

For Qualifications from 1st April 2021

Centre Manual for the Administration of BIIAB Qualifications within the Security Portfolio

Including:

- **BIIAB Level 2 Award for Door Supervisors in the Private Security Industry**
- **BIIAB Award for Door Supervisors in the Private Security Industry (Scotland) at SCQF Level 6**
- **BIIAB Level 2 Award for Security Officer in the Private Security Industry**
- **BIIAB Award for Security Officer in the Private Security Industry (Scotland) at SCQF Level 6**
- **BIIAB Level 2 Award for CCTV Operator (Public Space Surveillance) in the Private Security Industry**
- **BIIAB Award for CCTV Operator (Public Space Surveillance) in the Private Security Industry (Scotland) at SCQF Level 6**
- **BIIAB Level 2 Award for Door Supervisors in the Private Security Industry (Top up)**
- **BIIAB Award for Door Supervisors in the Private Security Industry (Top up)**
- **BIIAB Level 2 Award for Security Officers in the Private Security Industry (Top up)**
- **BIIAB Award for Security Officers in the Private Security Industry (Top up)**

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1. Introduction

With the exception of Key Holders, all holders of a front-line licence need to have undergone learning which results in the achievement of regulated qualifications if they are to be effective and professional in their roles.

This document provides an overview of the approach agreed between the SIA and BIIAB in relation to the learning and resulting licence-linked qualifications needed for operatives to gain a front-line licence. The requirements for the common industry knowledge and the specialist knowledge for each of the industry areas is detailed in the SIA documents 'Specification for learning and qualifications' and can be found on the SIA website. Each individual specification has been developed with the industry and stakeholders, and reflects up to date and relevant core knowledge and skills used in the industry.

From the SIA specifications, units have been produced to include Learning Outcomes, Assessment Criteria and indicative content for each unit. Further detail on the content of the units is covered within the relevant qualification specifications which can be located on the BIIAB website.

2. Implications of the Private Security Industry Act 2001

Section 1 of the Private Security Industry Act 2001 specifies that the functions of the SIA include "to set or approve standards of training" and "to make recommendations and proposals for the maintenance and improvements of standards, in the provision of security industry services and other services involving the activities of security operatives".

The Act continues in Section 7 to state that licensing criteria "may include such criteria as the Authority considers appropriate for securing that those persons have the training and skills necessary to engage in the conduct for which they are licensed" and later in Section 9, that the Authority may "prescribe or impose conditions as to training".

The legislation applies to the whole of the UK. As a result, BIIAB has produced content which is specific to the needs of the differing legal systems of the devolved nations.

3. National Occupational Standards (NOS)

NOS are statements of competence and specify performance outcomes. A significant function of the standards has been that of a key component for vocational qualifications. However, they have many other uses including training design, training needs analysis, appraisals, recruitment, skills matrices, skills benchmarking and quality assurance. The detailed specialist content of the SIA learning specifications has been mapped to the respective NOS.

4. Training Centre Requirements

4.1 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.

Equipment for practical activities must be readily available and fit for purpose. For practical scenarios, it is best practice to provide a realistic work environment for the training and assessing aspects of all practical activities. This includes ensuring a minimum of three stairs are available for the demonstration, practice and assessment of escorting an individual up and downstairs for the physical intervention skills unit. Arrangements for the assessment/examination environment are described later in this document.

4.2 Insurance Requirements

In line with general insurance requirements, the minimum for an approved Centre offering security qualifications is:

- Employers Liability (€5m minimum value)
- Public Liability
- Professional Indemnity

Centres must ensure their Public Liability and Professional Indemnity Insurance is set at the appropriate level whilst taking into account their business.

Insurance Requirements for Physical Intervention Skills Training

In order to ensure that the insurance cover is 'fit for task', it should actively specify inclusion of the activities being carried out. In this case under 'Business activity' on the insurance documentation, it must state cover for 'training in physical intervention'.

Insurance details must be evidenced to BIIAB by the Centre prior to approval being granted, but it is the Centre's responsibility to ensure that the insurance remains valid and current; this will also be reviewed at External Quality Assurance visits. This level of insurance cover is mandatory for approved BIIAB Centres and individual trainers delivering physical intervention training at the approved BIIAB Centre. Where individual tutors do not hold their own cover, the approved Centre must ensure its insurer is aware of this, and extended cover secured where necessary. Documentation should clearly detail the cover for trainers.

4.3 Venue Requirements for Practical Skills Training and Assessment (Physical Intervention and Conflict Management)

Training environments should be appropriate for training and assessment. BIIAB will confirm the suitability of the environment via a quality assurance process. Venues must be risk assessed by the centre and BIIAB for suitability for physical intervention training. Venues will need to be assessed for each training course.

Training centres are required to have in place a policy and procedures in relation to risk assessment.

Practical skills training must take place in safe conditions, as regards:

- The size and suitability of training rooms; ensuring that learners have space to demonstrate techniques safely (see below).
- As a guide, an unobstructed area of approximately 2 x 2 metres per person, (including the trainer) would provide the necessary room for movement and activity therefore a maximum class size of 12 excluding trainer would require a floor area of approximately 52 square metres.

- A minimum of three stairs needs to be available for the demonstration, practice and assessment of escorting an individual up and downstairs.
- The ratio of trainers to learners: one trainer to a maximum of 12 learners for the delivery and assessment of the practical skills (this is not a requirement for the delivery and assessment of the knowledge skills).
- A minimum of three participants are required for each course, in order to deliver the practical skills for Physical Intervention effectively.
- A qualified first aider must be available at all times during the delivery and assessment of the physical skills and Conflict Management units.
- We recommend that trainers/assessors delivering physical skills obtain a 3 day First Aid at Work qualification.

Training centres must have the listed items below available throughout the physical skills delivery and assessment:

- A BS 8599-1:2019 approved first aid kit
- Ice packs
- Access to water and a telephone

The centre must furnish learners with safety information prior to attendance that includes:

- Informing learners that physical activity will be involved and that this carries risks
- What standards of behaviour are expected
- What they should wear
- What they should do if they have any concerns about their health or fitness in regards to participating in this training
- Training centres must ensure that learners sign a declaration that they are fit to participate in practical skills training

4.4 Additional requirements for the delivery of the Award for CCTV Operators in the Private Security Industry

To be able to deliver and assess the learning outcomes and assessment criteria of the unit Principles and Practices of working as a CCTV Operator in the Private Security Industry, training centres must ensure:

- At a minimum a CCTV system should have at least two PTZ cameras and associated recording and monitoring equipment within a control room. If a control room is not available, a simulated control room environment must be used.
- A simulated control room environment is a room that, during training and assessment, can be used solely for this purpose.
- The ratio of trainers to learners: one trainer to maximum 12 learners for the delivery of practical skills training with the assessment completed on a 1-1 basis.
- The completion of documentation and portfolio creation can be conducted within a classroom (group) environment.
- These practical assessments must take place after the delivery of the following units:
 - Principles of working in the Private Security Industry.
 - Principles and Practices of working as a CCTV Operator (Public Space Surveillance) in the Private Security Industry.

