



## BIIAB Level 2 Award for Door Supervisors in the Private Security Industry

Level 2 Award – 603/6978/4 (England)  
- C00/4379/0 (Wales)



## Qualification Guidance

### About Us

BIIAB Qualification Limited is part of Skills and Education Group, a charitable organisation that champions education and skills-oriented organisations, providers and learners, making real change locally, nationally and internationally.

BIIAB Qualifications Limited has an on-line registration system to help customers register learners on its qualifications, units and exams. In addition it provides features to view exam results, invoices, mark sheets and other information about learners already registered.

### Sources of Additional Information

The BIIAB Qualifications Limited website [www.biiab.co.uk](http://www.biiab.co.uk) provides access to a wide variety of information.

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Version	Date	Details of Change
2.0	March 2021	Launch version
3.0	June 2021	Updated with Wales and Northern Ireland accreditation detail – sections 1, 2, 3, 6 and 9
4.0	August 2021	Adding Q/A session to Physical Intervention unit assessment plan
4.1	January 2024	Reformatted Qualification Guide into new branding  Added Spiking Content



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5.0	March 2024	Reformatted and realigned  Changed qualification numbers and start/end dates
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This is a live document and as such will be updated when required. It is the responsibility of the approved centre to ensure the most up-to-date version of the Qualification Specification is in use. Any amendments will be published on our website and centres are encouraged to check this site regularly.

## Qualification Summary

BIIAB Level 2 Award for Door Supervisors in the Private Security Industry – 603/6978/4 (England) and C00/4379/0 (Wales)	
<b>Qualification Purpose</b>	To confirm occupational competence and/or 'licence to practice'.
<b>Age Range</b>	<b>Pre 16</b> <b>16-18</b> <b>18+</b> ✓ <b>19+</b> ✓
<b>Regulation</b>	The above qualification is regulated by Ofqual
<b>Assessment</b>	<ul style="list-style-type: none"> <li>• E-assessment</li> <li>• Multiple Choice Examination</li> <li>• Practical Demonstration/Assignment</li> </ul>
<b>Type of Funding Available</b>	See FaLa (Find a Learning Aim)
<b>Qualification/Unit Fee</b>	See BIIAB Qualifications Limited web site for current fees and charges
<b>Grading</b>	Pass/Fail To achieve a Pass grade, learners <b>must</b> achieve all the Learning Outcomes and Assessment Criteria in all the units completed
<b>Operational Start Date</b>	01/04/2021
<b>Review Date</b>	01/04/2027
<b>Operational End Date</b>	
<b>Certification End Date</b>	
<b>Guided Learning (GL)</b>	52 hours
<b>Total Qualification Time (TQT)</b>	61 hours
<b>Credit Value</b>	6
<b>BIIAB Qualifications Limited Sector</b>	Security
<b>Ofqual SSA Sector</b>	01.4 Public Services
<b>Support from Trade Associations</b>	
<b>Administering Office</b>	See BIIAB Qualifications Limited web site



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### About the BIIAB Level 2 Award for Door Supervisors in the Private Security Industry

BIIAB Qualifications Limited is regulated to deliver this qualification by Ofqual in England. The qualification has a unique Qualification Number (QN) which is shown below. Each unit within the qualification will also have a regulatory Unit Reference Number (URN).

The QN code will be displayed on the final certificate for the qualification.

Qualification Title	Qualification Number (QN)
BIIAB Level 2 Award for Door Supervisors in the Private Security Industry	603/6978/4 (England) C00/4379/0 (Wales)

### Objective and Purpose of this Qualification

The BIIAB Level 2 Award for Door Supervisors in the Private Security Industry 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 door supervision, at this level. As such the sub-purpose is to confirm the ability to meet a 'licence to practice' or other legal requirements made by the relevant sector, professional or industry body.

Under the Private Security Industry Act 2001, all door supervisors must hold a licence to practice 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. Door supervisors might like to progress by broadening their industry knowledge/employability by taking the BIIAB Level 2 Award for Security Officers in the Private Security Industry and/or the BIIAB Level 2 Award for CCTV Operators in the Private Security Industry..

