Qualification Specification

BIIAB Level 2 Award for Security Officers in the Private Security Industry (Top up)

Qualification Number: 603/7026/9
Qualifications Wales Designation Number: C00/4379/3

BIIAB Level 2 Award for Security Officers in the Private Security Industry (Top up)

Version and date	Change, alteration or addition	Section
Version 2, March 2021	Launch version	
Version 3, June 2021	Updated with Wales and Northern Ireland accreditation detail	Sections 1, 2, 3, 6 and 9

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1. About the BIIAB Level 2 Award for Security Officers in the Private Security Industry (Top up)

BIIAB Qualifications Limited is regulated to deliver this qualification by Ofqual in England, by Qualifications Wales in Wales and by the Council for Curriculum, Examinations and Assessment (CCEA) in Northern Ireland. The qualification has a unique Qualification Number (QN) which is shown below. Additionally, each unit within the qualification has a regulatory Unit Reference Number (URN). The QN code will be displayed on the final certificate for the qualification.

Qualification Title	Qualification Number (QN) QW Designation Number
BIIAB Level 2 Award for Security Officers in the Private Security Industry (Top up)	603/7026/9 C00/4379/3

2. Objective and Purpose of this Qualification

This qualification includes key areas that will bring current licence holders up to date with the new licence-linked qualifications requirements. The BIIAB Level 2 Award for Security Officers in the Private Security Industry (Top up) is designed to show that learners have obtained and can demonstrate the knowledge and skills required to be a Door Supervisor.

The primary purpose of the qualification is to confirm occupational competence. However, employers can also rely on the knowledge provided as meeting nationally recognised standards within security, and more specifically being a Security Officer, at this level. As such the sub-purpose is to confirm the ability to meet a 'licence to practise' or other legal requirements made by the relevant sector, professional or industry body.

Under the Private Security Industry Act 2001, all Security Officers must hold a licence to practise issued by the Security Industry Authority (SIA). Successful completion of this course enables a door supervisor to meet one of the requirements to apply for their licence. Security Officers might like to progress by broadening their industry knowledge/employability by taking the BIIAB Level 2 Award for CCTV Operators in the Private Security Industry and/or the BIIAB Level 2 Award for Door Supervisors in the Private Security Industry.

Due to constant regulatory, policy and funding changes, users are advised to check this qualification is funded for use with individual learners before making registrations. If you are unsure about the qualification's status, please contact BIIAB Qualifications Limited head office.

3. About this Specification

This specification has been developed to provide guidance for learners, assessors and quality assurers undertaking, delivering, or quality assuring this qualification.

The purpose of the specification is to provide the majority of the key information that may be needed to prepare for, and help support, the successful delivery of the qualification, in one place.

This specification is for use in England, Wales and Northern Ireland. It contains references to English legislation. Where there are legislative differences in the learner's jurisdiction, substitution may be allowed.

If this specification is updated, centres will be notified by BIIAB Qualifications Limited.

4. BIIAB Qualifications Limited Customer Service

BIIAB Qualifications Limited is committed to giving the highest possible levels of customer service. BIIAB Qualifications Limited's Service Level Agreement is available via www.biiab.org.

Our Customer Service team can be contacted between the hours of 0900 and 1700 Monday to Friday by using the contact details below, or outside those hours, by leaving a message on our voicemail service.

Customer Service Contact Details: 01276 684449

Email: customersupport@bii.org

Our Customer Service team will be happy to assist with any administration related enquiries you may have. For example:

- registration and certification enquiries
- re-certification issues
- centres available in the local area
- appeals
- whistleblowing.

5. What are Rules of Combination?

Under the Regulatory Framework, qualifications can be made up of a combination of mandatory and/or optional units. The units and credits required to complete a qualification are set out by the rules of combination. These allow for flexibility and transferability.

The rules of combination will specify:

- The total credit value of the qualification
- The amount of credit that must be achieved within specific groupings of units (e.g. Mandatory, Optional Unit, and Optional groups)
- The minimum credit which must be achieved at the level or above the level of the qualification
- The Total Qualification Time (TQT)
- The title, Unit Regulation Number and BIIAB Unit number for each unit, alongside its level, credit, and Guided Learning Hours (GLH)
- Any barred units (units that cannot be taken together as part of the qualification).

When choosing the appropriate route for a learner or group of learners, it is the responsibility of the centre to ensure the rules of combination are adhered to.

6. BIIAB Level 2 Award for Security Officers in the Private Security Industry (Top up) Rules of Combination and Structure

To achieve the BIIAB Level 2 Award for Security Officers in the Private Security Industry (Top up), learners **must** complete all units within the qualification. This **must** consist of:

- Minimum total credit: **2**
- Mandatory Group A **minimum** number of units: **2**
- Minimum Guided Learning Hours: **4 hours (or 1.5 hours is e-learning is used)**
- Total Qualification Time: **6 hours**

The qualification has been developed based upon industry feedback as to the fundamental knowledge and skills required to work in the sector at the level.