4.5 Identification Checking

The training centre must check the learner's identity before assessment takes place. A record of the documents reviewed and accepted for each learner must be retained for a minimum of three years and be made available for audit purposes. Training centres are reminded to ensure all data is stored to comply with current data protection legislation. BIIAB will provide confirmation of acceptable ID to training centres. This will reflect the SIA list of acceptable group A and group B ID documents available at <https://www.gov.uk/guidance/apply-for-an-sia-licence#check-you-have-the-right-document>

A learner unable to produce the correct documents to satisfy the SIA ID requirements will not be able to take any assessments, therefore will not be able to complete the qualification. A learner in this situation should contact the SIA through their SIA online account with an explanation of why they do not possess the required documents, and an explanation of the documents that they do have. The SIA will assess this evidence on a case by case basis.

4.6 Age Restrictions for Qualifications

Only those aged 18 or over may hold an SIA licence.

Due to the nature of the work and training, only those over the age of 18 may enrol in door supervision and door supervision (top up) qualifications. However, 16-17-year olds may enrol on security officer, security officer (top up) and CCTV qualifications. They are exempt from the requirement to video record their practical assessment. In these cases, training centres must provide alternative evidence, such as a transcript.

Training centres must make clear to them that they cannot hold a licence until the age of 18.

4.7 Audit Criteria

To ensure consistent quality and full compliance of delivery and assessment, training centres offering any/all licence-linked qualifications are required to allow representatives from the SIA, BIIAB, qualification regulators and anyone associated with these to inspect/audit training, delivery and assessment (including venues) at any time and without notice.

BIIAB Qualifications Limited, as part of the process of gaining SIA endorsement, has made commitments with regard to their quality assurance processes. These include the commitment that every centre is reviewed annually.

BIIAB Qualifications Limited regularly reviews the quality assurance processes through a range of activities. These include quarterly meetings with all awarding organisations, and twice-yearly quality meetings with individual awarding organisations.

BIIAB Qualifications Limited also monitors all training centres regularly as part of their Ofqual/SQA Accreditation/Qualification Wales /Council for Curriculum Education & Assessment. They will do this

in accordance with the additional quality measures for both approvals and external quality assurance (EQA) agreed with us.

BIIAB reserves the right to withdraw the approval of trainers and/or training centres if quality assurance processes, including all the requirements in this document, are not complied with.

5. Qualifications and Occupational Competence required by Trainers, Assessors and Internal Quality Assurers of Licence-linked Qualifications

5.1 Qualifications required by Trainers, Assessors and Internal Quality Assurers

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

Trainer Qualifications

- 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 Accreditation/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
- SVQs in Learning and Development at SCQF Level 8 and 9
- 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. From summer 2021 there will be an additional module available called ACT Security. Following its launch, trainers will be required to complete this training before they deliver their next course and it must also be done every year.

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
- L&D 9D Assess workplace competence using direct methods
- L&D 9DI Assess workplace competences using direct and indirect methods

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
- 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
- L&D 11 Internal Quality Assurance

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.

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

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

All trainers delivering and assessing the physical intervention skills unit 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 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).

5.4 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 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 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 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 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 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.

5.5 Rules for the use of Physical Intervention Skills Trainer Training Programmes

Only those physical intervention skills programmes that appear on the SIA website on the list 'Physical Intervention Skills: Trainer Training' can be used to train learners registered to achieve the licence-linked physical intervention unit. Training centres are advised to check the list at

<https://www.gov.uk/guidance/teaching-sia-licence-linked-training-courses> on a regular basis.

Only Centres who are approved to offer the full Level 2 Award for Door Supervisors in the Private Security Industry qualification may offer the Physical Intervention unit as a standalone unit.

Training centres must ensure that the learners completing the standalone Physical Intervention unit must meet at least one of the following conditions:

- They hold a current SIA licence in one of the following: door supervision (for refresher training only), security guarding, vehicle immobilising or close protection.
- They have the relevant SIA licence-linked certificate / qualification which is under three years old in one of the following: door supervision, security guarding, vehicle immobilising or close protection.
- They are a current SIA licence holder who has chosen to complete this as part of their CPD (voluntary upskilling/refresher).
- They are current SIA licence holders who have had conditions added to their licence and must re-take this training as part of the requirement to have this suspension lifted/condition removed.

It is the centre's responsibility to ensure that all learners undertaking this unit as a standalone unit meet at least one of these requirements and to keep and maintain the relevant records.

5.6 Order of Delivery of the Units

It is a requirement that learners undertaking the Level 2 Award for Door Supervisors in the Private Security Industry or the Level 2 Award for Security Officers in the Private Security Industry are trained in the Application of Conflict Management in the Private Security Industry **before**:

- The practical assessment of Principles of Working as a Security Officer in the Private Security Industry
- The practical assessment of Principles of Working as a Door Supervisor in the Private Security Industry
- The delivery of Application of Physical Intervention Skills in the Private Security Industry.

The **assessment** of the Application of Conflict Management in the Private Security Industry unit can be done after the physical intervention has been delivered.

It is a requirement that learners undertaking the CCTV licence-linked qualification are trained in:

- Principles of working in the Private Security Industry
- Principles and Practices of working as a CCTV Operator (Public Space Surveillance) in the Private Security Industry

before the one-to-one CCTV practical assessment is undertaken.

5.7 Reasonable Adjustments

The BIIAB Qualifications Reasonable Adjustments and Special Consideration Policy can be found on <https://www.biiab.org/useful-information/biiab-policies/>.

Where a learner claims to require Reasonable Adjustment/Special Consideration which is not covered within the policy, the Centre Contact must contact BIIAB Customer Support to seek clarification/advice.

All cases where reasonable adjustment has been used must be fully documented and made available for EQA and retained for a minimum of three years.

It is important that training centres are aware that learners put forward for training and assessment may not in all cases be eligible to obtain an SIA licence:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/927407/sia-guide-disabled-operatives.pdf

6 Delivery Requirements

6.1 Delivery of Content Specific to the Devolved Nations

Whilst the learning outcomes and assessment criteria apply across the UK, BIIAB has provided indicative content that is specific to each of the devolved nations. This content mainly deals with differences between the laws of England and Wales, and those of Scotland and Northern Ireland. Where the indicative content allows for variations, training providers must deliver content reflective of the country where the learners intend to seek employment using an SIA licence.

