Requirements when using virtual learning and assessment with SIA licence-linked qualifications from 1 April 2021

Definitions:

Blended learning: using a range of learning and assessment styles such as virtual classroom, self-study, remote online invigilated exams and face to face.

Licence-linked qualifications: a range of security qualifications that are linked to obtaining an SIA licence.

Online producer: another person from the training provider who attends the whole course (but does no delivery). Their role is to deal with any administrative and/or technical issues, provide learners with resources, collate materials submitted by learners etc.

Remote online invigilated exams: when a learner sits a remotely invigilated examination online. Also known as proctored exams.

Self-study: studying a subject during the learner's own time using specially developed material without the live assistance of a tutor.

Top up qualifications: a range of qualifications that an individual who wishes to renew their SIA licence must complete.

Virtual learning: an online platform that enables synchronous learning (live) and interactive delivery of training. This learning environment means that the tutors and learners can communicate (by sound and visually) and interact with each other in an online group setting. Also called virtual classroom, remote delivery/training or online classroom.

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1. The SIA has agreed with Awarding Organisations (AOs) that virtual learning and assessment can be used for a selection of the reformed licence-linked qualifications.

2. Appendix A details which assessment criteria can be delivered through virtual learning and self-study for licence-linked qualifications.

3. Appendix B details which assessment criteria can be delivered through virtual learning for top up qualifications.

4. Awarding Organisations **must** ensure their approved training providers are applying the **appropriate sections** of this document and all relevant sections of Get Training when using virtual learning and remote online invigilated exams as part of their delivery.

5. Any training provider wishing to use virtual learning and/or remote online invigilated exams must be approved to deliver and/or assess in this way. The training provider must provide evidence to the AO that they fully understand this guidance and have the necessary resource in place to deliver training in a virtual learning environment and/or remote online invigilated exams. AOs must be satisfied that the training provider has fully understood this and retain an audit trail of this evidence.

6. As part of the approval process the training provider will submit to the AO the training dates and a detailed breakdown of the delivery and assessment times to meet the required minimum contact tine for the qualification. The breakdown must include:
   o the split between virtual learning and face to face delivery of training
   o the split between remote online invigilated exams and face to face assessment
   o the delivery time should include rest breaks for learners
   o time should be factored in for technical issues.

7. AOs have the right to refuse approval if the centre has been subject to any sanctions in the last 12 months and/or does not have access to either an AO approved on-line platform which enables live and interactive delivery of training via a 'virtual classroom' or an appropriate remote online invigilated exams package.

SIA Right of Access
8. Training providers must register every course and/or learners with their AO where they are proposing to use virtual learning and/or remote online invigilated exams following the AO's required procedures.

9. Training provider **must** submit course details to the SIA at least 5 working days before delivery commences via email to virtualclassroom@sia.gov.uk using the *'virtual classroom submission form'*. This form can be downloaded from www.gov.uk/guidance/teaching-sia-licence-linked-training-courses.

Calendar invites are not an acceptable form of notification.

10. Self-study can be used prior to starting a course for up to **eight** hours of the unit Principles of Working in the Private Security Industry (PWPSI).

Learning Outcomes that can be delivered via self-study
LO1: Know the main characteristics and purposes of the Private Security Industry (**2 hours**)
LO2: Understand legislation as it applies to a security operative **(2 hours)**
LO4: Understand the importance of safe working practices **(2 hours)**
LO5: Understand fire procedures in the workplace **(1 hour)**
LO11: Understand good practice for post incident management **(1 hour)**

11. Self-study can also be used to deliver up to **three** hours of Level 2 Award for Cash and Valuables in Transit (CViT) Operatives in the Private Security Industry.

Unit	Learning Outcomes that can be delivered via self-study
Principles of Cash and Valuables in Transit (CViT) in the Private Security Industry **(1 hour)**	**LO1**: Understand the main characteristics of the CViT Industry. **LO6**: Understand legislation as it applies to the CViT role.
Principles of Working as a Cash and Valuables in Transit Operative (CViT) in the Private Security Industry **(2 hours)**	**LO6**: Understand UK and EU transport legislation relevant to drivers of CViT vehicles. **LO7**: Understand documentation requirements during CViT collection and delivery.

12. Training providers **must** confirm learners have completed any self-study and support learners if they have any questions or need a recap on topics. This should be done as a Q&A revision session during the virtual classroom delivery. Any revision carried out should be in addition to the timing of the virtual classroom delivery to ensure that the minimum contact times are met.