Listed overleaf are the qualification units.

**BIIAB Level 2 Award for Security Officers
in the Private Security Industry (Top up)**

BIIAB unit number	URN	Unit title	Credit	Level	Guided learning hours (GLH)	SIA minimum contact time (hours)	SIA maximum permitted self-study time (hours)	Total qualification time (TQT)	Assessment method
PTTAPSI	H/618/6094	Principles of Terror Threat Awareness in the Private Security Industry	1	2	2	2 hours if E-learning not used / 20 mins if E-learning used	*use of authorised E-learning permitted	3	Multiple-choice questions
		Principles of Minimising Personal Risk for Security Officers in the Private Security Industry	1	2	2	1.5	0.5	3	Multiple-choice questions
				Total	**4 (min 0.5 days)**	**4 (or 2 if E-learning is used) (min 0.5 days)**	**0.5**	**6 hours**	

* ACT E-learning and ACT E-learning (Security) options are available and can be used

7. Grading

The qualification is graded either a pass or fail. In order to achieve the qualification, the learner must pass all four mandatory units. If a learner does not pass every unit, the qualification will not be awarded.

8. Age Restriction

This qualification is appropriate for use in the following age range:

- 18+

9. Entry Requirements

English Language Pre-requisite for Learners

In the course of their work, security operatives are likely to be required to make calls to the emergency services, or for example communicate to resolve conflict. It is essential that security operatives can communicate effectively.

It is the Centre's responsibility to ensure that each learner is sufficiently competent in the use of the English and/or Welsh language. All assessments must be conducted in the medium of English and/or Welsh as appropriate.

Learners should, as a minimum, have language skills in reading, writing, speaking and listening equivalent to the following:
- A B2 Level qualification on the Home Office's list of recognised English tests and qualifications
- A B2 Common European Framework of Reference for Languages (CEFR)
- An ESOL qualification at (Level 1) on the Ofqual register taken in England, Wales or Northern Ireland
- An ESOL qualification at Scottish Credit and Qualifications Framework Level 5 awarded by the Scottish Qualifications Authority (SQA) and taken in Scotland
- Functional Skills Level 1 in English
- SQA Core Skills in Communication at Scottish Credit and Qualifications Framework Level 5
- Essential Skills Wales Communication Level 1.
- Essential Skills NI Communication Level 1.

Training centres must ensure that all learners have sufficient reading, writing, speaking and listening language skills before putting the learners forward for training and assessment. All English/Welsh language assessments used by Centres must be agreed with BIIAB Qualifications Limited as part of security centre approval.

Centres must retain this information for all learners against all four competencies for a minimum of three years in line with retention of assessment evidence requirements.

First Aid Training Requirements

From 01 April 2021, learners taking their Door Supervision or Security Officer training for the first time will need to show that they hold a current and valid First Aid or Emergency First Aid certificate* that meets the requirements of the Health and Safety (First Aid) Regulations 1981. It is an SIA requirement that training centres **must** confirm that each learner is sufficiently qualified in First Aid or Emergency First Aid.

Learners should, as a minimum, have achieved an Emergency First Aid at Work qualification covering the following outcomes.

- understand the role of the first aider, including reference to:

    o the importance of preventing cross-infection

    o the need for recording incidents and actions

    o use of available equipment

- assess the situation and circumstances in order to act safely, promptly and effectively in an emergency

- administer first aid to a casualty who is unconscious (including seizure)

- administer cardiopulmonary resuscitation and use of an automated external defibrillator

- administer first aid to a casualty who is choking

- administer first aid to a casualty who is wounded and bleeding

- administer first aid to a casualty who is suffering from shock

- provide appropriate first aid for minor injuries (including small cuts, grazes and bruises, minor burns and scalds, small splinters).

Learners should present their First Aid or Emergency First Aid certificate* to their training provider before they start training. This certificate* must be valid for at least 12 months from course start date.

It is the centre's responsibility to check the learner's First Aid certificate and maintain relevant records of how a learner meets this requirement.

Training centres must retain this information for a minimum of three years in line with retention of assessment evidence requirements.

*Training centres are permitted to deliver suitable First Aid qualifications together with security qualifications as part of a training package. All First Aid training **must** be completed and passed **prior** to the commencement of the security training.

10. Assessment

Overview of Assessment Strategy

The qualification contains units that cover both knowledge and competency which are all assessed. Knowledge assessments provided by BIIAB Qualifications Limited will ensure that effective learning has taken place and that learners have the opportunity to:

- meet the assessment criteria
- achieve the learning outcomes.