6.2 Delivery of Conflict Management training

When delivering the conflict management module, the following rules apply.

Security Officer

Training must include at least one practical scenario from each of the four headings:

- Enforcement Scenario
- Defusing Scenario
- Confronting Scenario
- High Risk Scenario

Door Supervisor

Training must include at least one practical scenario from each of the three headings:

- Refusal Scenario
- Rejection Scenario
- Incident Scenario

6.3 English Language Pre-requisite for Learners (including Top ups)

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
- Core Skills in Communication at Scottish Credit and Qualifications Framework Level 5
- Essential Skills Wales 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 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.

6.4 First Aid Training Requirements for Door Supervisor and Security Officer learners

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. First aid is also a requirement for learners who completing top up training from 01 April 2021.

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:
 - the importance of preventing cross-infection
 - the need for recording incidents and actions
 - 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.

Please note: learners undertaking a CCTV qualification will not be required to hold any First Aid qualifications.

6.5 Standard Delivery Times for Units in Licence-Linked Qualifications

Contact time is defined as time where the learner is in the same room as the trainer or invigilator and receiving training or undertaking assessment. This time does not include:

- Any breaks in the delivery of the course
- Assessing all English language skills
- An induction / course registration / checking ID / other course administration

Please refer to the table below for the delivery times for each qualification and unit, this details the minimum number of days over which the learning for the qualifications must be delivered and shows the days with and without the use of distance learning. Training centres must ensure that they are delivering for the correct number of hours and days if distance learning is not used.

Each day should not exceed 8 hours of contact time.

Training centres must retain detailed registers that include start/end/break times of training for each day and must be signed daily by the learners. This includes a record of any late arrivals/early leavers and how these learners made up the required hours which they missed. These must be retained for audit purposes. Training centres must retain this information for a minimum of three years in line with retention of assessment evidence requirements.

Qualification	Unit	SIA total learning and assessment time (hours)	SIA minimum contact time (hours)	SIA permitted self-study time from the SIA total learning time (hours) – up to a max of:	Total Qual. Time (hours)
BIIAB Level 2 Award for Door Supervisors in the Private Security Industry BIIAB Award for Door Supervisors in the Private Security Industry (Scotland) at SCQF Level 6	Principles of working in the private security industry	17	9	8	17
	Principles of working as a door supervisor in the private security industry	11	11	Not permitted	14
	Application of conflict management in the private security industry	11	11	Not permitted	13
	Application of physical intervention skills in the private security industry	13	13	Not permitted	17
	Total	52 (min 7 days)	44 (min 6 days)	8	61
<p>Note: Minimum of 6 days only where self-study can be evidenced. No self-study means a minimum of 52 hours over 7 days.</p>					

Qualification	Unit	SIA total learning and assessment time (hours)	SIA minimum contact time (hours)	SIA permitted self-study time from the SIA total learning time (hours) – up to a max of:	Total Qual. Time (hours)
BIIAB Level 2 Award for Security Officers in the Private Security Industry	Principles of working in the private security industry	17	9	8	17
	Principles of working as a security officer in the private security industry	10	10	Not permitted	12
BIIAB Award for Security Officers in the Private Security Industry (Scotland) at SCQF Level 6	Application of conflict management in the private security industry	11	11	Not permitted	13
	Total	38 (min 5 days)	30 (min 4 days)	8	42
<p>Note: Minimum of 4 days only where self-study can be evidenced. No self-study means a minimum of 38 hours over 5 days.</p>					

Qualification	Unit	SIA total learning and assessment time (hours)	SIA minimum contact time (hours)	SIA permitted self-study time from the SIA total learning time (hours) – up to a max of:	Total Qual. Time (hours)
Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry	Principles of working in the private security industry	17	9	8	17
	Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry (Scotland) at SCQF Level 6	13	13	Not permitted	14
	Total	30 (min 4 days)	22 (min 3 days)	8	31

Note: Minimum of 3 days only where self-study can be evidenced. No self-study still means a minimum of 4 days.

Qualification	Unit	SIA total learning and assessment time (hours)	SIA minimum contact time (hours)	SIA permitted self-study time from the SIA total learning time (hours) – up to a max of:	Total Qual. Time (hours)
BIIAB Level 2 Award for Door Supervisors in the Private Security Industry (Top up)	Principles of Terror Threat Awareness in the Private Security Industry	2	2 hours if E-learning not used / 20 mins if E-learning used	*use of authorised E-learning permitted	3
	Principles of Using Equipment as a Door Supervisor in the Private Security Industry	2	0	2	3
BIIAB Award for Door Supervisors in the Private Security Industry (Top up)	Application of physical intervention skills in the private security industry	13	13	Not permitted	17
	Total	17 (min 3 days)	15 (or 13 if E-learning is used) (min 2 days)	2	23

* only ACT E-learning and ACT E-learning (Security) can be used. Available from Summer 2021.

Qualification	Unit	SIA total learning and assessment time (hours)	SIA minimum contact time (hours)	SIA permitted self-study time from the SIA total learning time (hours) – up to a max of:	Total Qual. Time (hours)
BIIAB Level 2 Award for Security Officers in the Private Security Industry (Top up)	Principles of Terror Threat Awareness in the Private Security Industry	2	2 hours if E-learning not used / 20 mins if E-learning used	*use of authorised E-learning permitted	3
	Principles of Minimising Personal Risk for Security Officers in the Private Security Industry	2	1.5	0.5	3
BIIAB Award for Security Officers in the Private Security Industry (Top up)	Total	4 (min 0.5 days)	2.5 (or 1.5 if E-learning is used) (min 0.5 days)	0.5	6
* only ACT E-learning and ACT E-learning (Security) can be used. Available from Summer 2021.					

Glossary of terms used in tables

SIA total learning time – this is the minimum time, as stipulated by the SIA, that learners **must** be engaged in learning and assessment, and which **must** be evidenced. In some units this includes permitted distance learning as well as time spent under the immediate guidance or supervision of a trainer, assessor or invigilator (including assessment). The difference between these hours and SIA minimum contact time may be delivered by distance learning.

SIA minimum contact time – this is the minimum time, as stipulated by the SIA, that a learner **must** spend under the immediate guidance or supervision of a trainer, assessor or invigilator (including assessment). It does not include time spent checking ID or assessing English language skills, or breaks. This time is monitored and **enforced** by BIIAB.