Due to constant regulatory, policy and funding changes users are advised to check this qualification has been placed in the relevant Apprenticeship Framework and / or is funded for use with individual learners before making registrations. If you are unsure about the qualification's status please contact BIIAB head office.



## Qualification Guidance

### About this Guidance

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

The purpose of the guidance 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.

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

### BIIAB Qualifications Limited Customer Service

BIIAB Qualifications Limited is committed to giving the highest possible levels of customer service. Our Service Level Agreement is available via [www.biiab.co.uk](http://www.biiab.co.uk)

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 Support Contact Details: 0115 854 1620

Email: [CustomerSupport@biiab.co.uk](mailto:CustomerSupport@biiab.co.uk)

Our Customer Support 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

### What are Rules of Combination (ROC)?

Under the Regulatory Qualifications Framework (RQF), 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 (RoC). The RoC allows for flexibility and transferability.

The ROC will specify:

- the total credit value of the qualification
- the amount of credit that must be achieved within specific groups of units (e.g. Mandatory, Optional Unit, and Optional groups)

## Qualification Guidance

- 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 Qualifications Limited 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.

## **BIIAB Level 2 Award for Door Supervisors in the Private Security Industry Rules of Combination (ROC) and Structure**

To achieve the BIIAB Level 2 Award for Door Supervisors in the Private Security Industry, learners **must** complete all units within the qualification. This **must** consist of:

- Minimum total credit: **6**
- Mandatory Group A **minimum** number of units: **4**
- Minimum Guided Learning Hours (GLH): **52** hours
- Total Qualification Time (TQT): **61** 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.

In addition to the current content, additional content must be delivered on the topic of "spiking", this content is attached at appendices 1, at the end of this document. This content must be delivered as part of all training courses from 4<sup>th</sup> March 2024.

Listed on the next page are the qualification units.



Unit No.	URN	Unit Title	Level	Credit	GLH	SIA min. contact time (hours)	SIA max. permitted self-study time (hours)	Assessment Method
PWPSI	L/618/5957	Principles of Working in the Private Security Industry	2	2	17	9	8	Multiple-choice questions and practical assessment
PWDSPSI	Y/618/5959	Principles of Working as a Door Supervisor in the Private Security Industry	2	1	11	11	Not permitted	Multiple-choice questions and practical assessment
ACMIPSI	R/618/5958	Application of Conflict Management in the Private Security Industry	2	1	13	13	Not permitted	Multiple-choice questions and practical assessment

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Unit No.	URN	Unit Title	Level	Credit	GLH	SIA min. contact time (hours)	SIA max. permitted self-study time (hours)	Assessment Method
APISPSI	L/618/5960	Application of Physical Intervention Skills in the Private Security Industry	2	2	13	13	Not permitted	Multiple-choice questions, practical assessment and Q/A session to cover critical areas of PI knowledge

**Note:** The minimum of 6 days only applies where self-study can be evidenced. If no self-study can be evidenced, the qualification must be delivered for a minimum of 52 hours over 7 days.

### Order of delivery and assessment of the Units

It is a requirement that learners undertaking the Level 2 Award for Door Supervisors 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 training has been delivered.

### Age Restriction

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

18+

## **Entry Requirements and Progression**

### **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.

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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.*

## Assessment

### Overview of assessment strategy

The qualification contains units that cover both knowledge and competency which are all assessed. The competence elements of the units are assessed through practical assessments and require learners to demonstrate their competence through observation by an assessor. 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.



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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 on request.

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 Door Supervisors in the Private Security Industry 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 certifying the qualification.

## Principles of Working in the Private Security Industry

This unit will be assessed by both knowledge and practical assessment. The knowledge assessment is an externally set and marked multiple choice question paper consisting of 72 questions. The examination will last for 110 minutes and learners will be required to answer correctly 70% in order to pass. The practical



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assessment is an externally set, internally assessed activity based on the completion of an evidential statement and learners will be required to achieve a pass mark of 100%. Training centres are required to retain copies of the evidential statements completed on record for a minimum of 3 years, the BIIAB Qualifications Limited EQA will sample this activity during a quality assurance visit.