Assessments will be accessible and will produce results that are valid, reliable, transparent and fair. BIIAB Qualifications Limited will ensure that the result of each assessment taken by a learner in relation to a qualification reflects the level of attainment demonstrated by that learner in the assessment, and will be based upon the achievement of all of the specified learning outcomes.

In order to assess formally the learners' knowledge, BIIAB Qualifications Limited has developed externally set, externally marked paper-based **multiple-choice assessments**.

Details of the ordering process, assessment documentation, invigilation requirements to centres and the documentation to be completed can be found in the Centre Manual for the Administration of BIIAB Qualifications within the Security Portfolio document, available in the password protected area of CentreZone.

BIIAB Qualifications Limited will make every effort to ensure that it allows for assessment to:

- Be up to date and current
- Reflect the context from which the learner has been taught
- Be flexible to learner needs

Assessment Principles

The Assessment Principles for the Level 2 Award for Security Officers in the Private Security Industry (Top up) have been designed by the Security Industry Authority (SIA) in conjunction with all SIA approved Awarding Organisations. While BIIAB Qualifications Limited has not itself solely designed the strategy, it agrees with the principles and their suitability as an Assessment Strategy for this qualification, it has agreed that this strategy will be applied for this qualification, and it has agreed that it will monitor the compliance of BIIAB Qualifications Limited centres offering this qualification against the criteria. As such all centres and their assessment must adhere to the current Assessment Principles for this qualification.

The Assessment Principles for this qualification can be seen in the section which follows and it provides details of the key requirements for the qualification and the assessors and quality assurers delivering, quality assuring and certificating the qualification.

Principles of Terror Threat Awareness in the Private Security Industry

This unit will be assessed by a knowledge and assessment. The knowledge assessment is an externally set and marked multiple choice question paper consisting of 10 questions. The examination will last for 20 minutes and learners will be required to answer correctly 7 of the 10 questions (70%) in order to pass.

Principles of Minimising Personal Risk for Security Officers in the Private Security Industry

This unit will be assessed by knowledge assessment. The knowledge assessment is an externally set and marked multiple choice question paper consisting of 16 questions. The examination will last for 25 minutes and learners will be required to answer correctly 11 of the 16 questions (68.75%) in order to pass.

Facilities

Training and assessment for approved licence-linked qualifications must be undertaken in an environment appropriate for training and learning. The environment must be adequately equipped for training, conducive to effective learning and must comply with current Health and Safety requirements.

BIIAB Level 2 Award for Security Officers in the Private Security Industry (Top up)

BIIAB

Trainers/Assessors involved in the delivery of Licence-linked qualifications

All trainers/assessors seeking to deliver licence-linked qualifications must have achieved as a minimum:

Trainer Qualifications

1. Award in Education and Training (Level 3 QCF/RQF) (Level 6 SCQF) or a teaching or training qualification at Level 3 (QCF/RQF), Level 6 (SCQF) (or equivalent or above), which has been accredited by SQA/QCA/Ofqual or validated by a HEI, or equivalent such as:
   - Level 4 Award in Education and Training (QCF/RQF)
   - Certificate in Education
   - Post Graduate Certificate in Education
   - SVQ/NVQ Levels 3 and 4 in Learning and Development
   - Scottish Training Qualification for Further Education (TQFE)
   - PTLLS, CTLLS or DTLLS
   - Master's in Education

   AND
2. A National Counter Terrorism Security Office (NaCTSO) / SIA endorsed counter terrorism programme such as the ACT (Action Counters Terrorism) Awareness training which must be completed annually.

Assessor Qualifications

Assessors must hold any of the following qualifications:
- Level 3 Award in Understanding the Principles and Practices of Assessment (RQF)
- Level 3 Award in Assessing Competence in the Work Environment (RQF)
- Level 3 Award in Assessing Vocationally Related Achievement (RQF)
- A1 Assessing Learners Using a Range of Methods
- D32 Assess Learner Performance
- D33 Assess Learner Using Different Sources of Evidence

OR the following unit from an Assessor qualification:
- Unit 1 Understanding the Principles and Practices of Assessment

OR the following units from a Teaching Qualification:
- Understanding Assessment in Education and Training unit from a Level 3 Award in Education and Training
- Understand the Principles and Practices of Assessment from a 12 credit Preparing to Teach in the Lifelong Learning Sector
- Principles of Assessment in Lifelong Learning from a 12 credit Preparing to Teach in the Lifelong Learning Sector qualification
- Understanding the Principles and Practices of Assessment from a Level 3 Certificate/Level 4 Diploma in Learning and Development
- Assess Occupational Competence in the Work Environment from a Level 3 Certificate/Level 4 Diploma in Learning and Development

- Assess Vocational Skills, Knowledge and Understanding Level 3 Certificate/Level 4 Diploma in Learning and Development.

