

Training Service To The Security & Leisure Industries *Forward Thinking!*

SIA Training for Security & Door Supervisors

Thank you for your enquiry with regard to SIA training for Security & Door Supervisors. Please find further information enclosed.

A Door Supervisor licence is also accepted as a Security guarding licence without the need for further training.

Simply Conflict Ltd is a leading provider of security, safety and conflict management training courses. With many candidates having successfully completed our SIA training courses, SC Ltd is one of the most experienced security training companies in the UK. We are committed to high quality and our aim is to deliver cost effective and valuable training to each and every individual.

We employ experienced training and assessment personnel that are acknowledged experts in their own field. All of our instructors have a security, police or military background, which allows our courses to be presented with an assertion from experience.

We will be happy to answer any further questions that you might have so please do not hesitate to contact us. Tel: 08709193632 Email: info@simplyconflict.co.uk

SC Ltd are approved examination centre with the BIIAB,
Kind regards,
Simply Conflict Ltd

Training & Qualification

SC Ltd training courses are highly participative, thorough and comprehensive enabling candidates to undertake any demands placed upon them in the workplace to get the SIA qualification which will enable you to obtain a front line operative license, you need to attend a 4 DAY training course and complete 3 examinations.
And a practical assessment. This training contains 4 parts and will be delivered as follows:

BIIAB Level 2 Award in Door Supervision is delivered over 4 days.

The Level 2 Award in Door Supervision consists of four units:

- Working in the Private Security Industry
- Working as a Door Supervisor
- Conflict Management for the Private Security Industry
- Physical Intervention Skills for the Private Security Industry

Assessment - for this qualification, candidates will be required to complete the following assessments:

- A 25 question multiple choice examination on Working in the Security Industry. The examination will last for 40 minutes and candidates will be required to correctly answer 20 of the 25 questions = (80%)
- A 40 question multiple choice examination on Working as a Door Supervisor. The examination will last for 1 hour and candidates will be required to correctly answer 28 of the 40 questions = (70%)
- A 30 question multiple choice examination on Conflict Management for the Private Security Industry. The examination will last for 45 minutes and candidates will be required to correctly answer 20 of the 30 questions = (66%)
- A practical assessment covering Physical Intervention Skills

The Units covered in the BIIAB Level 2 Award for Door Supervisors are:

UNIT 1: Working in the Private Security Industry

Aim: This unit is intended for people who want to work in the private security industry and who require an SIA licence to practise. It covers those areas of content that are common across different sub-sectors: **door supervision, security guarding, CCTV operations, vehicle immobilisation, and cash and valuables in transit.**

Main topics

- The purpose and main features of the private security industry
- The legislation that is relevant to people working in the private security industry
- Relevant aspects of health and safety in the workplace
- Application of fire safety principles
- Dealing with non-fire-related workplace emergencies
- The principles of effective communication and customer care in the private security industry

UNIT 2: Working as a Door Supervisor

Aim: This unit is intended for people who want to work in the private security industry and who require an SIA licence to practice. It covers the knowledge and understanding for areas that are relevant to the role of a door supervisor.

Main topics

- Understand the behaviour appropriate for individual door supervisors
- Understand elements of civil and criminal law relevant to door supervisors
- Understand admission policies and search procedures
- Understand the powers of citizen's arrest and related procedures
- Understand relevant drug legislation and its relevance to the role of the door supervisor
- Understand incident recording and crime scene preservation
- Understand licensing law and social responsibility relation to licensed premises
- Understand safety and security issues relevant to door supervisors

UNIT 3: Conflict Management for the Private Security Industry

Aim: This unit is intended for people who want to work in the private security industry and who require an SIA licence to practice. It covers the knowledge and understanding and/or skills for areas that are relevant to front line roles.

Main topics

- The principles of conflict management appropriate to their role
- How to recognise, assess and reduce risk in conflict situations
- How to communicate effectively in emotive situations and de-escalate conflict
- How to develop and use problem solving strategies for resolving conflict
- Good practice to follow after conflict situations

UNIT 4: Physical Intervention Skills for the Private Security Industry

Aim: This unit is intended to provide candidates with a wider range of non-violent options for dealing with the most common scenarios involving physical contact in licensed premises. It does not offer a technique to cover every possible situation but provides a solid foundation in terms of knowledge and skills to further reduce risk to the customers and staff.