### **Principles of Working as a Door Supervisor in the Private Security Industry**

This unit will be assessed by both knowledge and practical assessment. The knowledge assessment is an externally set and marked multiple choice question paper consisting of 50 questions. The examination will last for 75 minutes and learners will be required to answer correctly 70% in order to pass. The practical assessment is an externally set, internally assessed observation of searching with observation sheet and an externally set and internally assessed observation of using communications devices. The practical assessment must be visually recorded for each learner and is recommended to take approximately 15 minutes. Learners will be required to achieve a pass mark of 100% for the practical assessment.

### **Application of Conflict Management in the Private Security industry**

This unit will be assessed by both knowledge and practical assessment. The knowledge assessment is an externally set and marked multiple choice question paper consisting of 20 questions. The examination will last for 30 minutes and learners will be required to answer correctly 70% in order to pass. The practical assessment is an externally set, internally assessed practical scenario with observation sheet. The practical assessment must be visually recorded for each learner and is recommended to take approximately 15 minutes. Learners will be required to achieve a pass mark of 100% for the practical assessment.

### **Application of Physical Intervention Skills in the Private Security Industry**

This unit will be assessed by both knowledge and practical assessment. The knowledge assessment is an externally set and marked multiple choice question paper consisting of 30 questions. The examination will last for 45 minutes and learners will be required to answer correctly 80% in order to pass. The practical assessment is an externally set, internally assessed observation of each learner performing every technique with observation sheet and Question and Answer session to cover critical areas of physical intervention knowledge. The practical assessment must be visually recorded for each learner and is recommended to take approximately 15 minutes. Each learner should introduce themselves, state the date and the techniques they are demonstrating.

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Learners will be required to achieve a pass mark of 100% for the practical assessment. The trainer will only pass a learner when all of the techniques have been demonstrated successfully.

## 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 demonstrations 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. For full details of arrangements for the assessment and examination environment, please refer to BIIAB Qualifications Limited's Centre Manual for the Administration of BIIAB Qualifications within the Security Portfolio.

## 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.

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### 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.



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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).

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### 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

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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 Qualifications Limited's appeals procedure please refer to <https://biiab.co.uk/policies-and-procedures/>

## Initial Assessment and Induction

Prior to the start of any programme it is recommended that 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.

## Resources

BIIAB Qualifications Limited provides the following additional resources for this qualification:

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

All of these resources are available on request.

## 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 guidance document.

## 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 forms part of the delivery.

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

This can include activities such as training/class room 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 GL, will include the estimated number of hours spent in preparation, study or any other supervised learning, study or assessment for an average learner. When planning how to deliver the qualification it is important to refer to this definition.

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

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### 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 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)

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



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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.

## 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 guidance document 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 Number / 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 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.

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### Total Qualification Time (TQT)

Total Qualification Time (TQT) is defined by Ofqual 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.

## Initial Registration

### Registration and Certification

Learners should be registered and certificated via BIIAB Qualifications Limited's Customer Management System.

### Equal Opportunities and Diversity Policy

BIIAB Qualifications Limited has in place an equal opportunities policy, a copy can be found at <https://www.biiab.co.uk/policies-and-procedures/>

BIIAB Qualifications Limited is committed to ensure that:

## Qualification Guidance

- 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

## Reasonable Adjustment Policy

Learners who require reasonable adjustments for their assessments must inform their assessor at the beginning of their course of their requirements. BIIAB Qualifications Limited has a reasonable adjustment policy in place, a copy of which is provided to all approved centres and can be found at <https://www.biiab.co.uk/policies-and-procedures/>

## 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, assessment approach remains appropriate and that it remains valid and fit for purpose.

## Mandatory Units

The following units are mandatory for this qualification.



## Principles of Working in the Private Security Industry

<b>Unit Reference</b>	L/618/5957
<b>BIIAB Reference</b>	PWPSI
<b>Level</b>	2
<b>Credit Value</b>	2
<b>Guided Learning (GL)</b>	17 (8 hours allowed for Distance Learning)
<b>Unit Summary</b>	The purpose of this unit is to provide the learner with the knowledge of the principles of Working in the Private Security Industry.
<b>Learning Outcomes (1 to 11)</b> The learner will:	<b>Assessment Criteria (1.1 to 11.4)</b> The learner can:
1. Know the main characteristics and purposes of the Private Security Industry	1.1 Identify the key purposes of the private security industry  1.2 State the aims and functions of the Security Industry Authority (SIA)  1.3 Recognise the required standards of behaviour of a security operative  1.4 Identify the benefits of community safety initiatives  1.5 Recognise how assignment instructions support the Security Operative role  1.6 Recognise how each security operative role may use CCTV  1.7 Identify the limitations of CCTV within the security operative role  1.8 State the purpose of the Approved Contractor Scheme