It is expected that in most cases the trainer and the assessor will be the same person. If assessors do not hold any of these qualifications/units at the launch of the security qualifications, they will have until 30 September 2022 to achieve them.

Internal Quality Assurer (IQA) requirements

All those seeking to undertake internal quality assurance activities for licence-linked qualifications must have achieved as a minimum one of the following:
- Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practices (RQF)
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practices (RQF)
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Process and Practices (RQF)
- V1 Conduct Internal Quality Assurance of the Assessment Process
- D34 Internally Verify the Assessment Process

OR the following unit from an IQA qualification:
- Unit 2/Unit 4 Understanding the principles and practices of internally assuring the quality of assessment.

If IQAs do not hold any of these units by the launch of the security qualifications, they will have until 30 September 2022 to achieve one.

The Centre is required to have access to at least one qualified IQA by 30 September 2022 with security sector competency relevant to the area they are quality assuring and who is familiar with the course content of the units that they are quality assuring.

Centre personnel who wish to check their eligibility may do so by contacting BIIAB Qualifications Limited

Additional qualifications required by Trainers, Assessors and IQAs of the Conflict Management unit

The SIA requires all trainers and assessors involved in the delivery of the Application of Conflict Management in the Private Security Industry unit to have received relevant training. Trainers are required to hold a qualification at NQF/QCF/RQF Level 3 Deliverers of Conflict Management Training.

The IQA does not need to hold a formal conflict management qualification but does need to have appropriate competence in conflict management. Appropriate competency could come from employment in:
- Armed services
- Police service
- Security industry
- Prison service

BIIAB Qualifications Limited will require sufficient information about an IQA's occupational competence which will be considered on a case by case basis.

Additional qualifications required by Trainers, Assessors and IQAs of the Physical Intervention unit

All trainers delivering and assessing physical intervention skills training for the door supervisor licence-linked qualifications must hold all of the following;
- A suitable teaching/training qualification
- A suitable Level 3 qualification in conflict management training
- A Level 3 Award for Deliverers of Physical Intervention Training in the Private Security Industry (QCF/RQF); and
- A current certificate (updated annually) from an approved Level 3 programme provider which details that the trainer is authorised to deliver the skills in the approved Level 2 physical intervention programme. It is the responsibility of the trainer to submit this to the training provider/centre in order for BIIAB Qualifications Limited to check the authenticity of these on an annual basis.

The IQA does not need to hold a formal qualification in physical intervention but does need to have appropriate competence in physical intervention such as in the sector (private security industry, Armed forces, Police).

Occupational Competence required by Trainers and Assessors

Trainers and assessors delivering licence-linked qualifications must demonstrate that they have the necessary experience, knowledge and understanding of the sector in which they are providing training.

BIIAB Qualifications Limited will require sufficient information about a trainer's and assessor's occupational competence for consideration in the approval process. Occupational competence will normally come from working in the private security industry but other relevant experience may be acceptable and will be considered by BIIAB Qualifications Limited on a case by case basis. There is no requirement for a trainer or assessor to have a current SIA licence.

Other relevant experience could come from employment in:
- Armed services
- Police service
- Security industry
- Prison service

To ensure that trainers and assessors have the right occupational competence, the SIA and BIIAB Qualifications Limited require trainers and assessors new to the sector (i.e. this is their first role as a trainer or assessor in the security sector as identified from their CV) to have two years' frontline operational experience in the last five years in the UK, relevant to the qualifications that they are delivering. This operational experience can be achieved from full/part-time/weekend employment and achieved in blocks of employment as long as it meets the threshold above.

Existing trainers and assessors must demonstrate to BIIAB Qualifications Limited that they are taking sufficient steps to keep their occupational competence up to date. Suitable steps would include attendance at relevant conferences and seminars, and continuing work experience in the sector. Trainers and assessors must be able to demonstrate evidence of a suitable level of continued professional development (CPD) in the sector. This should include the equivalent of at least 40 hours every year spent in a combination of training, increasing professional knowledge through other means or working in the industry. This CPD record must show that the National Counter Terrorism Security Office (NaCTSO) / SIA endorsed counter terrorism programme such as the ACT (Action Counters Terrorism) awareness training has been completed on an annual basis.

It is the responsibility of training centres to retain the CPD information of trainers and assessors. BIIAB Qualifications Limited and the SIA reserve the right to spot check this information for accuracy and quality assurance purposes. This evidence must be retained for a minimum of three years for audit purposes.