SIA permitted self-study – for some units distance learning is permitted by the SIA. This could be, for example, pre-course workbooks that learners are required to work through and complete, or suitable e-learning programmes. Where distance learning is used, training centres **must** ensure that there is auditable evidence confirming that learning has taken place. This will be monitored by BIIAB.

Total Qualification Time (TQT) – this value is based on consultation with deliverers of the qualifications and represents the total time a learner may take to achieve the qualification, including both guided learning and all other learning. Other learning includes self-study e.g. examination revision, re-reading course notes, independent research e.g. internet searches for support materials and preparation e.g. practising PI techniques or searching. TQT is also provided as a **recommendation** as to the time an average learner may take to achieve a qualification under the supervision of a trainer and through completion of any other independent learning.

6.6 Use of self-study

The SIA and BIIAB recognise that there is some content 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. 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 through external quality assurance processes.

Self-study may be used to deliver up to **eight** hours of Principles of Working in the Private Security Industry (PWPSI). The Learning Outcomes that can be delivered via distance learning are:

- LO1: Know the main characteristics and purposes of the Private Security Industry (2 hours)
- LO2: Understand legislation as it applies to a security operative (2 hours)
- LO4: Understand the importance of safe working practices (2 hours)
- LO5: Understand fire procedures in the workplace (1 hour)
- LO11: Understand good practice for post incident management (1 hour)

Self-study may be used to deliver up to 1 hour 45 minutes of Principles of Using Equipment as a Door Supervisor in the Private Security Industry.

- LO1: Know how to use equipment relevant to a door supervisor
- LO2: Know what actions to take in relation to global (or critical) incidents

Self-study may be used to deliver up to 1 hour 30 minutes of Principles of Minimising Personal Risk for Security Officers in the Private Security Industry

- LO2: Know what actions to take in relation to global (or critical) incidents

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.

6.7 Contact hours for Licence-linked Qualifications

Qualification Title	Minimum contact hours if self-study is NOT used	Minimum number of days	Minimum contact hours if self-study IS used	Minimum number of days
BIIAB Level 2 Award for CCTV Operator (Public Space Surveillance) in the Private Security Industry	30 hours	4 days	22 hours	3 days
BIIAB Level 2 Award for Security Officer in the Private Security Industry	38 hours	5 days	30 hours	4 days
BIIAB Level 2 Award for Door Supervisors in the Private Security Industry	52 hours	7 days	44 hours	6 days
BIIAB Level 2 Award for Security Officers in the Private Security Industry (Top up)	4 hours	½ Day	2.5 hours	½ Day
BIIAB Level 2 Award for Door Supervisors in the Private Security Industry (Top up)	17 hours	2 days	15.25 hours	2 days

All Scottish based qualifications carry the same hours and days

7. Qualifications Overview

7.1 Qualifications

BIIAB Level 2 Award for Door Supervisors in the Private Security Industry and BIIAB Award for Door Supervisors in the Private Security Industry (Scotland) at SCQF Level 6

These qualifications consist of four units:

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

BIIAB Level 2 Award for Security Officer in the Private Security Industry and BIIAB Award for Security Officer in the Private Security Industry (Scotland) at SCQF Level 6

These qualifications consist of three units:

- Principles of Working in the Private Security Industry
- Principles of Working as a Security Officer in the Private Security Industry
- Application of Conflict Management in the Private Security Industry

BIIAB Level 2 Award for CCTV Operator (Public Space Surveillance) in the Private Security Industry and BIIAB Award for CCTV Operator (Public Space Surveillance) in the Private Security Industry (Scotland) at SCQF Level 6

These qualifications consist of two units:

- Principles of Working in the Private Security Industry
- Principles and Practices of Working as a CCTV Operator in the Private Security Industry

BIIAB Level 2 Award for Door Supervisors in the Private Security Industry (Top up) and BIIAB Award for Door Supervisors in the Private Security Industry (Top up) (Scotland)

These qualifications consist of three units:

- Principles of using equipment as a Door Supervisor in the Private Security Industry
- Principles of terror threat awareness in the Private Security Industry
- Application of Physical Intervention Skills in the Private Security Industry

BIIAB Level 2 Award for Security Officer in the Private Security Industry (Top up) and BIIAB Award for Security Officer in the Private Security Industry (Top up) (Scotland)

These qualifications consist of two units:

- Principles of minimising personal risk for Security Officers in the Private Security Industry
- Principles of terror threat awareness in the Private Security Industry

7.2 Assessment of Individual Units

The following sections outline the assessment details for each unit. All knowledge and practical assessment evidence (including visual recordings) must be retained for a minimum of 3 years for audit purposes. All internal assessments must be internally quality assured and are subject to external quality assurance.

These rules apply to the units in use in England, Wales, Northern Ireland and Scotland.

The ratio of trainers to learners: one trainer to maximum 12 learners for units where there is an assessment of practical skills. Each learner **must** be assessed individually when undertaking the practical demonstrations.

Unit Title	Knowledge Assessment	Practical Assessment
Principles of Working in the Private Security Industry	Externally set and marked MCQ exam made up of 70 questions (105 minutes) Pass mark = 70%	Externally set, internally assessed activity based on the completion of an evidential statement Pass mark = 100%
Principles of Working as a Security Officer in the Private Security Industry	Externally set and marked MCQ exam made up of 60 questions (90 minutes) Pass mark = 70%	Externally set, internally assessed observation of searching with observation sheet And Externally set and internally assessed observation of using communications devices The practical assessment for each learner must be visually recorded and is recommended to take approximately 15 minutes per learner Pass mark = 100%
Principles and Practices of Working as a CCTV Operator in the Private Security Industry	Externally set and marked MCQ exam made up of 40 questions (60 minutes) Pass mark = 70%	Externally set and internally assessed practical CCTV scenario with portfolio and observation sheet The practical assessment and portfolio completion is recommended to take approximately 25 minutes per learner Pass mark = 100% And Externally set and internally assessed workbook Pass mark = 80% for the short answer element of workbook
Principles of Working as a Door Supervisor in the Private Security Industry	Externally set and marked MCQ exam made up of 50 questions (75 minutes) Pass mark = 70%	Externally set, internally assessed observation of searching with observation sheet And Externally set and internally assessed observation of using communications devices The practical assessment for each learner must be visually recorded and is recommended to take approximately 15 minutes per learner Pass mark = 100%

