

# BIIAB Accredited Maybo Physical Intervention Programme

## Award in

BIIAB Accredited Maybo Physical Intervention Programme

## Duration

2 modules of 4 hours

## Summary

- Recognises the need for staff performing higher risk roles such as door supervision to be taught safer methods of physical intervention to improve staff and customer safety
- Developed with Maybo, the leading conflict management specialists

## Details

BIIAB has long recognised the need for staff performing higher risk roles such as door supervision to be taught safer methods of physical intervention, which would help reduce use of high-risk techniques, and improve staff and customer safety.

Many of those involved with door supervision have had no formal training in physical intervention, resulting in an inconsistent approach that leaves everyone vulnerable. Not only do holders of the SIA licence themselves face the danger of becoming the victim of assault but they also risk potential prosecution and loss of their licence if they are found guilty of assaulting customers. Recent high-profile cases have also shown how both the providers of door supervisors and owner/operators can be held liable for the acts of door supervisors.

BIIAB has pioneered development in this area with Maybo, the leading conflict management specialists, working on a number of successful initiatives addressing conflict and work-related violence. These include the BIIAB Award in Conflict Management, and the original BIIAB Door Supervisors National Certificate scheme, which has been superseded by the current BIIAB Level 2 National Certificate for Door Supervisors.

BIIAB developed the Level 2 National Certificate for Door Supervisors in response to Security Industry Authority licensing requirements which do not include physical



intervention. BIIAB however recognises that training in the area of physical intervention is key, and has accredited the Physical Intervention programme.

## Who is the Physical Intervention programme for?

The most significant area of need and opportunity lies with those personnel performing licensable security functions. However, the programme could also cover wider needs within licensed retail environments, for example, providing an option of lower level disengagement skills for those in non-security roles such as licensees and other frontline staff.

## What does the qualification cover?

The Physical Intervention programme provides 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 customers and staff.

## The programme comprises two modules:

- Disengagement (defensive) Skills.
- Escort and Holding Skills.

Provided that candidates have had prior training in conflict management, the two modules can be taken by candidates separately or together, dependant on the role and risks faced.

Both the Disengagement Skills module and the Escort and Holding Skills module are each designed to be delivered in four hours (although longer tuition options may be available). A comprehensive workbook, presented in an easy-to-follow format, including colour diagrams of the core techniques taught, is available for each module.

Skills development records are kept for each delegate on the programme. The BIIAB nominated tutor will observe each delegate as they practice the skills and techniques being taught and will sign-off when the tutor is satisfied they have seen the delegate accurately demonstrate the skill.

Each delegate is issued with a training record summarising completion of each module which is signed-off by the tutor. BIIAB will certificate those candidates who successfully achieve both the Disengagement Skills, and the Escort and Holding Skills modules.

**SC TRAINING SERVICES**

Incorporating

**SIMPLY  
CONFLICT**

07917391579

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

Candidates who have qualified for the Security Industry Authority door supervision licence with other centres can access this scheme through a BIIAB approved centre. Candidates can also access the scheme if they do not hold the licence but hold Unit 2 of the BIIAB Level 2 National Certificate for Door Supervisors (or equivalent), or the BIIAB Award in Conflict Management.