The SIA may publish additional requirements for trainers as and when they are agreed. Trainers looking to deliver licence-linked qualifications should ensure that they are fully familiar and compliant with the requirements as communicated by BIIAB Qualifications Limited.

Appeals

If learners are dissatisfied with an assessment outcome, they have the right to appeal. The **main** reasons for an appeal are likely to be:

- Learners do **not** understand why they are **not** yet regarded as competent, because of unsatisfactory feedback from the assessor
- Learners believe they are competent and that the assessor has misjudged them, or has failed to utilise some vital evidence

BIIAB Qualifications Limited expects most appeals from learners to be resolved within the centre. BIIAB Qualifications Limited will only consider a learner's appeal after the centre's internal appeals procedure has been fully exhausted.

For full details of the BIIAB's appeals procedure please refer to https://www.biiab.org/useful-information/biiab-policies/

11. Initial Assessment and Induction

Prior to the start of any programme, centres should make an initial assessment of each learner. This is to ensure that the learners are entered for an appropriate type and level of qualification.

The initial assessment should identify the specific training needs that the learner has, and the support and guidance that they may require when working towards their qualification.

The centre must also identify any units the learner has already completed, or credits they have accumulated, relevant to the qualification.

BIIAB Qualifications Limited suggests that centres provide an induction programme to ensure the learner fully understands the requirements of the qualification they will work towards, their responsibilities as a learner, and the responsibilities of the centre.

12. Reasonable adjustments and special considerations

BIIAB Qualifications Limited has a duty to ensure that the integrity of their qualifications and assessments is maintained at all times. At the same time they and their centres have a duty to ensure that the rights of individual learners to access qualifications and assessment in a way most appropriate for their individual needs are upheld.

Learners who require reasonable adjustments for their assessments **must** inform their assessor at the beginning of their course of their requirements.

During the initial assessment of the learner, or after the commencement of their qualification, it may be considered or determined that reasonable adjustments need to be made to allow access to qualifications and / or assessments.

If it is believed that a learner may require a reasonable adjustment or special consideration, the BIIAB Qualifications Limited policy 'BIIAB Qualifications Limited Reasonable Adjustments and Special Considerations Policy' must initially be referred to in order to determine if the adjustment or consideration can be made, can be made but only following express permission from BIIAB Qualifications Limited, or is unsuitable.

BIIAB Qualifications Limited's reasonable adjustments and special considerations policy is provided to all BIIAB approved centres and can be found at https://www.biiab.org/useful-information/biiab-policies/

13. Resources

BIIAB provides the following additional resources for this qualification:

- Multiple-choice assessments (externally set, externally marked)
- Sample assessments
- Access to the units
- Learning support materials

All of these resources are available for download via https://www.biiab.org/

Assessments are available through CentreZone which is a password-protected area of the BIIAB website which centres approved for the qualification can access.

Access to the Units

Units form the qualification and the standard that **must** be achieved in order to be awarded each unit. This is covered within the learning outcomes, assessment criteria and the indicative content that form part of the delivery. BIIAB Qualifications Limited includes the mandatory units within this specification.

14. Design and Delivery

Centres **must** refer to the units that form the qualification and the standard that **must** be achieved in order to be awarded each unit. This is covered within the learning outcomes and assessment criteria that form part of the delivery.

Each unit within this qualification has been allocated a number of Guided Learning Hours (GLH).

This can include activities such as training/classroom based sessions, tutorials, supervised study or supervised 'on-the-job' learning and face-to-face or other pre-arranged 1:1 teaching sessions (e.g. simultaneous electronic communication such as webcam contact or internet messaging). It could also include time spent undertaking assessments.

The qualification will be assigned Total Qualification time (TQT) which, as well as GLH, will include the estimated number of hours spent in preparation, study or any other unsupervised learning, study or assessment for an average learner.

When planning how to deliver the qualification it is important to refer to this definition.

BIIAB will not prescribe how the qualification is delivered, but centres **must** ensure the delivery chosen meets their learners' needs.

Use of self-study

The SIA and BIIAB Qualifications Limited recognise that there is some learning that contributes to the achievement of the licence-linked qualifications that can be completed through self-study.

Where a Centre wishes to use self-study in this way, they must firstly inform BIIAB Qualifications Limited. The Centre must detail within their quality management processes each of the following:

- The areas of learning to be delivered by self-study
- The method of self-study to be used
- The number of hours to be covered by the self-study material
- A robust and auditable method for determining that learners have undertaken the self-study

It is important the materials used clearly show learners how many hours of learning they are expected to undertake and that they are given sufficient time to allow them to complete it before their course begins. It is also a requirement that the centre checks these during training to ensure appropriate learning has occurred. This will be quality assured by BIIAB Qualifications Limited through external quality assurance processes.

