

Unit 2:
Principles of Working as a Door Supervisor in the Private Security Industry

Level: 2

Unit type: Mandatory

Guided learning hours: 11

Learning outcomes		Assessment criteria		Unit amplification
1	Understand crimes relevant to door supervision	1.1	Recognise the types of crime against a person that a door supervisor may come Across	<ul style="list-style-type: none"> • Murder/manslaughter. • Grievous bodily harm with intent. • Grievous bodily harm. • Actual bodily harm. • Common assault. • Rape. • Sexual assault.
		1.2	Recognise common crimes against property and premises that a door supervisor may come Across	<ul style="list-style-type: none"> • Arson. • Criminal damage. • Threats to damage. • Robbery. • Burglary. • Theft. • Fraud.
		1.3	Identify an offensive Weapon	<ul style="list-style-type: none"> • Any article made or adapted for use to cause injury to the person, or intended by the person having it with him for such use: <ul style="list-style-type: none"> ○ vehicle ○ knives

			<ul style="list-style-type: none"> ○ glass ○ baseball bats.
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Learning outcomes		Assessment criteria	Indicative content
2	Know how to conduct effective search procedures	2.1 State the different type of search carried out by a door Supervisor	<ul style="list-style-type: none"> • General: <ul style="list-style-type: none"> ○ when everyone is searched. • Random: <ul style="list-style-type: none"> ○ when a random selection of people are searched (i.e. search every fourth person). • Specific: <ul style="list-style-type: none"> ○ when specific individuals are searched for specific reasons. • Premises.
		2.2 Identify a door supervisor's right to Search	<ul style="list-style-type: none"> • Only with the permission from the person prior to the search. • As a part of the admissions policy. • As a condition of entry.
		2.3 Identify the different types of searching Equipment	<ul style="list-style-type: none"> • Search wand. • Metal detector. • AMD - Archway Metal Detectors.

2.4	Recognise possible hazards when conducting a search	<ul style="list-style-type: none"> • Drugs. • Needles/sharp objects. • Weapons. • Violence. • Infectious diseases. • Uncooperative clients.
2.5	State the precautions to take when carrying out a search	<ul style="list-style-type: none"> • Use of a dedicated search area. • Carry out searching in pairs if possible. • Carry out searching in view of CCTV if possible. • Use of personal protective equipment (PPE), e.g. safety gloves. • Use self-search techniques. • Follow same sex searching policy (including that searches of transgender individuals should be performed according to the SIA Trans customers: A guide for door supervisors guidance found at https://www.sia.homeoffice.gov.uk/documents/sia-ds-trans-guide.pdf) • Infectious diseases: <ul style="list-style-type: none"> ○ use of personal protective equipment (PPE) ○ use self-search techniques.

2.6	State the actions to take if an incident or an accident occurs	<ul style="list-style-type: none"> • Contact emergency services. • Follow venue policy/assignment instructions.
2.7	Demonstrate how to search people and their personal possessions -	<ul style="list-style-type: none"> • Use of signage to indicate that searching could take place. • Explain the search policy. • Obtain permission of person being searched prior to the search. • Follow venue policy/assignment instructions • Same-sex searching: <ul style="list-style-type: none"> ○ follow same sex searching policy (including that searches of transgender individuals should be performed according to the SIA Trans customers: A guide for door supervisors guidance) https://www.sia.homeoffice.gov.uk/documents/sia-ds-trans-guide.pdf. • Use appropriate PPE. • Use self-searching techniques (where appropriate). • Search with a witness or in view of CCTV. • Consideration must be given to protected characteristics: <ul style="list-style-type: none"> ○ age ○ disability ○ gender reassignment ○ marriage and civil partnership

			<ul style="list-style-type: none"> ○ pregnancy and maternity ○ race ○ religion or belief ○ sex/ gender. • Considerations for searching children and young people: <ul style="list-style-type: none"> ○ never ask to remove clothing, other than outer garments like coats, gloves, jumpers ○ should be conducted in the presence of another individual, ideally parent, guardian or other responsible adult ○ should be spoken to in an appropriate manner whilst informing them of what's happening and why ○ consent should be obtained from the child and understanding confirmed. ○ searches should be conducted by a person of the same sex as the child or young person.
		<p>2.8 Identify the reasons for carrying out a premises search</p>	<ul style="list-style-type: none"> • Pre-entry check to ensure the safety of the premises on opening. • Identifying potential hazards. • Search for drugs, weapons, suspicious packages. • Closing check to ensure no patrons are left in toilets, VIP area or areas where it is easy to stow away.

