaking dynamic risk assessments</p> <p>1.5 List ways to minimise risk to personal safety at work</p> <p>1.6 Recognise the different types of personal protective equipment relevant to the role of a security officer</p> <p>1.7 State the purpose of using body-worn cameras (BWC)</p> <p>1.8 Identify strategies that can assist personal safety in conflict situations</p> <p>1.9 Describe limits of own responsibility in physical intervention situations</p> <p>1.10 Identify types of harm that can occur during physical interventions</p> <p>1.11 Identify the personal safety advantages of mental alertness at work</p> <p>1.12 State the benefits of reflecting on personal safety experiences</p>
<p>2. Know what actions to take in relation to global (or critical) incidents</p>	<p>2.1 Know government guidance in relation to global (or critical) incidents</p>

Indicative Content

LO1 Know how to minimise risk to personal safety at work

1.1 Identify responsibilities for personal safety at work

- Employer responsibilities:
 - provision of assignment instruction
 - importance of contractor responsibilities
 - risk assessment
 - training needs analysis
 - provision of personal protective equipment (PPE) and other essential equipment
 - application of current employment legislation
 - provision of Health and Safety procedures and policies
- Employee responsibilities:
 - follow assignment instructions
 - identification of training needs
 - attend appropriate training
 - fit and well for work/duties
 - use of personal protective equipment (PPE) and other essential equipment
 - follow company HR policies and procedures

1.2 Identify situations that might compromise personal safety

- Lone working
- Interrupting a crime in progress
- Dealing with intoxicated individuals
- High risk locations (e.g., construction sites; remote and higher value site)

1.3 Identify the risks of ignoring personal safety in conflict situations

- Increased risk of escalation
- Places self and others at increased risk of violence and/or injury
- Risk of being considered negligent for any resultant harm

1.4 State the personal safety benefits of undertaking dynamic risk assessments

- Ensures a process of analysing risk and the best course of action prior to action, then during and after the incident
- Increases own ability to assess and react to the changing situations

1.5 List ways to minimise risk to personal safety at work

- Good communication
- Keeping the control room / colleagues informed
- Working within the limits of own knowledge and skillset
- Prompt action
- Control measures including the appropriate use of personal protective equipment (PPE)
- Keeping own knowledge and skills up to date via CPD

1.6 Recognise the different types of personal protective equipment relevant to the role of a security officer

- Wearables:
 - waterproof clothing
 - high-visibility clothing
 - headwear
 - stab vests
 - gloves (needle/slash resistant)
 - rubber gloves and face shields
 - ear defenders
 - eye protection
 - safety footwear
 - dust mask
 - face coverings
- Equipment:
 - metal detectors
 - body worn cameras (BWC)
 - radios, mobile phones
 - personal alarms
 - torches
 - equipment to help control infections

1.7 State the purpose of using body-worn cameras (BWC)

- Securing evidence against an offender
- Deterring crimes
- Self-protection
- Curbing behaviour (Security Officer or customer)
- Identifying offenders

1.8 Identify strategies that can assist personal safety in conflict situations

- Awareness
- Using dynamic risk assessments
- Building rapport
- Active listening
- Using problem solving techniques
- Using CCTV
- Working in teams
- Knowing when to involve the emergency services

1.9 Describe limits of own responsibility in physical intervention situations

- Work within own training, skillset and physical capabilities
- Request assistance when appropriate
- Legal responsibility for actions and omissions
- Current legal framework and responsibilities

1.10 Identify types of harm that can occur during physical interventions

- Types of harm:
 - Serious injury or death can result from:
 - strikes and kicks
 - an individual falling or being forced to ground
 - interventions involving the neck, spine or vital organs
 - restraint on the ground (face up and face down) or other position that impairs breathing and/or circulation and increases risk of death through positional asphyxia
 - any forceful restraint can lead to medical complications, sudden death or permanent disability especially where situational and individual risk factors are present
 - non-weapon items could cause harm to individual if they were to fall (e.g. glass objects, tools carried on person etc.)
- Stress and emotional trauma

1.11 Identify the personal safety advantages of mental alertness at work

- Quick reaction time
- Awareness of potential hazards
- Accurate assessment of situation
- Increased potential to prevent escalation
- Clear identification of hazards and necessary actions to mitigate risk

1.12 State the benefits of reflecting on personal safety experiences

- Improving safety of:
 - self
 - staff
 - visitor/customer
- Learning from what went well and what could have been handled better
- Informing/identifying improvements to personal and organisational practices and procedures
- Preventing reoccurrence of the same/similar problem
- Recognising trends to prevent reoccurrence of the same/similar problems
- Importance of sharing good practice to improve personal, team and organisational performance
- Recognising good and poor practice
- Identifying common responses to situations
- Identifying procedures or methods to deal with situations effectively

LO2 Know what actions to take in relation to global (or critical) incidents

2.1 Know what actions to take in relation to global (or critical) incidents

- Accessing the most up-to-date guidance from gov.uk
- Government guidance as it relates to global (or critical) incidents including:
 - health & safety and organisational procedures
 - venue Management e.g., queues, rules that impact socialising, venue access, personal protective equipment (PPE)
 - equipment as it applies to the incident e.g., to help infection control

Appendix 3: Sample assessment material

Sample questions:

1. In response to a firearms attack, the **first** action to take is to:
 - A. run using a safe route
 - B. describe the attacker
 - C. stop others from entering the area
 - D. hide in a safe space

2. Suspicious activity is **most** likely to include someone:
 - A. asking questions about the security protocols of a building
 - B. asking for directions to a local park
 - C. walking around the same area every night
 - D. picking someone up from work at the same time

Appendix 4: Standards of behaviour for security operatives

<https://www.sia.homeoffice.gov.uk/Documents/sia-standards-of-behaviour.pdf>

Personal appearance

A security operative should at all times:

- wear clothing that is smart, presentable, easily identifies the individual as a security operative, and is in accordance with the employer's guidelines

Professional Attitude and Skills

A security operative should:

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

General Conduct

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

- never solicit or accept any bribe or other consideration from any person.
- not drink alcohol or be under the influence of alcohol or drugs
- not display preferential treatment towards individuals
- never abuse his/her position of authority
- never carry any item which is or could be considered to be threatening
- report all incidents to the management
- co-operate fully with members of the police and partners, local authority, Security Industry Authority, and other statutory agencies with an interest in the premises or the way they are run.

Organisation/Company Values and Standards

A security operative should:

- adhere to the employing organisation/company standards
- be perceptive of the employing organisation/company culture and values
- contribute to the goals and objectives of the employing organisation/company.