Unit Title	Knowledge Assessment	Practical Assessment
Application of Conflict Management in the Private Security Industry	Externally set and marked MCQ exam made up of 20 questions (30 minutes) Pass mark = 70%	Externally set, internally assessed of one practical scenario with observation sheet per learner The practical assessment for each learner must be visually recorded and is recommended to take approximately 15 minutes per learner Pass mark = 100%
Application of Physical Intervention Skills in the Private Security Industry**	Externally set and marked MCQ exam made up of 30 questions (45 minutes) Pass mark = 80%	Externally set, internally assessed observation of each learner performing every technique with observation sheet And Q/A session to cover critical areas of PI knowledge The practical assessment for each learner must be visually recorded and is recommended to take approximately 15 minutes per learner Pass mark = 100%
<p>** The trainer will only pass a learner when all techniques have been demonstrated successfully. Each learner should introduce themselves, state the date and the techniques they are demonstrating.</p>		

Top up units

Unit title	Knowledge assessment	Practical assessment
Principles of Using Equipment Relevant to Working as a Door Supervisor in the Private Security Industry	Externally set and marked MCQ exam made up of 5 questions (10 minutes) Pass mark = 70%	Externally set, internally assessed observation of using communication devices with observation sheet The practical assessment for each learner must be visually recorded and should take approximately 5 minutes per learner Pass mark = 100%
Principles of Terror Threat Awareness in the Private Security Industry	Externally set and marked MCQ exam made up of 10 questions (20 minutes) Pass mark = 70%	N/A
Principles of Minimising Personal Risk for Security Officers in the	Externally set and marked MCQ exam made up of 16 questions (25 minutes)	N/A

Unit title	Knowledge assessment	Practical assessment
Private Security Industry	Pass mark = 70%	

7.3 Exemption from Core Competency Training

Details of specific exemptions, and the SIA exemptions policy, can be viewed within the Get Licenced document:

<https://www.gov.uk/government/publications/applying-for-an-sia-licence-help-and-guidance>

7.4 Documentation

The learning outcomes/assessment criteria and examinations of BIIAB's security qualifications are regularly reviewed and updated to reflect the demands of the industry and changes in law. All such modifications will be notified in writing to all Centres and can also be found on www.biiab.org/CentreZone/Qualifications/Licence to Practise.

All examination materials supplied by BIIAB remain the property of BIIAB and must be returned on demand.

All examination papers and materials are copyright and can only be used for the designated examination.

8 Running BIIAB Security Qualifications

8.1 Exam Venue Regulations

All examination venues must comply with the policy, standards and regulations specified by the appropriate Qualifications Regulatory Authority:

- The seating arrangement for learners must ensure there can be no cheating or collusion between learners.
- All learners must be facing the same way (with the exception of some on-screen testing as detailed below).
- Each learner must be a minimum of 1.25 metres (centre to centre) each way from the next learner's workspace.
- Seating plans should be completed for the delivery of tests and retained for External Quality Assurance (EQA) purposes.
- If on-screen testing is being used, each workstation must be isolated by a minimum space of 1.25 metres measured from the nearest outer edge of one screen to the next unless the monitors are positioned back-to-back. Under certain circumstances 1.25 metres may prove to be an insufficient distance to prevent learners seeing, intentionally or otherwise, the work of others. Privacy screens can be used. The principal objective is to ensure that no learner's work can be overseen by others.
- There must be a place for the invigilator to sit with a clear view of all the learners.
- Maximum ratio is 1 invigilator to 30 learners.
- Walls must be clear of any material that would provide help to the learners.
- Examination signage and a clock must be in clear view of all learners.
- BIIAB must be made aware of the training and assessment venues in advance. Only these can be used; there can be no substitutes, unless there has been an emergency, such as fire, in which case this must be recorded and notified to BIIAB at the first possible opportunity.
- Trainers who have delivered the training and/or practical assessments to learners must not invigilate or be in the room when the learners take their exam for that subject(s). Training centres need to consider all potential conflicts of interest and have an appropriate policy in place to support this.
- All invigilators must receive an induction to the role of invigilation and its policies and procedures. Training centres must maintain a register which must be signed by the invigilator to confirm that they have received this induction
- All test papers must be stored securely. Ideally, this should be a lockable safe. If a safe is not available, a suitable lockable cabinet/storage unit will suffice. This unit should only be accessed by appropriate personnel and records of key holders should be kept. This cabinet/storage unit must be kept in a secure location.
- All test papers must be transported securely to and from the training centre and any satellite centre where tests are administered. The centre must have an appropriate policy to support this.
- BIIAB, the SIA and qualification regulators retain the right to make spot checks on examination days to ensure that examination conditions are being maintained.

8.2 Preparation Process for the Examination

Examination papers are to be ordered on-line using ORCAS <https://orcas.biiab.org/>

Examinations are booked for a specific date, time and venue; materials must not be used for more than one examination session on the same date at the same venue.

Examination papers can be either downloaded from ORCAS 14 days in advance of the examination, dependent on Centre approval, or posted out to the centre along with the relevant examination materials.

Candidate answer sheets and Nominal rolls will be available from ORCAS for those Centres who choose to download examination papers. However they will need to request other additional materials such as Blue Bags, White Bags, Candidate Information Detail (CID) Forms, Practical Assessment Sheets from BIIAB via customersupport@bii.org.

Examination papers orders which Centres wish to be posted out must be received by BIIAB at least 10 working days prior to the examination. Examination papers requested after this time may incur the additional cost of a courier and a late order fee. Further details of this charge can be found in the BIIAB Generic Centre Manual and BIIAB Fee Table.

BIIAB will not dispatch any examination materials more than four weeks in advance of a scheduled examination. Examination materials will only be sent to the address of a Centre Contact or in the case of FE/HE Colleges to the Examination Officers, as nominated by the Centre Contact. For security reasons examination materials will not be sent directly to venue addresses.

BIIAB reserves the right to raise a charge if examinations, for which materials have been sent out, are repeatedly cancelled.

Ordering Examination Materials for a Resit

The process for ordering examination materials for a retake is the same as for ordering materials for the initial examination.

Centres running courses over consecutive days, may order examination materials for a retake at the same time as ordering materials for the initial examination. This may enable the Centre Contact to arrange a retake for unsuccessful learners before they leave the course, if appropriate.

Receipt of Examination Papers and Secure Storage of Examination Papers

If you have requested BIIAB dispatch your papers to you, they will arrive packaged in a white padded envelope, and will contain the following;

- A blue bag containing the examination papers, this will detail the examination session detail on the front of it
- A White Bag for the paperwork to be returned to the BIIAB
- Nominal Roll
- Candidate Answer Sheets (CAS)

The Centre Contact/Examination Officer must check that the correct materials have been received and notify BIIAB immediately by telephone or e-mail customersupport@bii.org if:

- There are any discrepancies between the Centre's order and the content noted on the sealed (blue) security bag containing the examination papers
- An insufficient number of CAS have been sent
- Any materials have been damaged in transit
- The blue bag appears to have been opened/tampered with

The sealed (blue) security bag containing the examination papers must be kept locked in a secure place until the examination takes place and, if taken to another site, transported in a case with a secure lock.

