

Instructions to training providers on the delivery of SIA licence-linked qualifications

Please read this document carefully as it contains important information regarding the content of training that you must deliver for licence-linked qualifications.

The qualifications required for an SIA licence help to ensure the safety of security operatives and the public. These qualifications contain important content on safety issues that individuals applying for a licence need to learn.

The work of training providers is crucial in making sure that security operatives have the knowledge and skills that are needed to keep themselves and the public safe.

This document contains instructions on training that you must deliver as part of the licence-linked qualifications. This document gives you advice on what content must be included.

This additional content relates to some areas that you already deliver. You may already be covering it in your existing courses. The purpose of this document is to raise awareness of more ways in which security operatives can help safeguard the public. There are four basic areas that are covered:

1. Identifying vulnerable people.
2. Understanding the risks to vulnerable people being ejected from, or refused entry to, a venue, and what actions can be taken to protect them.
3. Identifying the behaviour of sexual predators.
4. Identify and know how to report indicators of child sexual exploitation.

We need you to cover these areas in the training because there is clear evidence of the risk posed to the public. The Home Office and the police, as well as agencies such as the Child Exploitation and Online Protection Centre, believe that security operatives can help to keep people safe.

You are required to deliver this extra content from **1 November 2013**. Some of this content can be delivered as part of the non-contact time, although the content relating to ejections and refusal of entry of vulnerable people will need to be delivered as part of the contact time for the conflict management unit. This training does not mean a change to the minimum contact hours. Your awarding organisation will want evidence that this training is being delivered.

Additional training for the Level 2 Award in Door Supervision

This page details additional training that you must deliver against the learning outcomes in the Level 2 Award for Door Supervisors.

Each of the areas of training that you must include, show which area of the existing qualification to which they relate.

I Identifying vulnerable people

Why you need to deliver this training

Door supervisors already make a major contribution to the safety of customers in pubs, bars and clubs. We want to make sure that door supervisors recognise customers that may be vulnerable. This will help them deal with incidents in a way that will ensure the safety of customers.

There have been occasions where vulnerable customers have been victims of crime in the night-time economy. This training will help reduce the risk of such incidents happening in the future.

Where does this training relate to the current syllabus?

This training relates to Section 8 of the *Specification for Learning and Qualifications for Door Supervisors*. It specifically relates to the outcome *Demonstrate an understanding of how to remain alert and vigilant of unusual and suspicious activity*. It is covered by Assessment Criterion 8.3 of the qualification unit - *Identify indicators of unusual and suspicious activity*.

What you must deliver

The following content has been adapted from learning materials produced by Northumbria Police. You should use or adapt them so that you are able to deliver training to allow door supervisors to recognise a vulnerable person.

Guidance for additional training to be delivered - identify factors that make a person vulnerable

A. Being under the influence of alcohol or drugs

People under the influence of alcohol or drugs can be vulnerable because they can have:

- reduced inhibitions
- decreased ability to make considered decisions
- changed perceptions of their own abilities and limitations
- the appearance of being overly friendly
- displays of aggression
- a lack of spatial awareness increasing the likelihood of them hurting themselves or others.

B. Individuals that are alone or are receiving unwanted attention

- Individuals that become separated from their friends or appear lost or isolated can be vulnerable.
- An individual receiving unwanted attention over a period of time or is being followed or threatened can also be vulnerable.

C. Potential victims of domestic violence

Victims of domestic violence can be at an increased risk of assault and harm, which may be fuelled by alcohol.

D. Young people

Whilst anyone can be vulnerable, this is especially true of people under the age of 18.

E. Presence of a sexual predator

A person will be more vulnerable if they are the target of a sexual predator.

2 Understanding the risks to vulnerable people being ejected from, or refused entry to, a venue, and what actions can be taken to protect them.

Why you need to deliver this training

Often people can be vulnerable if they are ejected from a pub or club or refused entry. They can be separated from friends and find themselves alone and vulnerable.

Where does this training relate to the current syllabus?

This training relates to the *Specification for Learning and Qualifications in Conflict Management*. Specifically, it relates to Session 4b: *Application of Communication Skills and Conflict Management for Door Supervisors*. The content should be delivered under sections 1 - *Refusing Entry to a Customer* and 2 - *Ejecting a customer from the venue*.

What you must deliver

The following content has been adapted from learning materials produced by Northumbria Police. You should use or adapt them so that you are able to deliver training to allow door supervisors to ensure the safety of vulnerable people who have been ejected or refused entry to a venue.

Guidance for additional training to be delivered - state factors to consider when ejecting or refusing entry to a person that may be vulnerable

When a door supervisor ejects an individual or refuses them entry to a venue, he or she should consider whether this leaves the individual vulnerable. If so, then the door supervisor should consider if there are ways that the welfare of the individual could be protected.

When refusing entry or ejecting someone that may be vulnerable from a venue, the following should be considered:

- Is the person under the age of 18 and in need of particular help (see Considerations for Dealing with 14-18 year olds under incident scenarios in the Learning and Qualification Specification for Conflict Management)
- Is the individual vulnerable due to being under the influence of drink or drugs?
- Is the individual alone or do they have friends nearby?
- Do they have their belongings?
- Do they need medical attention?