			<ul style="list-style-type: none"> • Lock down with duty manager to ensure all doors are secure etc.
	2.9	Recognise actions to take in the event of a search refusal	<ul style="list-style-type: none"> • Politely explain reasons for search: <ul style="list-style-type: none"> ○ condition of entry ○ admissions policy. • If customers do not give consent for a search, then they should be denied entry. • Follow venue policy/assignment instructions. • Record details in search register/other report.
	2.10	Identify reasons for completing search Documentation	<ul style="list-style-type: none"> • Protection against allegations of misconduct. • Protect person who is being searched. • To capture time, date, people present and reason for search. • For evidential purposes.
	2.11	Identify actions to take if a prohibited or restricted item is found during a search	<ul style="list-style-type: none"> • Follow venue policy/assignment instructions. • If the item is against entrance policy but is not illegal follow venue policy/assignment instructions. This could be to consider holding/looking after the item before entry is granted and then returning on exit. • Consider seizing/securing item (where appropriate), refusing entry, recording find and informing police.

			<ul style="list-style-type: none"> • Consider seizing the item, arresting the customer, calling the police (where appropriate), handing-over both person and item to the police. • Record the find in line with venue policy/assignment instructions and record details of the find. • Inform control room/senior management. • Use drugs amnesty boxes if available.
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Learning outcomes		Assessment criteria		Indicative content
3	Understand drug-misuse legislation, issues and procedures relevant to the role of a door supervisor	3.1	Identify relevant aspects of drug-misuse Legislation	<ul style="list-style-type: none"> • Misuse of Drugs Act 1971. • Possession of drugs. • Possession of controlled drugs with intent to supply. • Supplying controlled drugs. • Manufacturing controlled drugs. • Allowing the premises to be used to take controlled drugs. • Class A, B and C drugs.
		3.2	Identify common types of illegal drug	<ul style="list-style-type: none"> • Class A: crack cocaine, cocaine, ecstasy (MDMA), LSD, heroin, crystal methamphetamine (crystal meth), psilocybin (magic mushroom), methadone.

		<ul style="list-style-type: none"> • Class B: amphetamines, barbiturates, cannabis, ketamine, codeine, ritalin. • Class C: GHB, rohypnol, anabolic steroids and other tranquilisers. • Other drugs restricted under the Medicines Act.
	3.3 Recognise the signs and symptoms of drug Use	<ul style="list-style-type: none"> • Uncoordinated behaviour. • Repetitive movement. • Dilated pupils. • Anxiety. • Bloodshot or watering eyes. • Excessive sweating. • Feeling drowsy. • Unconsciousness.
	3.4 Identify the signs that may indicate drug Dealing	<ul style="list-style-type: none"> • Suspicious behaviour. • Frequent trips to the toilet. • Meetings with lots of strangers. • Lots of people approaching one individual. • Covert exchanges of items/cash. • Hiding in areas out of view of staff and CCTV. • Information from other customers or members of staff. • Reduction in alcohol sales. • Drug litter found in the venue.

		<p>3.5 State the procedure for dealing with individuals found to be in possession of drugs</p>	<ul style="list-style-type: none"> • Follow venue policy/assignment instructions with regards to refusal, ejection or arrest. • Seize any drugs if it is safe to do so. • Secure the drugs if it is safe to do so. • Inform a supervisor, manager and/or licence holder. • Record incident in line with venue policy/assignment instruction.
		<p>3.6 State the procedures for handling and storing seized drugs</p>	<ul style="list-style-type: none"> • Think safety first (including use of safety gloves). • Follow venue policy/assignment instructions. • Ensure drugs placed somewhere securely. • Ensure seizure is recorded correctly. • Inform police where necessary.
		<p>3.7 State how to dispose of drug related litter and contaminated waste</p>	<ul style="list-style-type: none"> • Use personal protective equipment (i.e. safety gloves). • Use sharps boxes or bottles for needles. • Dispose of blood-stained tissues down the toilet or place in contaminated waste bags.