13. We have not made any changes to **minimum contact times** and those published in Get Training should be used.

14. **Contact time** is defined as the time where the learners are in the same physical or virtual learning environment as the tutor/invigilator and receiving training/ undertaking assessment. This time **DOES NOT** include:
    o familiarity with the IT to be used to deliver the programme
    o familiarity with the online system to be used for exams
    o breaks in the delivery of the course *(centres **must** consider Health and Safety (Display Screen Equipment) Regulations)*
    o assessment of English language skills
    o course registration / checks of learner ID.

15. Where blended learning is used the table below details the suggested **minimum** face to face contact that is required.

Qualification	Exams are taken on-line with remote invigilation	Exams are taken face to face
CCTV	1 day	1 day
DS	2 days	2.5 days
DS Top Up	1 day	1.5 days
SO	1 day	1.5 days
SO Top Up	N/A	1 hour
CViT	N/A	2 hours

16. Training providers **must** use an online platform which enables live and interactive delivery of training via a 'virtual classroom'. The platform **must be approved by the AO** and give access to personnel from the AO and SIA allowing them to 'drop in' and/or review at any time. **In the case of qualifications delivered in Scotland access must also be provided to SQA Accreditation.**

    In other words:
    o Learners within a course run will all 'attend' training at the same prescribed times, via their PC/laptop/tablet (not smart phone) which **must** have a camera. The learners must have access to devices compatible with both the virtual classroom and online invigilated exam packages (if an online invigilated exam package is being used as part of the virtual learning). **NB** whilst tablets can be used for training, for some exam platforms they cannot be used, and learners must be advised of this before the course starts.
    o The trainer delivers the training from their own PC/laptop/tablet (not smart phone) with camera.
    o The trainer **must** be able to see all learners live on their own screen. We recommend the trainer has two screens so they can see all learners during PowerPoint delivery.
    o All the learners **must** be able to see the trainer live on their screen (but not necessarily the other learners).
    o The learners **must** be able to speak to the trainer. The trainer's responses to questions must be audible for every learner.

17. If at any point during the virtual delivery learners are not engaged with the learning, struggling to keep pace with the delivery and/or not visible on camera due to connectivity issues this needs to be addressed and the learner may need to attend all of the delivery face to face.

18. Centres **must** provide their AO with the normal course paperwork such as:
    o Scheme of Work / Lesson Plans.
    o Daily Registers.
    o Notification of delivery and assessment in line with minimum contact time requirements as required for face-to-face delivery.

19. ID checking **must** be completed via secure electronic means. These must be rechecked during the face-to-face element of the training.

20. Centres **must** carry out any necessary English language assessments either remotely or face to face, prior to training, to ensure a learner's English language proficiency in reading, writing, speaking and listening.

21. Invigilation of the externally assessed multiple choice examinations **must** be via a high-quality reliable system whose main function is online invigilated examinations. Generic videoconferencing platforms such as Zoom etc. which are used for delivery, cannot be used for online invigilation. Centres/AOs will need to select a suitable provider **that must be approved/contracted by the AO**. The online invigilation can be completed live or by 'record and review' either

by a human or a combination of human and Artificial Intelligence (AI) but **the maximum ratio for live online invigilation is 1:12 (1 invigilator to 12 candidates).**

22. If a training provider would like to offer remote online invigilated exams, these externally assessed multiple choice examinations **must** take place via an AO's online/onscreen assessment system, that learners are required to securely log into.

23. Training centres cannot invigilate their own remote online examinations. Invigilation must be undertaken by the AO. Invigilation outsourced by the AO to a specialist invigilation company is permitted.

24. Unannounced visits **will** be carried out by AOs, SIA and SQA Accreditation (if Scottish qualifications). Both the AO and the SIA **must** be issued a log-in to each course by the centre, so that their representatives have the ability to 'drop in' at any time during training. Recorded copies of practical assessments must be available for review by AO and SIA staff at any time if requested. AO/SIA representatives may require documents to be submitted electronically for their review.

25. It is agreed that a maximum number of 12 learners can be present in a virtual classroom if there is only one tutor present. Class sizes can be extended to up to 16 learners if the centre is also using an online producer or trainer as support. The online producer cannot deliver any content if they are not approved trainers. Class sizes **must** be properly considered and **agreed** as part of the centre approval process with the AO.

26. The only **exception** to point 25 is when Office 365 'teams' is used as the delivery platform. Due to its design/capabilities the maximum number of learners is 9.

27. All recordings relating to course delivery and assessment **must** be retained by the centre/AO for a **minimum** of 90 days after certification.

28. AOs will provide the following information to the SIA via virtualclassroom@sia.gov.uk
    o a monthly list of centres approved for virtual classroom delivery that identifies newly approved centres and identifies any that have had their approval removed
    o an annual plan that details how they will quality assure licence-linked qualifications that include virtual learning

29. The SIA in consultation with the AOs retains the right to amend the content of this addendum at any time.

Appendix A Unit Delivery

The tables below explain which content can be delivered through virtual learning and which cannot.