Self-study may be used to deliver Principles of Using Equipment for Security Officers in the Private Security Industry.

Suitable methods of self-study include prepared, high quality:

- On-line learning materials or courses that the learner must navigate
- Workbooks that the learner must work through and complete
- Learning materials that the learner can use to cover specified areas of content

Training centres are reminded that any self-study material used must be retained for a minimum of 3 years in line with retention of assessment evidence requirements.

15. Format of Units

All units within this qualification will be presented in a standard format that is consistent with the format for all units of assessment. The format will give tutors and learners guidance as to the requirements of the unit for successful completion. Each unit within this specification will be in the format below:

Unit Title

This will be shown as it appears on the Register of Regulated Qualifications (http://register.ofqual.gov.uk).

Unit Reference Number (URN)

The Unit Reference Number is the unique code that the unit is given by the Regulator. This unit will be referenced on the final qualification certificate. The same unique code for the unit applies in whichever qualification the unit is included within. BIIAB Qualifications Limited also assign unique unit numbers which normally is consistent when the unit is used in multiple BIIAB qualifications.

Level

This identifies the level of demand for the unit, but may be a different level to that of the overall qualification. The level of the units will be set according to National Occupational Standards and the level descriptors.

Credit

When a whole unit is completed the learner will achieve credits specified by the number of hours' learning time it will take an average learner to complete the unit including the assessment.

Guided Learning Hours (GLH)

The required number of hours that learning should take place under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training.

Total Qualification Time (TQT)

Total Qualification Time (TQT) is defined as the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required in order for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification. TQT is comprised of the following two elements:

- The number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and
- An estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by – but, unlike Guided Learning, not under the Immediate Guidance or Supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

TQT is always assigned to the qualification however a similar calculation may on occasions also be assigned to a unit.

Learning Outcomes and Assessment Criteria

Learning Outcomes are what the learner is expected to know, understand or be able to do upon successful completion of the unit.

Assessment Criteria are descriptions of the requirements that a learner is expected to meet in order to demonstrate that a learning outcome has been achieved.

16. Initial Registration

Registration and Certification

Learners should be registered and certificated via BIIAB Qualifications Limited's On-line Registration and Certification Service (ORCS) www.orcs.biiab.org. Please refer to BIIAB Qualifications Limited Centre Guidance for using ORCS.

Equal Opportunities and Diversity Policy

BIIAB Qualifications Limited has in place an equal opportunities policy, a copy can be found at centrezone.bii.org .

BIIAB Qualifications Limited is committed to ensure that:

- Approved centres operate an equal opportunities policy
- Approved centres communicate the policy to staff and learners
- Approved centres have an effective complaints and appeals procedure of which both staff and learners are made aware
- Approved centres are aware of their responsibilities in providing equality of opportunity, particularly with regard to provision for learners with particular assessment requirements.

17. Qualification Review and Feedback

BIIAB Qualifications Limited is committed to the ongoing review of this qualification to ensure it remains fit for purpose.

This review approach involves the collation of evidence in the form of any information, comments and complaints received from users of this qualification in relation to its development, delivery and award.

BIIAB Qualifications Limited will give due regard to any credible evidence received which suggests that a change in approach to the development, delivery and award of this qualification is required in order to ensure that no adverse effects will result. This qualification will be periodically reviewed and revised to ensure the content remains relevant, the assessment approach remains appropriate and that it remains valid and fit for purpose.

18. Mandatory Units

The following units are mandatory for this qualification.

Principles of Terror Threat Awareness in the Private Security Industry

H/618/6094

Level   2
Credit   1
GLH   2
TQT   3

Learning Outcomes The learner will	Assessment Criteria The learner can	Indicative Content
1. Understand terror threats and the role of the security operative in the event of a threat	1.1 Identify the different threat levels	• The official source of UK Threat Level is (MI5) and their website is https://www.mi5.gov.uk/threat-levels. As well as knowing what each level means an operative would ideally need to know how it may impact the response level their location may have. • LOW means an attack is highly unlikely • MODERATE means an attack is possible, but not likely • SUBSTANTIAL means an attack is likely • SEVERE means an attack is highly likely • CRITICAL means an attack is highly likely in the near future • Have an understanding of how UK threat level may impact the response level for the location in which you are working.
	1.2 Recognise the common terror attack methods	• Awareness of attack planning phases. • Most current terrorist attack methodologies: • Marauding Terror Attack (MTA), including firearms, knife, blunt objects, etc. • Explosive device, including Improvised Explosive Device (IED), Person-Borne Improvised Explosive Device (PBIED). Vehicle-Borne Improvised Explosive Device (VBIED), Leave Behind Improvised Explosive Device (LBIED) • VAAW (Vehicle As A Weapon) also known as vehicle ramming • Chemical, Biological, Radiological and Nuclear (CBRN), including acid attacks.

