

Security Officer Practical Assessment Scenarios

Version 2, March 2022

Please select one of the following three scenarios to conduct the practical assessment of your learners. The scenarios enable you to ensure that all criteria have been met and should be reflected throughout the production of the audit trail and subsequent portfolio evidence.

Scenario example 1

You are Working as a Security Officer at a Government building. A member of the public arrives saying the has an appointment with a member of staff.

The gentleman is carrying a rucksack and has a child with him. You start to explain the search policy when the gentleman gets quite defensive and argumentative in response to his child being searched.

This scenario covers the following from the practical assessments.

Criterion Number	Criterion Description	Examples
SO 6.7	Demonstrate how to search people and their property	<ul style="list-style-type: none">• Explain the search policy• Obtain permission of person being searched prior to the search• Use effective communication throughout the search

		<ul style="list-style-type: none">• Follow site policy/assignment instructions• Carry out search in an appropriate place• Follow same-sex searching policy (inc. searches of transgender individuals. These searches should be performed according to the SIA guidance document 'Trans customers: A guide for door supervisors' which is located at: https://www.sia.homeoffice.gov.uk/documents/sia-ds-trans-guide.pdf)• Use appropriate PPE (e.g. protective gloves)• Search with a witness or in view of CCTV• Designated search area/table with good lighting• Consider dignity in front of others• Never ask to remove clothing, other than outer garments e.g. coats, gloves, jumpers• Use self-searching techniques (where appropriate)• Consideration must be given to protected characteristics<ul style="list-style-type: none">- Age- Disability- Gender reassignment- Marriage and civil partnership- Pregnancy and maternity- Race- Religion or belief- Sex/gender• When searching children and young people:
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		<ul style="list-style-type: none"> - Two staff should be present during search - Never ask to remove clothing, other than outer garments like coats, gloves, jumpers - Avoid touching - Encourage parents/guardians to assist
SO 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 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/public address systems • Ensure radio equipment is tested, fully charged and programmed to correct channel prior to use
CM 4.4	Demonstrate approaches to take when addressing unacceptable behaviour	<p>Approaches:</p> <ul style="list-style-type: none"> • Non-aggressive body language • Empathy • Be positive and assertive • Actively listen

		<ul style="list-style-type: none"> • Problem solving • Follow appropriate organisational policies and procedures
CM 4.5	Demonstrate ways to de-escalate conflict situations	<p>Conflict de-escalation:</p> <ul style="list-style-type: none"> • Managing communication barriers • Using positive communication • Active listening • Non-verbal communication • Verbal communication • Non-aggressive • Empathy • Building rapport/trust • Problem solving • Providing assistance e.g. calling a taxi • Including management in discussions
CM 4.6	Demonstrate working with colleagues to de-escalate conflict situations	<ul style="list-style-type: none"> • Positioning • Switching to or from a colleague

Scenario example 2

You are working as a Security Officer at night in a large shopping centre and car park. You are walking round the centre when the control room operative radios you to tell you that two teenagers are acting suspiciously. You then discover the two teenagers trying to gain access to one of the closed shops. When you ask them to step away, they become verbally aggressive towards you, and you see that they have large holdalls with them.

This scenario covers the following from the practical assessments.

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CM 4.5	Demonstrate ways to de-escalate conflict situations	<p>Conflict de-escalation:</p> <ul style="list-style-type: none"> • Managing communication barriers • Using positive communication • Active listening • Non-verbal communication • Verbal communication • Non-aggressive

		<ul style="list-style-type: none"> • Empathy • Building rapport/trust • Problem solving • Providing assistance e.g. calling a taxi • Including management in discussions
CM 4.6	Demonstrate working with colleagues to de-escalate conflict situations	<ul style="list-style-type: none"> • Positioning • Switching to or from a colleague

Scenario example 3

You are working as a Security Officer for a large superstore. There have been reports that staff have been taking items and the organisation has introduced a search policy for all staff when they leave the premises. One of the staff members, whom you know really well, is approaching and you see that she appears nervous. She is wearing several garments, although it is a hot evening, and she is pulling a large case on wheels.

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CM 4.6	Demonstrate working with colleagues to de-escalate conflict situations	<ul style="list-style-type: none">• Positioning• Switching to or from a colleague