Main topics

- Understand physical interventions and the legal and professional implications of their use
- Understand how to reduce the risk of harm when physical intervention skills are used
- Be able to use non-aggressive physical skills to protect yourself and others from assault
- Be able to use non-pain related standing, holding and escorting techniques, including non-restrictive and restrictive skills
- Understand good practice to follow after physical interventions

Price

1) Government funded price: On request.

Please note that the following conditions apply to the price above:

Applicants must be 18 years or over

Applicants must be an EEA national or have lived in the UK since 2003

Your course will include workbooks, training material, exams, and certificates.
Light refreshments will be provided at the training course.

2) If you do not fit into the category above, the course cost will be £245 all inclusive.

Do you have a friend that wants to do the course? SC Ltd will offer you and your friend a £10.00 discount on the course price if you book your training courses at the same time.

Requirements

Candidates attending the course must bring the following with them to the course:
PROOF OF IDENTITY (Please find attached)

2 recent Passport photographs

Pen for making notes during your course

Candidates who fail to bring the above-mentioned documents to their course will NOT be granted permission to take examinations.

Forthcoming course dates

Please see our web site or call for the latest Training courses are scheduled weekly:
www.simplyconflict.co.uk

All courses start at 08:30 and finish at 17:30.

Address & directions

We request that all visitors arrange for an appointment before visiting the training centre. We have 94 locations in the UK

Bookings

1. Select a course date you would like to attend. Dates are subject to availability.
2. Pay for your course by following ONE of these options:

Cheque by Post to:

Complete the attached booking form and post it to:
The Waterhouse Business Centre,
2 Cromar Way,
Chelmsford,
Essex CM1 2QE

Internet/Online payment

Transfer your course fee using the following information:

Bank Name: Bank of Scotland
Account No: 06952086
Sort Code: 12 - 24 - 81

Using your name and the course date as the reference

PayPal: Simply Conflict Ltd

3. Your booking will be confirmed when we have received your course payment
Cancellation policy: A full refund will apply when you cancel your booking with more than 14 days notice before the start of your course.

In accordance with SIA regulations candidates are required to complete 40 guided learning hours. Failing to attend part of your training will result in your dismissal from the course.

License Applications

Upon successful completion of your training course you are required to apply for a license from the Security Industry Authority (SIA). This nationally recognised license will enable you to work throughout England and Wales.

You can obtain a SIA License Application form by calling: 0870 243 0100. Please ask for a Door Supervisor Frontline Operative License. Alternatively you can request a form online [here](#)

Results & Employment

Within 3 days after your course and having successfully completed your examinations, SC Ltd will inform you of your course results and all relevant information that you will need to apply for your SIA License.

SC Ltd will try and assist you in finding work after your course through referral to a network of companies who employ Door Supervisors, Retail Guards and Corporate security in London and the surrounding areas.

English as a Second Language?

Candidates for whom English is an additional language are permitted to bring their own dictionaries to the course.

Special Assessment Requirements

Candidates with special needs (e.g. dyslexia) and relevant proof please inform Simply Conflict Ltd before the start of your course. You will be required to submit relevant proof prior to your examination.

Terms and conditions that may apply:

Eligibility criteria may apply - please check prior to reserving a space

Any form of uncivil behaviour at the premises will lead to exclusion from the course for which no refund will be made.

Online reservations are non refundable, dates cannot be changed by the client.

Online reservations are fully transferable to any named individual who is eligible to attend

SIMPLY CONFLICT LTD Training or it's contractors may substitute the venue of training with another suitable venue of it's choice and notify candidates via email, text or telephonically up to 12 hours prior to the start of the course.

Full attendance is required, late arrivals are not accepted on any of our courses.

For spaces reserved online, via email or telephonically, the client will be liable for the full balance outstanding

In the event of cancellation by SIMPLY CONFLICT LTD or it's contractors, damages shall be limited to a full refund of the course fee.

Dispatch of certification is arranged via ordinary royal mail as standard.

SIMPLY CONFLICT LTD accepts no liability for misplaced certification and candidates will be responsible to pay any awarding body charges in respect of replacement certification.

Clients may elect to have their certificates posted via recorded delivery with tracking information available from the SIMPLY CONFLICT LTD head office, for this service an additional £5 will apply and must be paid to your course tutor prior to leaving the course.

Clients are responsible to provide accurate information as to the physical address where certification will be dispatched using clear handwriting.

In the case of ID validation forms used by awarding bodies, the onus on the candidate to only sign such validation form if the spelling of their name is correct, failure to do so will result in the candidate being liable for administration costs charged by the awarding body for correction.