If the professional judgement of the door supervisor is that the individual may be vulnerable, then he or she should consider what help can be provided. There are a number of options that a door supervisor can consider, which include:

- Seeking the help of Street Pastors, Street Marshalls or any other scheme active in the area to help people in the night-time economy
- Particularly in the case of younger people, is there a relative you can call to assist the vulnerable person
- Calling for a taxi to take the vulnerable person home
- Using 'safe havens' or other local initiatives run by organisations such as St Johns Ambulance
- Call the police.

3 Identifying the behaviour of sexual predators

Vulnerable people can be at risk from sexual predators. The following content will allow door supervisors to recognise the behaviour of sexual predators and allow them to protect vulnerable people and stop crimes being committed.

Where does this training relate to the current syllabus?

This training relates to Section 8 of the *Specification for Learning and Qualifications for Door Supervisors*. It specifically relates to the outcome *Demonstrate an understanding of how to remain alert and vigilant of unusual and suspicious activity*.

The content is covered by Assessment Criterion 8.3 of the qualification unit - Identify indicators of unusual and suspicious activity.

What you must deliver

The following content has been adapted from learning materials produced by Northumbria Police. You should use or adapt them so that you are able to deliver training to allow Door Supervisors to recognise the behaviour of a sexual predator.

Guidance for additional training to be delivered - identify the behaviours of potential sexual predators

What is a sexual predator?

A sexual predator is a person who commits sexual crimes. Sexual predators are often friendly and self-assured and can be any race, profession, level of intelligence or age. A person can be a predator if they are ignorant to the fact that a person cannot consent to sex if they are drunk.

How does a sexual predator pick victims?

Sexual predators may select or target victims based on:

- vulnerability
- availability
- gender
- location
- race
- appearance.

How to spot sexual predators and what action you can take

- A sexual predator may be a lone male. If you see someone being pestered, you could approach them to assess his or her safety, inform the venue management or call the police.
- Sexual predators may use drugs such as Rohypnol to facilitate their crimes. If you find drugs that you think might be Rohypnol or a similar drug that you feel may be used to facilitate a crime, then call the police. (This content also relates to Drugs Awareness training for identification of drugs).
- If you see a heavily intoxicated female and male exiting the premises consider intervening to seek clarity of the relationship to ensure the safety of the female.
- If there is a regular lone attendee at your venue you probably know who these individuals are. Do they leave with a different person every time they come? Does the person they leave with appear intoxicated? If so, then this may be an indication of a sexual predator.

Additional training for:

- **Level 2 award in Door Supervision**
- **Level 2 award in Security Guarding**
- **Level 2 Award in CCTV Operations (Public Space Surveillance)**

4 Identify and know how to report indicators of child sexual exploitation

Why you need to deliver this training

You already deliver training on spotting suspicious behaviours. This training will add to what you already deliver so that security operatives will be better able to spot signs of child sexual exploitation and know how to report any suspicions they have.

Where does this training relate to the current syllabus?

This training relates to the following units of the licence-linked qualifications:

- Working as a door supervisor. Assessment Criterion 8.3 - *Identify indicators of unusual and suspicious activity*
- Working as a security guard. Assessment Criterion 2.5 - *Explain the importance of vigilance and using local and site knowledge when patrolling*
- Practical operation of a CCTV unit. Assessment Criterion 2.3 - *Identify body language and behaviours that could indicate unusual or suspicious activity.*

What you must deliver

The following content has been adapted from materials produced by the Child Exploitation and Online Protection Centre. If you want further resources, these can be obtained from the website of the National Working Group for Sexually Exploited Children and Young People on www.nationalworkinggroup.org.

Guidance for additional training to be delivered- identify and know how to report indicators of child sexual exploitation

There has been a number of high profile cases that have highlighted crimes connected with the sexual exploitation of children. Security staff often work at night and may work where some of the crimes associated with child sexual exploitation happen. This training will help security staff to recognise some of the warning signs that these crimes may be taking place. These include:

- Children and young people in the company of older people or anti-social groups
- Young people acting in an inappropriate and sexualised way with adults or older people
- Children and young people intoxicated, particularly if they are with older men who are not intoxicated.

Visible signs that children are being trafficked might mean child sexual exploitation is taking place. Warning signs of this include:

- Children and young people arriving and departing a location with different adults on the same day or over a period of time
- Children and young people getting into and out of a number of different cars
- Groups of young people using hotels or bed and breakfast establishments with older men.

Children who are being sexually exploited may show changes in behaviour or start to look different. This includes:

- Unexplained changes in behaviour, such as chaotic, aggressive or sexual behaviour
- Self-harming or suicide attempts
- Showing fear in certain company
- Having cuts and bruises from assaults
- Having unaffordable new items like clothes or phones
- Developing expensive new habits like alcohol or drug use.

Security staff who suspect that child sexual exploitation is taking place should contact the police. If they want to remain anonymous, then they can call Crimestoppers on 0800 555 111.