Learning outcomes		Assessment criteria	Indicative content
4	Understand preservation of evidence relevant to the role of a door supervisor	4.1 State reasons for recording and preserving crime Scenes	<ul style="list-style-type: none"> • Permanent written record of the event. • For evidential purposes. • To assist in identifying offenders. • To assist outside agencies or court cases. • To justify actions taken. • To prevent malicious allegations or civil actions.
		4.2 State actions to take to preserve evidence after an incident	<ul style="list-style-type: none"> • Contact the emergency services. • Cordon off the area. • Contain potential evidence. • Control the area. • Call for support and inform management. • Restrict access. • Show police any potential evidence. • Record actions.
		4.3 Identify circumstances when a door supervisor should call the police	<ul style="list-style-type: none"> • Following an arrest. • To report a serious crime. • To report serious public order offences. • To report other serious incidents inside or outside of the venue.

4.4 Identify how different types of evidence can be obtained at a crime scene

- Direct/factual:
 - evidence that directly proves a fact.
- Circumstantial:
 - evidence that supports a presumption of guilt.
- Hearsay:
 - something heard from another person.
- Documentary:
 - handwritten, typed or printed documents
 - notebooks
 - logs
 - reports
 - footage from CCTV /body-worn cameras (BWC)/mobile phone
 - computer records.
- Real:
 - produced as an exhibit.
- Oral:
 - spoken evidence given by witnesses.
- Forensic:
 - scientific evidence, i.e. DNA from blood, hair, body fluids
 - fingerprints

- disposed-of articles.

Learning outcomes		Assessment criteria		Indicative content
5	Understand licensing law relevant to the role of a door supervisor	5.1	Identify the licensing Objectives	<ul style="list-style-type: none"> • Listed in the Licensing Act 2003: <ul style="list-style-type: none"> ○ prevent crime and disorder ○ securing public safety ○ preventing public nuisance ○ protection of children and young people from harm.
		5.2	State the law in relation to refusing entry and ejecting customers	<ul style="list-style-type: none"> • Licence holder, other members of staff and door supervisors acting on their behalf can refuse entry to any person from entering licensed premises, particularly to enforce licensing objectives. • Anyone refusing to leave the premises when asked becomes a trespasser, and can be lawfully ejected from the premises using only such force as is reasonable and necessary.
		5.3	Identify police powers regarding licensed Premises	<ul style="list-style-type: none"> • Have right of entry/inspection. • Have right to search premises. • Have powers of closure.

		<p>5.4 State the rights and duties of licensees and door supervisors as their representatives</p>	<ul style="list-style-type: none"> • Licence holder is responsible for ensuring that the premises complies with licensing objectives and all other relevant legislation. • Licence holder decides on admission policy and other house rules. • Door supervisors, acting on behalf of licence holders should promote those policies. • Door supervisors and the licence holder should know the differences between personal and premises licences and how to obtain them.
		<p>5.5 State the role of the designated premises supervisor (DPS)</p>	<ul style="list-style-type: none"> • Must only have one DPS for that premises. • A DPS has day-to-day ultimate responsibility for the running of the premises. • Must be named in the operating schedule (which is completed when applying for a premises licence). • Point of contact for police and local government.
		<p>5.6 State the law regarding children and young persons on licensed Premises</p>	<ul style="list-style-type: none"> • Protection of children from harm is a licensing objective. • Selling alcohol to a person under 18 is illegal. • Penalties can be imposed on venues. • Test purchasing may take place. • Other age-related licensing offences include young people and meals, serving alcohol, collecting alcohol.
		<p>5.7 State conduct that is unlawful under</p>	<ul style="list-style-type: none"> • Allowing drunkenness on licensed premises.

		licensing, gaming and sexual offences Legislation	<ul style="list-style-type: none"> • Serving someone who is drunk. • Serving alcohol to someone under the legal age. • Unlawful gaming. • Contravening the Policing and Crime Act 2009. • Contravention of licence terms, conditions and/or restrictions as described by local authorities. • Running establishments without a licence granted by the local authority. • Soliciting on licensed premises.
	5.8	Identify acceptable forms of proof of age	<ul style="list-style-type: none"> • Follow venue policy/assignment instructions. • Passports. • Photo-card driving licences. • Proof-of-age scheme cards. • Local Challenge 21 and Challenge 25 schemes.