During any travel abroad or within the UK whether it be for training purposes or otherwise, the client is responsible for arranging their own insurance and SIMPLY CONFLICT LTD does not accept any liability.

Our Terms and Conditions

Payment Terms

- All courses must be paid at least 20 days before the course date (for both credit account holders and non-credit account holders) unless you are making a late booking when payment **must** accompany the booking form - see booking form for payment methods.
- Joining instructions will not be issued until course payment has been made. Late payment may disadvantage a delegate who has pre-course work to complete.

Cancellations, Transfers and Non-Attendance

1. Cancellation charges will be levied as follows:

- 3 weeks or more in advance of the course - £50 administration fee
- Less than 3 weeks before the date of the course - 100% of the course fee
- Non-Attendance on the course - 100% of the course fee

All cancellations must be notified in writing by email, fax or letter. Date of cancellation will be deemed to be date of receipt of notification by Simply Conflict Ltd.

2. To transfer to an alternative course date charges will be levied as follows:

- 3 weeks or more in advance of the course date - £50 administration fee plus any additional charges due when transferring to a higher priced course
- Less than 3 weeks in advance of the course -100% of the new course fee

3. Simply Conflict Ltd reserves the right to change scheduled course dates or cancel courses and in these circumstance the following options are available:

- Withdrawal of delegates within 5 working days of notification of the course change by Simply Conflict Ltd - a refund of 100% of the course fee
- Transfer of delegates to an alternative course or alternative course date - no administration fee, additional charges will only be due if transferring to a higher priced course.

SC TRAINING SERVICES

Incorporating



Security Industry Authority

- All withdrawals and transfers must be notified to Simply Conflict Ltd in writing by email, fax or letter and date of change will be deemed to be the date of receipt of notification by Simply Conflict Ltd.

To Make a Booking

Prices are subject to change until payment has been made.

Bookings are subject to availability of spaces and resources

Please complete the booking form which may be downloaded from

the Simply Conflict Ltd website www.simplyconflict.co.uk or contact Customer Service on 0870 919 3632 and they will be able to fax or email a booking form to you.

Posted to back us at:

Simply Conflict Ltd,

The Water house Business Centre, 2 Cromar Way, Chelmsford, Essex CM1 2QE

Credit account holders must submit their purchase order with the booking for an invoice to be raised. Non-Credit account holders must include payment with the booking form.

Comprehensive joining instructions will be sent out 3 weeks before the course date, subject to payment having been received. In the case of a late booking joining instructions will be sent once payment has been

BIIAB Level 2 Award for Door Supervisors COURSE

Course Venue	
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Course Date:	
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CANDIDATE DETAILS (Home Address¹)

First Name		Surname	
Company Name		Date of Birth	
Address			
Town / City		County	
E-mail		Post Code	
Unique Learner Number:			

Day Time Tel.	
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Mobile No.	
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Injuries / Special Requirements / Disabilities ²	
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Please be aware that sections of this course may include role play and scenario based learning. If you have any special requirements such as a physical injury or disability that may require special attention, you must indicate them and provide complete disclosure on this form (continue on a separate sheet if required).

PAYMENT DETAILS (Payment accepted by cheque made payable to 'Simply Conflict Limited'.)

Or BACs to Bank of Scotland Sort code 12.24.81 Acc# 06952086

The Waterhouse Business Centre 2 Cromar Way Chelmsford Essex CM1 2QE

Course Fee ³	Discount	Sub Total	VAT	Total
£	-£	£	NIL	£

Client Order No.		Who introduced you to Simply Conflict	
Name		Address Line 1	
Address Line 2		County & Post Code	

By signing this form I accept the 'booking and cancellation policy' & all terms and conditions
 Bookings are confirmed on receipt of cleared payment.

Signed	
Please Print Name	

Date	
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Please post or email the completed form to: bookings@simplyconflict.co.uk