Under no circumstances must the sealed (blue) security bag containing the examination papers be opened except in the examination room in front of the learners no more than 5 minutes prior to the start of the examination.

For further Guidance on Scheduling and Downloading Examination Papers please see the CentreZone User Guidance contained within CentreZone/ORCS AND ORCAS/ORCAS/ORCAS USER GUIDANCE – PAPER ASSESSMENT.

Change of Venue, Time and/or Date of Examination

The venue, time and/or date of the examination can be changed on the ORCAS system at any time before the schedule is due to start. However, BIIAB must be notified of any changes to examinations prior to the examination starting by e-mailing customersupport@bii.org. If this request is not met, the Centre is likely to have a quality issue raised against it, which may result in sanctions being put in place.

Cancellation of Examination

BIIAB must be notified immediately if the examination has been cancelled by e-mailing customersupport@bii.org, and the unopened security bag containing the examination papers and associated examination materials returned to the BIIAB within one working day, unless a re-scheduled date has been agreed with BIIAB. Following agreement, the Centre Contact is required to confirm the changes in writing.

8.3 At the Beginning of the Examination

Examination Materials

The invigilator must ensure that he/she is in possession of the following materials for the examination:

- Sealed security (blue) bag containing the examination papers
- Sufficient Candidate Information Details (CID) forms
- Sufficient Candidate Answer Sheets (CAS)
- Nominal Roll
- Spare HB pencils and erasers
- BIIAB security bag (White) for the return of all examination papers and documentation to BIIAB
- A pair of scissors (to cut learner pictures down to size)

8.4 Pre-Examination Administration

Identification of Learners

The Centre must allocate sufficient time prior to the commencement of the examination for the invigilator to verify learner identity for each learner sitting the examination.

Upon entering the examination room each learner must:

- Present documentary evidence of their identity, in line with BIIAB ID Requirements for Security Qualifications, to the invigilator and sign the Nominal roll, as applicable. A list of acceptable proof of identification can be found on our website www.biiab.org under the CentreZone tab and then Useful Information/Centre Materials/Invigilator Materials
- The invigilator must be satisfied that the documentary evidence presented by the learner confirms their identity. For further clarification please contact the contact Customer Support
- The learner must supply one recent colour passport photograph and the invigilator must be satisfied that the photograph is a true likeness of the learner as this will be used to complete the Candidate Information Details (CID) Form.

Failure to present documentary evidence of identity will result in learners being excluded from the examination. There is no appeal to BIIAB against this decision.

BIIAB reserves the right to carry out unannounced quality control assessment inspections shortly before, or during an examination, to confirm that the Centre's examination arrangements meet BIIAB's conditions for the security of examination materials and the conduct of the examination. The monitor or inspector must have unhindered access to the examination room and materials. Failure to allow this may result in removal of a Centre's approval.

8.5 Completion of Examination Paperwork

Completing the Candidate Information Details Form (CID)

It is important that as an invigilator/tutor you ensure the completion of the CID Form takes place for each learner, **before** any training begins. It is very important the information entered reflects the identification the learners have provided, therefore please check the information thoroughly.

CID documents are verified using computer technology, therefore it is vital extra care is taken to ensure learners follow all instructions and use clear handwriting when filling in these documents.

The sheets must be marked with a HB pencil, and any incorrect information must be rubbed out thoroughly with an eraser.

Please read and follow these instructions carefully, as failure to do so could result in firstly delayed examination results and secondly cause problems for the learner when later applying for an SIA licence.

Personal Details

PLEASE ENTER ALL INFORMATION IN BLOCK CAPITALS

Title - Please shade the relevant title as per learner's identification

Gender - Please shade the correct gender

Forename - The learner's first, or given name (Mandatory Field)

Middle Names - Any middle names shown on the learner's identification

Surname – Learner's Last or Family name. (Mandatory Field)

Unique Learner No. - Numbers are to be entered starting from the left. ULN's for England and Northern Ireland are 10 digits long. Scottish Candidate Numbers are 9 Digits long. (Optional Field if Known)

Date of Birth – Learner's date of birth entered in the format DD-MM-YY (where YY is the final two numbers in the learner's birth year)

Address - The learners address is a mandatory field at BIIAB, please ensure this is filled out in the following format:

Address 1 – House No. /House name and street name

Address 2 /3 – Not mandatory, only if further information/space is needed

City/Town – Mandatory

County – Mandatory

Telephone Number - This is a Mandatory field, and allows both the SIA and BIIAB to contact learners if there are any problems.

Post Code - Mandatory field relating to the address given above.

Email - This is a Mandatory field, and allows both the SIA and BIIAB to contact learners if there are any problems.

Ethnic Origin - Please select by shading in the correct ethnic origin.

- This field is optional and is used for statistical purposes. It is used to monitor that learners from all ethnic origins have access to qualifications throughout the UK. Learners should be advised on why this information is required and reassured that their individual details are not passed on, and this will have no effect on their examinations.
- Should learners not wish to disclose this information please select "Not Provided" on the form.

Qualification Details

BIIAB Centre No. - Please ensure you enter your centre number in the format "COXXXX" When X represents a figure. If your centre number contains 0's, please ensure these are included in this field.

Date - This date refers to the date that the learner completes their first assessment.

Are you registering this learner for the full qualification? - This field is asking you whether the learner will be completing an entire qualification or a single unit of a qualification. This is a Mandatory Field.

- For example a learner could register to take both the common unit and the CCTV unit, which would be the whole CCTV Qualification, therefore mark “yes”. Alternatively, the learner could just take the CCTV Unit, which would be just a unit registration, therefore please mark “No”

Registration Code - The code entered into this box is mandatory, it is also essential that this code is entered correctly. Please ensure the correct and full code is entered for each of the learners before signing the back of a CID form (Please refer to the documentation entitled “Registration Codes for BIIAB Security Qualifications”).

Learner’s Signature and Photograph

Signature - Please ensure the learners signature is entered into the box provided, Please DO NOT go out of the lines as this will mean the signature will not correctly match the SIA’s records. By signing the CID form, the learner is agreeing that their information can be passed onto the SIA. If the learner fails to sign the form, BIIAB will have no choice but to return the form to the centre to be resubmitted once signed.