Virtual learning: online platform which 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. Also called remote delivery training and online classroom

Unit	Learning Outcome	Virtual Delivery Acceptable	
		Yes	No
Principles of Working as a Security Officer in the Private Security Industry	LO1 Understand the roles and responsibilities of security officers	All ACs	
	LO2 Understand the control of access and egress.	All ACs	
	LO3 Know the different types of electronic and physical protection systems in the security environment.	All ACs	
	LO4 Know how to minimise risk to personal safety at work.	All ACs	
	LO5 Understand drug-misuse legislation, issues and procedures relevant to the role of a security officer.	All ACs	
	LO6 Know how to conduct effective search procedures.	All other ACs	6.7 Demonstrate how to search people, and their property.
	LO7 Understand how to patrol designated areas safely.	All other ACs	7.5 Demonstrate effective use of communication devices.

Unit	Learning Outcome	Virtual Delivery Acceptable	
		Yes	No
Principles and Practices of Working as a CCTV Operator in the Private Security Industry	LO1 Understand the purpose of a surveillance (CCTV) systems and the roles and responsibilities of control room team and other stakeholders.	All ACs	
	LO2 Understand the different types of legislation and how they impact on Public Space Surveillance (CCTV) operations.	All ACs	
	LO3 Understand the importance of operational procedures in public space surveillance (CCTV) operations.	All ACs	
	LO4 Understand how public space surveillance (CCTV) systems equipment operates.	All ACs	
	LO5 Understand Surveillance techniques	All ACs	
	LO6 Understand different types of incidents and how to respond to them	All ACs	
	LO7 Understand health and safety in the CCTV environment.	All ACs	
	LO8 Demonstrate operational use of CCTV equipment		All ACs
	LO9 Produce evidential documentation		All ACs

Unit	Learning Outcome	Virtual Delivery Acceptable	
		Yes	No
Principles of Working in the Private Security Industry	*LO1 Know the main characteristics and purposes of the Private Security Industry	All ACs	
	*LO2 Understand legislation as it applies to a security operative	All ACs	
	LO3 Understand arrest procedures relevant to security operatives	All ACs	
	*LO4 Understand the importance of safe working practices	All ACs	
	*LO5 Understand fire procedures in the workplace	All ACs	
	LO6 Understand emergencies and the importance of emergency procedures	All ACs	
	LO7 Understand how to communicate effectively as a security operative	All ACs	
	LO8 Understand record keeping relevant to the role of the security operative	All other ACs	8.4 Demonstrate the accurate completion of an evidential statement (Section 9 Statement)
	LO9 Understand terror threats and the role of the security operative in the event of a threat	All ACs	
	LO10 Understand how to keep vulnerable people safe	All ACs	
	*LO11 Understand good practice for post incident management	All ACs	

* Denotes content that can alternatively be taught through self-study.

Self-study: studying a subject during the learner's own time using specially developed material without the live assistance of a tutor.

Unit	Learning Outcome	Virtual Delivery Acceptable	
		Yes	**No**
Principles of Working as a Door Supervisor in the Private Security Industry	LO1 Understand crimes relevant to door supervision	All ACs	
	LO2 Know how to conduct effective search procedures	All other ACs	2.7 Demonstrate how to search people and their personal possessions
	LO3 Understand drug-misuse legislation, issues and procedures relevant to the role of a door supervisor.	All ACs	
	LO4 Understand preservation of evidence relevant to the role of a door supervisor	All ACs	
	LO5 Understand licensing law relevant to the role of a door supervisor	All ACs	
	LO6 Understand queue management and venue capacity responsibilities relevant to a door supervisor	All ACs	
	LO7 Know how to use equipment relevant to a door supervisor	All other ACs	7.5 Demonstrate effective use of communication devices

Unit	Learning Outcome	Virtual Delivery Acceptable	
		Yes	No
Principles of Cash and Valuables in Transit (CViT) in the Private Security Industry	*LO1 Understand the main characteristics of the cash and valuables in transit industry	All ACs	
	LO2 Understand the importance of safe working practices	All ACs	
	LO3 Understand workplace fire procedures relating to cash and valuables in transit operations	All ACs	
	LO4 Understand emergency (non-attack) procedures relevant to the role of a cash and valuables in transit operative	All ACs	
	LO5 Understand the importance of communication skills, customer engagement and teamwork	All ACs	
	*LO6 Understand legislation as it applies to the cash and valuables in transit role	All ACs	
	LO7 Understand how terror incidents can impact on the cash and valuable in transit operative	All ACs	

* Denotes content that can alternatively be taught through self-study.