		• Cyber attacks
		• Insider threat
	1.3 Recognise the actions to take in the event of a terror threat	• Understand the role security operatives have to play during a terror attack.
		• Understand what Run, Hide, Tell means for a security operative: keeping yourself safe and encouraging members of the public, who will look up to you, to follow you to a safe place
		• Know and follow relevant procedure for your place of work, including the company's evacuation plan within the limits of your own authority.
		• Use your knowledge of the location and making dynamic decisions based on available information to keep yourself and the public safe.
		• Know the difference between evacuation and invacuation (lock down), including the pros and cons of both options. o In both of these situations, the pros can very easily become cons. For example, evacuating a building due to fire tries to keep people safe but the con can be that people rush out and get injured or stand around outside which could result in accident. Conversely, taking people into a building for safety due to a terrorist act on the street can mean that they are all grouped together and could be seen as an easy target for other forms of terrorist activities.
		• Report incidents requiring immediate response from the police on 999

		• Know what information emergency response require:
		  o What you have seen and what has happened.
		  o Who you saw, what they looked like, what they were wearing.
		  o Where did the situation happen and where you are.
		  o When did it happen.

		• Awareness of emergency services response time

		- Reporting suspicious activity that does not need immediate response to the Anti-Terrorist Hotline. - Know who the public sector counter-terrorism experts are and how to access their information; - Centre for the protection of national infrastructure (CPNI) - National Counter Terrorism Security Office (NaCTSO) - Awareness of current initiatives: - Run, hide, tell keeping themselves safe and encouraging members of the public, who will look up to a person wearing a yellow vest, to follow them to a safe place. - ACT - Action Counter Terrorism - SCaN - See, Check and notify - The pros and cons of evacuation/invacuation: - In both of these situations, the pros can very easily become cons. For example, evacuating a building due to fire tries to keep people safe but the con can be that people rush out and get injured or stand around outside which could result in accident. Conversely, taking people into a building for safety due to a terrorist act on the street can mean that they are all grouped together and could be seen as an easy target for other forms of terrorist activities.
	1.4 Identify the procedures for dealing with suspicious items	Hot Principles: - Hidden - Obviously suspicious - Typical Four Cs: Confirm, Clear, Communicate and Control Safety distance, including: - distance v suspicious item size (small items: 100 m - large items or small vehicle: 200 m - large vehicle: 400 m) - how to visually represent safety distance (e.g. football field) - difficulty involved in setting up a safety distances and not use radio/mobile phone within 15 m

| | 1.5 Identify behaviours that could indicate suspicious activity | • Suspicious activity is any observed behaviour that could indicate terrorism or terrorism related crime.
• Hostile reconnaissance is the observing of people, places, vehicles and locations with the intention of gathering information to plan a hostile act.
• Understand examples of what this might look like, including:
  o Individuals taking particular interest in security measures, making unusual requests for information, testing security by breaching restricted areas, loitering, tampering with utilities
  o Individuals avoiding security staff.
  o Individuals carrying out activities inconsistent with the nature of the building or area.
  o Individuals with forged, altered or stolen identity documents, documents in different names, with large amounts of cash, inappropriately dressed for season/location; taking photos or making drawings
  o Parked vehicles with people inside, empty parked vehicles left unattended for long period
  o Multiple sightings of same suspicious person, vehicle, or activity
• Understands actions that can deter or disrupt hostile reconnaissance, including:
  o Ensuring a visible presence of vigilant security staff; frequent patrols but at irregular intervals
  o Maintaining organised search procedures
  o Ensuring emergency exits are secured when not in use to prevent unauthorised entry |

	1.6 Identify how to respond to suspicious behaviour	• Use your customer service skills to disrupt potential hostile reconnaissance.
		• Understand the importance of showing professional behaviour and visible security as a tool to deter hostile reconnaissance.
		• Know where to report suspicious behaviour including:
		   ○ Internal procedure for site
		   ○ Confidential (Anti-Terrorist) Hotline: 0800 789 321
		   ○ British Transport police (BTP) "See it, Say it, Sorted": text 61016 or call 0800 40 50 40
		   ○ Non-emergency: 101
		   ○ ACT online reporting
		   ○ Life threatening emergency or requiring immediate response: 999

Principles of Minimising Personal Risks for Security Officers in The Private Security Industry

D/618/6093

Level   2

Credit   1

GLH   2

TQT   3

Learning Outcomes The learner will	Assessment Criteria The learner can	Indicative Content