Photograph - Learners must provide one recent colour photograph (Dimensions 35mm x 45mm). Acceptable photos will be the type required for passports and driving licences, meeting the following criteria:

- The photograph must be of passport size (35mm x 45mm)
- The photograph must be front facing and include the entire head and top of shoulders (i.e. side facing photos will not be accepted)
- The learner must not be wearing sunglasses
- The learner must not be wearing a hat or have anything covering their head, except where this is required due to religious belief or ethnic background
- The photo must be in full colour; black and white photographs will not be accepted.
- Digital Photographs (i.e. not taken in a photo booth) are NOT accepted as the photograph quality is not clear enough for the SIA uploading facility

Attaching the Photograph – Please follow the instructions on the reverse of the CID carefully, if the learners photo is not placed in the correct position, it will be uploaded incorrectly, and could result in the SIA refusing the learners application, or a severe delay in the process.

Signing the CID form as an Invigilator

When signing the CID form as an invigilator, you are authorising the information on the CID form to be processed. This means you become responsible should there be any discrepancies between the CID form and the learners information they enter to the SIA as per their identification.

Therefore; please ensure that you have fully checked both the front and back page of the CID form for each candidate thoroughly, and ensured all information is firstly complete, and secondly correct as per the candidates identification provided before printing and signing the document.

Completing the Candidate Answer Sheet (CAS)

The Candidate Answer Sheet (CAS) must be completed by the learner; this must not be done by the tutor or invigilator at the time of, or prior to, the examination.

CAS documents are verified using computer technology, therefore it is vital extra care is taken to ensure learners follow all instructions and use clear handwriting when filling in these documents.

The sheets must be marked with a HB pencil, and any incorrect information must be rubbed out thoroughly with an eraser.

PLEASE ENTER ALL INFORMATION IN BLOCK CAPITALS.

Examination Details

Centre Approval No. - This will be a pre-populated field, please ensure this is correct.

Site Code - This will be a pre-populated field. This will be "S001" unless your centre have multiple sites, then please use the applicable site number (this relates to site, not venue)

Date of Examination - This will again be pre-populated with the scheduled exam date, please check this is correct.

Paper Number - This field will be pre-populated as per the schedule you created. Please ensure this code relates to the question papers the learners have received.

Personal Details

Learner No. - This field relates to any learner who has already sat a BIIAB qualification after February 2017. If the learner number is known, please enter here (this is a non-mandatory field)

Forename(s) - The learners first, or given name. (Mandatory Field)

Middle Name(s) – Learners middle name(s) (this is a non-mandatory field)

Surname - Learners Last or Family name. (Mandatory Field)

Date of Birth - Learners date of birth entered in the format DD-MM-YY (where YY is the final two numbers in the learner's birth year)

Unique Learner No./Scottish Candidate No. - Numbers are to be entered starting from the left. ULN's for England and Northern Ireland are 10 digits long. Scottish Candidate Numbers are 9 Digits long. (Optional Field if Known)

Telephone Number - This is a Mandatory field, and allows both the SIA and BIIAB to contact learners if there are any problems.

Email - This is a Mandatory field, and allows both the SIA and BIIAB to contact learners if there are any problems.

Ethnic Origin - Please select by shading in the correct ethnic origin.

- This field is optional and is used for statistical purposes. It is used to monitor that learners from all ethnic origins have access to qualifications throughout the UK. Learners should be

advised on why this information is required and reassured that their individual details are not passed on, and this will have no effect on their examinations.

- Should learners not wish to disclose this information please select “Not provided” on the form

Score Sheet

It is essential learners mark their answers on the back of their CAS form clearly as per the instructions. Please ensure learners are fully shading the circle to the right of the letter they believe is the correct answer, making sure it is clear to candidates they are only to mark ONE answer.

If learners fail to clearly mark their answers on the score sheet correctly and clearly, the question(s) will be left blank, meaning the learner failed to provide an answer and therefore they will be marked as incorrect.

Failure to fill in the CAS correctly may result in a delay of learner results, or learners needing to resit the assessment.

8.6 Invigilation Arrangements

Invigilation Instructions

The Centre contact has the discretion to delegate the responsibility of invigilating the examination.

Invigilators **must not** be the nominated tutor who has prepared and trained learners for the qualification being examined. This is stipulated by the SIA. The invigilator is solely responsible for the conduct and integrity of the examination. Seating arrangements must be such that the invigilator can see every learner. When only one invigilator is present, that person must be able to summon assistance easily, without leaving the examination room and without disturbing the learners.

At least one invigilator must be present for every 30 learners. For Learners whom have had a reasonable adjustment agreed and a reader has been arranged or extra time granted, there must be a separate invigilator present and the learner must be examined separately from the rest of the cohort to avoid disturbing the other learners.

The Centre contact must ensure that sufficient time has been allocated to the invigilator to enrol learners, verify identity and instruct learners how to enter their details onto the Answer Sheet prior to the examination.

This manual should be present in the examination room at all times for reference purposes.

Starting the Examination

Invigilators play a key role in upholding the integrity of the examination process and are required to:

- Arrive at the examination location in good time
- Check that the examination accommodation conforms to BIIAB requirements (see ‘Centre Support Information’ within CentreZone for further guidance)
- Inform learners that they are not permitted to refer to any materials during the examination and that any such materials must be placed out of their reach before the examination commences

- Inform learners that mobile phones must be switched off, because they are **not** permitted for the duration of the examination
- Check that learners have the necessary materials to complete the examination
- Check that only authorised materials are permitted on the desk for use during the examination e.g. Candidate Information Details form, Answer Sheet, Examination Paper and writing materials
- Instruct learners on how to complete the Candidate Information Details form and Answer Sheet
- Open the sealed (blue) security bag containing the question papers, count the number of question papers to ensure that there are exactly the required amount as ordered. Issue the examination papers to learners and instruct them not to open the paper until asked to do so

The sealed (blue) security bag containing the papers must remain sealed until the start of the examination and must be opened in the examination room in front of the learners not more than 5 minutes prior to starting the examination.

- Ask learners to check that they have been given the correct examination paper and then take them through the instructions on the front page
- Remind learners that they must use an HB pencil
- Remind learners that they are forbidden to communicate with, seek assistance or give assistance to, another learner during the examination
- Announce clearly to learners when to begin the examination and write the starting and finishing times of the examination on a board which is visible to all learners

8.7 During the Examination

Supervision of Learners

The invigilator must supervise the learners throughout the whole time the examination is in progress.

Invigilators must be mobile and attentive at all times during the examination; they must not read or carry out any other activities, to ensure that learners' record answers on the CAS and not the examination paper.

Late Arrival of Learners

A learner, whom arrives after the starting time for an examination may, at the discretion of the invigilator, be allowed to enter the examination room and sit the examination. The learner must be allowed to complete the examination within the allocated time.