**Acceptable Proof of Identification
 As Specified by the Security Industry Authority (SIA)**

Group A	Code
• Signed valid passport (any nationality)	A1
• Signed valid UK photo driving licence (both parts of the full or provisional licence are required)	A2
• Original UK Birth Certificate (issued within 12 months of birth, but not a photocopy)	A3
Group B	
• UK Adoption Certificate	B1
• Valid UK firearms licence with photo	B2
• UK Birth Certificate (issued more than 12 months after date of birth, but not a photocopy)	B3
• Marriage Certificate or Civil Partnership certificate (with translation if not English)	B4
• P45 statement of income for tax purposes on leaving a job**	B5
• P60 annual statement of income for tax purposes**	B6
• Bank or Building Society statement issued to current address (You can use more than one statement as long as each is issued by a different service provider)*	B7
• Mortgage statement **	B8
• Pension, endowment or ISA statement**	B9
• Gas/electric/telephone/water/satellite/cable/utility bill from current address (You can only use a maximum of one utility bill)*	B10
• British work permit or Visa **	B11
• A credit card statement from current address (You can use more than one statement as long as each is issued by a different service provider)*	B12
• Child Benefit book **	B13
• Letter from H.M. Revenue & Customs /DWP/Employment Service/local authority (You can use more than one letter as long as each is issued by different Government departments or different local authorities)*	B14
• Valid EU photo ID card	B15
• Signed UK paper driving licence	B16
• Non UK Birth Certificate (with translation if not in English, but not a photocopy)	B17
• Council Tax statement**	B18

* documentation should be less than 3 months old

** Issued in last 12 months

Accepted Identification Documents:

- **Two identity documents from Group A. At least one document must show the candidate's current address and at least one document must show the candidate's date of birth.**

OR

- **One identity document from Group A and two documents from Group B. At least one document must show the candidate's current address and at least one document must show the candidate's date of birth.**

Training Needs and Evaluation

When constructing training and evaluation needs we take into consideration the belief that the people we train will already have varying degrees of skill and knowledge, which will vary from person to person. Therefore, we look at what they are required to do, what they can already do and finally the need for training to put into place the skills that are missing.

This is an important factor to consider when developing physical skills training programmes. Coaching research illustrates a number of issues that should be taken into consideration when designing and developing physical skills programmes. One human factor that must be taken into consideration is the natural ability of staff and the other is the natural ability of those persons who may attack staff or who staff will be expected to restrain. For example, social care staff, who may have joined the organisation from a caring perspective, may not have the physical ability (or indeed the personal motivation) to undertake complex physical skills training, or indeed apply what they have learnt in situations of heightened pressure and distress. Therefore, the training needs and evaluation needs to reflect that in the type of skills that staff can achieve and which should be taught to achieve the desired outcome.

The training needs analysis however, is not done in isolation but in line with a risk assessment as training may not in itself be the best practical way of achieving the same control factor with less risk.

Documentation

We also provide specific policies in relation to violence at work and various specific supplementary policies and guidance documentation to support and underpin any training provided which can be implemented in specific and / or specialised areas by the commissioning organisation. Examples are policies on physical restraint, containment, intervention involving use of force with children and young people and lone working. In addition we can provide violence at work risk assessment documentation specifically designed for management to proactively and systematically identify staff who are at risk from violence in their respective departments, assess the risk of violence to them and decide what control measures are required.

Audit

We use audits as a structured process of gathering information on the effectiveness and efficiency of the risk management system. The audit helps us review and modify the risk management process making corrective actions where necessary to improve safety by reducing risk.

Our competency is in conflict management & physical intervention skill training for which we give delivery of all occupational intervention, and disengagement skills training, train the trainees, development programmes.

This provides us with the specific skills and competency to develop, review, monitor, audit and correct and change physical skill techniques as part of a structured risk assessment process and provide documentation to support our findings.

The benefits to clients is that we can devise and modify physical skills to best suit the individual whilst taking into consideration all of the local compound factors such as environment, natural ability (or lack of), and third parties.

Active Feedback

By using structured course documentation we can provide active feedback into the organisation about possible incident / accident trends. One key area is in under-reporting, and the feedback from the training can be used to highlight these areas, and, possibly, underpinning the reasons why under-reporting is occurring. Another key area that is identifiable by the process is where mistakes are being made or where risks are being taken by staff in an attempt to make the system work. A typical example of this is where staff have had a training system of intervention imposed upon them through organizational compliance with an independent code of practice. Compliance with such codes will be designed to reduce risk, however, due to operational difficulties in applying the principles of the code (i.e. the control method was impracticable) staff are left feeling unsupported and isolated by having to use a system that doesn't work.

By providing active monitoring back into the organisations risk management system the facility is there to formally identify and address highlighted areas of risk and apply practical corrective measures that actually work as opposed to being reactive and responding to incidents that have or are happening and then applying control methods that are operationally impracticable.

Regards

Simply Conflict Ltd

0870 919 3632

info@simplyconflict.co.uk

www.simplyconflict.co.uk

The Waterhouse Business Centre

2 Cromar Way,

Chelmsford, Essex CM1 2QE