1. Know how to minimise risk to personal safety at work.	1.1 Identify responsibilities for personal safety at work.	• Employer responsibilities:
		  o Provision of assignment instruction
		  o Importance of contractor responsibilities
		  o Risk assessment
		  o Training needs analysis
		  o Provision of PPE and other essential equipment
		  o Application of current employment legislation
		  o Provision of Health and Safety procedures and policies
		
		• Employee responsibilities:
		  o Follow assignment instructions
		  o Identification of training needs
		  o Attend appropriate training
		  o Fit and well for work/duties
		  o Use of PPE and other essential equipment
		  o Follow company HR policies and procedures

	1.2 Identify situations that	• Lone working • Interrupting a crime in progress

	might compromise personal safety.	• Dealing with intoxicated individuals • High risk locations (e.g. construction sites; remote and higher value site)
	1.3 Identify the risks of ignoring personal safety in conflict situations.	• Increased risk of escalation • Places self and others at increased risk of violence and/or injury • Risk of being considered negligent for any resultant harm
	1.4 State the personal safety benefits of undertaking dynamic risk assessments.	• Ensures a process of analysing risk and the best course of action prior to action, then during and after the incident. • Increases own ability to assess and react to the changing situations
	1.5 List ways to minimise risk to personal safety at work.	• Good communication • Keeping the control room / colleagues informed • Working within the limits of own knowledge and skillset • Prompt action • Control measures including the appropriate use of PPE • Keeping own knowledge and skills up-to-date via CPD

	1.6 Recognise the different types of personal protective equipment relevant to the role of a security officer	• Wearables
		
		   o Waterproof clothing
		
		   o High-visibility clothing
		
		   o headwear
		
		   o Stab vests
		
		   o Gloves (needle/slash resistant)
		
		   o Rubber gloves and face shields
		
		   o Ear defenders
		
		   o Eye protection
		
		   o Safety footwear
		
		   o Dust mask
		
		   o Face coverings

		• Equipment
		
		    o Metal detectors
		
		    o Body worn cameras (BWC)
		
		    o Radios, mobile phones
		
		    o Personal alarms
		
		    o Torches
		
		    o Equipment to help control infections

	1.7 State the purpose of using body-worn cameras (BWC)	• Securing evidence against an offender • Deterring crimes • Self-protection • Curbing behaviour (Security Officer or customer) • Identifying offenders
	1.8 Identify strategies that can assist personal safety in conflict situations.	• Awareness • Using dynamic risk assessments • Building rapport • Active listening • Using problem solving techniques • Using CCTV • Working in teams • Knowing when to involve the emergency services
	1.9 Describe limits of own responsibility in physical intervention situations.	• Work within own training, skillset and physical capabilities • Request assistance when appropriate • Legal responsibility for actions and omissions • Current legal framework and responsibilities

	1.10 Identify types of harm that can occur during physical interventions.	Types of harm:
		
		• Serious injury or death can result from:
		
		    o strikes and kicks
		
		    o an individual falling or being forced to ground
		
		    o interventions involving the neck, spine or vital organs

		- restraint on the ground (face up and face down) or other position that impairs breathing and/or circulation and increases risk of death through positional asphyxia - any forceful restraint can lead to medical complications, sudden death or permanent disability especially where situational and individual risk factors are present - non-weapon items could cause harm to individual if they were to fall (e.g. glass objects, tools carried on person etc.) • Stress and emotional trauma
	1.11 Identify the personal safety advantages of mental alertness at work.	- Quick reaction time - Awareness of potential hazards - Accurate assessment of situation - Increased potential to prevent escalation - Clear identification of hazards and necessary actions to mitigate risk.
	1.12 State the benefits of reflecting on personal safety experiences.	• Improving safety of: - Self - Staff - Visitor/customer • Learning from what went well and what could have been handled better • Informing/identifying improvements to personal and organisational practices and procedures • Preventing reoccurrence of the same/similar problem • Recognising trends to prevent reoccurrence of the same/similar problems • Importance of sharing good practice to improve personal, team and organisational performance • Recognising good and poor practice

		• Identifying common responses to situations
		• Identifying procedures or methods to deal with situations effectively.
2. Know what actions to take in relation to global (or critical) incidents	2.1 Know government guidance in relation to global (or critical) incidents	• Accessing the most up-to-date guidance from gov.uk
		• Government guidance as it relates to global (or critical) incidents including:
		○ Health & Safety and organisational procedures
		○ Venue Management e.g. queues, rules that impact socialising, venue access, PPE
		○ Equipment as it applies to the incident e.g. to help infection control

Notices

This book does not purport to contain an authoritative or definitive statement of the law or practice on any subject and the publishers supply the information on the strict understanding that no legal or other liability attaches to them in respect of it. References to sources of further guidance or information have been made where appropriate.

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