The invigilator must ensure that all checks are carried out in accordance with BIIAB regulations.

Latecomers should only be permitted to take the examination provided that this does not compromise the invigilation of the other learners or disturb them.

The invigilator must submit a written report to the Centre Contact about the late arrival, which contains the following details:

- Name of learner and reason for late arrival
- Actual starting time of the examination
- Time at which the late arrival started the examination

Leaving the Examination Room

Learners who need to leave the examination room temporarily during the examination, because they are unwell or need to go to the toilet, must be accompanied by an invigilator who must ensure that they do not speak to anyone else, consult any notes, make a telephone call or breach the security of the examination. The number of invigilators present in the examination room must not fall below the number specified.

A learner, who has finished the examination and has been allowed to leave the examination room early, must hand in the CAS and examination paper; the learner must not be re-admitted under any circumstances.

Malpractice during the Examination

Should the invigilator observe a learner(s) referring to materials which could be of assistance in answering the examination questions, or colluding with another learner, must be asked to stop. If the action by the learner(s) is considered serious enough, the Answer Sheet(s) should be collected and the learner(s) instructed to leave.

In the latter event, the invigilator must submit a written report to the Centre Contact, who must notify BIIAB of the incident at the earliest opportunity or within one working day of the incident taking place.

Note: for further guidance on Malpractice please refer to BIIAB's policy contained within www.biiab.org/Useful Information/BIIAB Policies

Emergencies

In the event of an emergency; fire alarm, bomb warning etc. the invigilator must evacuate the examination accommodation in accordance with venue procedures. Learners must leave examination papers and answer sheets on their desks in the room.

If the invigilator can assure BIIAB that learners have been closely supervised and that the integrity of the examination has not been compromised, i.e. learners did not converse with each other or any other person, nor consult books or notes during the enforced break, then the examination may be resumed and the full remainder of the allocated time may be given.

All such incidents must be recorded and submitted to BIIAB with the completed examination documentation within one working day of the event.

8.8 At the End of the Examination

Finishing the Examination

Before the end of the examination, the invigilator should remind learners of the time remaining. It is suggested that this warning should be given between fifteen and five minutes from the end. At the end of the examination, invigilators must ensure that learners have signed the Answer Sheet, before sealing them into the returns bag.

Collecting, Checking and Despatch of Examination Papers and Documentation

The invigilator must collect all answer sheets and examination papers before learners leave the examination room, and ensure that all are accounted for.

Answer Sheets are confidential between the learners and BIIAB. They must not be read or photocopied by any person prior to despatch.

Having collected all examination documentation from learners and checked everything is accounted for, the invigilator must immediately place all documentation into the secure white returns bag, with at least one learner present in the examinations room. The bag should contain the following;

- All used and unused Answer Sheets
- All used and unused examination papers
- Nominal roll

8.9 After the Examination

Postage of Answer Sheets and Documentation

After the examination, the Centre Contact or invigilator must send by First Class post to BIIAB (if possible on the same day of the examination, and in all cases within one working day) all examination documentation.

Where a Centre administers all units of the security portfolio over consecutive days and wishes to return examination documentation in one envelope, examination documentation for each unit should be sealed in the provided white envelopes and securely stored.

BIIAB reserves the right not to process any examination documentation which has been retained by the Centre over the prescribed time limit.

Retention of Examination Documentation

Following the examination, the Centre Contact must obtain from the invigilator and retain:

- Either a photocopy of, or the information on, the Nominal roll for a minimum of 3 years
- Copies of any Centre Contact/Invigilator reports for a minimum of 3 years. The originals must be sent to BIIAB
- Centres are required to hold all documentation for 3 years for audit purposes

Centre Notification of Results

On the day of receipt of the complete examination documentation, BIIAB will mark the Answer Sheets and upload the examination results. The learner results will then become available to view in the "Results" section of ORCAS.

On successful completion of all units, BIIAB will upload learner achievement to the Security Industry Authority (SIA) database.

When the Centre Contact/Examination Officer looks at the learners results, it is essential they check all learners who sat the examination are appearing and that the name and date of birth of each learner is correct. Any discrepancies should be reported to BIIAB immediately by email. Failure to notify BIIAB

of any discrepancies will result in certificates being issued with incorrect learner details; this is the responsibility of the Centre to update BIIAB of any incorrect name within 10 working days.

Answer Sheets cannot be processed if:

- They have been completed incorrectly and the computer is unable to read them
- Learner photographs are not attached to their CID Form
- The invigilator's signature is missing
- The Nominal roll has been completed incorrectly e.g. names and/or signatures not completed by learner and/or invigilator
- If the examination documentation is incomplete or incorrect; BIIAB will inform the Centre Contact accordingly and agree the actions required within one day of receipt of the documentation. The Centre Contact is required to respond to BIIAB's request within three working days

Note: Failure to return examination documentation is considered a breach of terms and conditions of Centre approval. See CentreZone/Useful Information/Centre Handbook. Repeated failure to submit complete and correct documentation may lead to the withdrawal of Centre approval.

Learner Notification of Results

The Centre Contact/Examination Officer is required to make suitable arrangements to notify learners of results within five working days of receipt. This information should not be given to any other party other than the learner.

Learner Certificates

Learner certificates are sent to the Centre Contact/Examination Officer the day after the next working day after examination results are released. BIIAB will issue both the overarching Qualification Certificate for the security portfolio, and a transcript of the units the learner has completed.

Faulty certificates must be returned to BIIAB within 10 working days of receipt to be amended free of charge, furthermore if a certificate has been returned to the centre by the post office due to the learner having moved, please return the certificates to BIIAB.

It is the responsibility of the Centre Contact/Examination Officer to issue original certificates directly to learners (not via a third party) within five working days of receipt. Centres are not permitted to withhold certificates from learners; by doing this they risk withdrawal of their Centre recognition.

Failure to ensure that learners' certificates are issued without undue delay is considered to be malpractice and subject to a sanction on the Centre. It must be noted that this is a regulatory requirement of both Ofqual and SQA Accreditation.

Replacement of Certificates

If a Centre loses a learner's certificate or a transcript page, whatever the reason for the loss, BIIAB will replace the certificate on receipt of a letter from the Centre Contact confirming that the Centre has lost it or through completion of the form available on the BIIAB website. BIIAB will raise a replacement fee.

If a learner loses their certificate, the learner is required to complete a Replacement Certificate form available at www.biiab.org/Useful Information/Information for Learners/Replacement Certificates

Retake of Examination

Learners who fail an examination can retake it as many times as they wish.