Self-study: studying a subject during the learner's own time using specially developed material without the live assistance of a tutor.

Unit	Learning Outcome	Virtual Delivery Acceptable	
		Yes	**No**
Principles of Working in Transit (CViT) Operative in the Private Security Industry	LO1 Understand cash and valuables in transit procedures for personal security	All ACs	
	LO2 Understand the safe operation of cash and valuables in transit vehicles and systems	All ACs	
	LO3 Understand cash and valuables in transit operational security requirements	All ACs	
	LO4 Understand cash and valuables in transit loading and unloading procedures	All ACs	
	LO5 Understand safe procedures for collections, deliveries and other cash and valuables in transit services	All ACs	
	*LO6 Understand UK and EU transport legislation relevant to drivers of cash and valuables in transit vehicles	All ACs	
	*LO7 Understand documentation requirements during cash and valuables in transit collection and delivery	All ACs	
	LO8 Understand attack procedures relevant to cash and valuables in transit operations	All ACs	
	LO9 Understand end of shift procedures	All ACs	

* Denotes content that can alternatively be taught through self-study.

Self-study: studying a subject during the learner's own time using specially developed material without the live assistance of a tutor.

Unit	Learning Outcome	Virtual Delivery Acceptable	
		Yes	No
Application of Physical Intervention Skills in the Private Security Industry	LO1 Understand the legal and professional implications of using physical interventions	All ACs	
	LO2 Understand the risks associated with using physical intervention	All other ACs	2.3 State the specific risks associated with positional asphyxia
	LO3 Understand how to reduce the risk associated with physical intervention	All other ACs	3.2 Identify how to deal with physical interventions on the ground appropriately

3.5 State how to manage and monitor a person's safety during physical intervention |
| | LO4 Personal safety awareness and techniques | | All ACs |
| | LO5 Escorting techniques | | All ACs |

Unit	Learning Outcome	Virtual Delivery Acceptable	
		Yes	**No**
Application of Conflict Management in the Private Security Industry	LO1 Understand the principles of conflict management appropriate to the role	All ACs	
	LO2 Understand how to recognise, assess, and reduce risk in conflict situations	All ACs	
	LO3 Understand the use of problem-solving techniques when resolving conflict	All ACs	
	LO4 Be able to communicate to deescalate conflict	All other ACs	4.4 Demonstrate approaches to take when addressing unacceptable behaviour 4.5 Demonstrate ways to deescalate conflict situations 4.6 Demonstrate working with colleagues to de-escalate conflict situations

Appendix B Unit Delivery – Top Up

The tables below explain which content can be delivered through virtual classroom and which cannot.

Virtual learning: online platform which 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. Also called remote delivery training and online classroom.

Unit	Learning Outcome	Virtual Delivery Acceptable	
		Yes	**No**
Principles of Minimising Personal Risk for Security Officer in the Private Security Industry	LO1 Know how to minimise risk to personal safety at work	All ACs	
	LO2 Know what actions to take in relation to global (or critical) incidents	All ACs	

Unit	Learning Outcome	Virtual Delivery Acceptable	
		Yes	**No**
Principles of Using Equipment as a Door Supervisor in the Private Security Industry	*LO1 Know how to use equipment relevant to a door supervisor	All ACs	
	*LO2 Know what actions to take in relation to global (or critical) incidents	All ACs	

* Denotes content that can alternatively be taught through self-study.

Self-study: studying a subject during the learner's own time using specially developed material without the live assistance of a tutor.

		Virtual Delivery Acceptable	
Unit	**Learning Outcome**	**Yes**	**No**
*Principles of Terror Threat Awareness in the Private Security Industry	LO1 Understand terror threats and the role of the security operative in the event of a threat	All ACs	

*RPL can be used in place of the learning (not assessment) of this unit if a learner has completed the ACT e-Learning **and** ACT for Security (available from July 2021) e-Learning and provides certificates for both, dated after January 2021.

		Virtual Delivery Acceptable	
Unit	**Learning Outcome**	**Yes**	**No**
Application of Physical Intervention Skills in the Private Security Industry	LO1 Understand the legal and professional implications of using physical interventions	All ACs	
	LO2 Understand the risks associated with using physical intervention	All other ACs	2.3 State the specific risks associated with positional asphyxia
	LO3 Understand how to reduce the risk associated with physical intervention	All other ACs	3.2 Identify how to deal with physical interventions on the ground appropriately

3.5 State how to manage and monitor a person's safety during physical intervention |
| | LO4 Personal safety awareness and techniques | | All ACs |
| | LO5 Escorting techniques | | All ACs |