Learning outcomes		Assessment criteria		Indicative content
6	Understand queue management and venue capacity	6.1	State the responsibilities of a door supervisor when controlling queues	<ul style="list-style-type: none"> • Access the most up-to-date guidance from gov.uk. • Venue management e.g. queues, rules that impact socialising, venue access, PPE. • To have a professional appearance and attitude.

responsibilities relevant to a door supervisor		<ul style="list-style-type: none"> • To ensure that only appropriate people can enter. • To ensure that only the appropriate numbers of customers can enter. • To ensure safe entry for customers.
	6.2	<p>Recognise the benefits of queue control</p> <ul style="list-style-type: none"> • Decreases the potential for conflict outside of the venue. • Demonstrates good customer service. • Allows assessment of attitude and behaviour of different customers. • Allows enforcement of admissions policy. • Improves customer safety. • Ensures customer enjoyment.
	6.3	<p>Identify the importance of following dispersal Procedures</p> <ul style="list-style-type: none"> • Ensures safe exit of customers. • Prevents disorder. • Shows good customer service. • Assists outside agencies. • Help compliance with licensing objectives.
	6.4	<p>State why communication is important throughout the queuing process</p> <ul style="list-style-type: none"> • Manages customer expectations. • Decreases potential conflict. • Provides good customer service. • Allows assessment of the customers' attitude and sobriety. • Builds positive relationships with customers who may then return to the venue.

		<p>6.5 State the responsibilities of a door supervisor in relation to crowd capacity regulations</p>	<ul style="list-style-type: none"> • Monitor the queue at all times. • Use of devices to count customers in and out of the premises. • Halt entry once capacity is reached. • Ensures compliance with: <ul style="list-style-type: none"> ○ health and safety legislation ○ fire safety regulations ○ venue's licence. ○ licensing objectives.
		<p>6.6 Identify how and when to monitor a queue for potential safety issues</p>	<ul style="list-style-type: none"> • Monitor at all times. • Monitor for attitude and welfare issues. • Maintain observations throughout the queue. • Use of barriers, lines or signs to ensure safe entry.
		<p>6.7 State the factors to consider when ejecting or refusing entry to a person who may be Vulnerable</p>	<ul style="list-style-type: none"> • People being ejected are more vulnerable to specific crimes or attacks which are more common in the night-time economy. • Sobriety. • Drug use. • Age. • Mental capacity. • Attitude. • Crimes and licensing offences.

Learning outcomes		Assessment criteria		Indicative content
7	Know how to use equipment relevant to a door supervisor	7.1	Recognise equipment used to manage venue Capacity	<ul style="list-style-type: none"> • Clickers. • Other counters. • Radio calling colleagues and asking for number updates on venue capacity (multiple entrances). • Use of CCTV. • Equipment to help control infections
		7.2	Recognise the different types of personal protective equipment relevant to the role of a door supervisor	<ul style="list-style-type: none"> • Wearables: <ul style="list-style-type: none"> ○ waterproof clothing ○ high-visibility clothing ○ headwear ○ stab vests ○ gloves (needle/slash resistant) ○ rubber gloves and face shields ○ ear defender ○ eye protection ○ safety boots. • Equipment: <ul style="list-style-type: none"> ○ metal detectors

			<ul style="list-style-type: none"> ○ Body Worn Cameras ○ radios, mobile phones ○ personal alarms ○ torches ○ equipment to help control infections ○ breathalyser.
		7.3 State the purpose of using Body Worn Cameras (BWC)	<ul style="list-style-type: none"> • Securing evidence against an offender. • Deterring crimes. • Self-protection. • Curbing behaviour (DS or customer). • Identifying offenders.
		7.4 Identify how to Communicate effectively using relevant equipment	<ul style="list-style-type: none"> • Equipment: <ul style="list-style-type: none"> ○ radios and earpieces ○ mobile phones ○ internal telephone systems. • Communication occurring between: <ul style="list-style-type: none"> ○ internal and external colleagues ○ professionals, i.e. within the premises ○ police/external agencies. • Methods used to communicate clearly and accurately over a radio network:

			<ul style="list-style-type: none">○ use of radio protocols to signal start/end of transmissions○ use of clear and concise language○ ensure clear and effective communication○ ensure urgent incidents are dealt with quickly.
		7.5 Demonstrate effective use of communication Devices	<ul style="list-style-type: none">• Accurate, brief and clear.• Use of call-signs, pro-words, local code words.• Use of the NATO phonetic alphabet.• Correct pronunciation of numbers.• Professional local radio etiquette.• Equipment used:<ul style="list-style-type: none">○ radios○ mobile phone○ internal telephone systems○ internal tannoy systems/use of the DJ.• Ensure radio equipment is tested and fully charged prior to use.