## Qualification Guidance

<p>2. Understand legislation as it applies to a security operative</p>	<p>2.1 Identify the differences between Civil and Criminal Law</p> <p>2.2 State the main aims of the Private Security Industry Act 2001</p> <p>2.3 Identify key legislation relating to promoting equality and diversity in the workplace</p> <p>2.4 Identify licensable roles under the Private Security Act</p> <p>2.5 Identify how data protection regulation impacts on the security operative</p>
<p>3. Understand arrest procedures relevant to security operatives</p>	<p>3.1 State the meaning of arrest</p> <p>3.2 Identify offences for which a security operative can make an arrest</p> <p>3.3 Identify the limitations to a security operative's powers of arrest</p> <p>3.4 State procedures to follow when making an arrest</p> <p>3.5 State why an arrest should only be made as a last resort</p> <p>3.6 State procedures following an arrest</p> <p>3.7 State what is meant by 'reasonable' and 'necessary' force</p>

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<p>4. Understand the importance of safe working practices</p>	<p>4.1 Identify responsibilities under the Health and Safety at Work etc. Act</p> <p>4.2 Identify the risks of lone working within the private security industry</p> <p>4.3 Identify typical workplace hazards and risks</p> <p>4.4 State how to minimise risk to personal safety at work</p> <p>4.5 Identify safety signs and signals</p> <p>4.6 State procedures to be followed for recording and reporting accidents and health and safety incidents</p> <p>4.7 Identify ways to keep personal information safe</p>
<p>5. Understand fire procedures in the workplace</p>	<p>5.1 Identify the elements that must be present for fire to exist</p> <p>5.2 State the actions to be taken upon discovering a fire</p> <p>5.3 Identify basic fire safety controls</p> <p>5.4 Identify classifications of fire</p> <p>5.5 Identify the different types of fire-fighting equipment</p> <p>5.6 Identify the role of a fire marshal in the event of an emergency</p>

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<p>6. Understand emergencies and the importance of emergency procedures</p>	<p>6.1 Identify the key emergency terms</p> <p>6.2 Identify different types of emergencies within the workplace</p> <p>6.3 Recognise how people react when emergencies occur</p> <p>6.4 Identify actions to be taken in an emergency situation</p> <p>6.5 Identify the role of the security operative in relation to first aid incidents</p> <p>6.6 Recognise evacuation principles</p>
<p>7. Understand how to communicate effectively as a security operative</p>	<p>7.1 Identify the different types of communication</p> <p>7.2 State the importance of effective communication</p> <p>7.3 Identify the benefits of teamwork in the private security industry</p> <p>7.4 State the principles of customer service</p> <p>7.5 Recognise diverse customer needs and expectations</p>
<p>8. Understand record keeping relevant to the role of the security operative</p>	<p>8.1 State the importance of accurate record keeping</p> <p>8.2 Identify the types of records that may need to be completed</p> <p>8.3 Identify what information to include in records</p> <p>8.4 Demonstrate the accurate completion of an evidential statement (Section 9 Statement)</p>

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	8.5 State the process of attending court to give evidence
9. Understand terror threats and the role of the security operative in the event of a threat	<p>9.1 Identify the different threat levels</p> <p>9.2 Recognise the common terror attack methods</p> <p>9.3 Recognise the actions to take in the event of a terror threat</p> <p>9.4 identify the procedures for dealing with suspicious items</p> <p>9.5 Identify behaviours that could indicate suspicious activity</p> <p>9.6 Identify how to respond to suspicious behaviour</p>
10. Understand how to keep vulnerable people safe	<p>10.1 Recognise duty of care with regard to vulnerable people</p> <p>10.2 Identify factors that could make someone vulnerable</p> <p>10.3 Identify actions that the security operative should take towards vulnerable individuals</p> <p>10.4 Identify behaviours that may be exhibited by sexual predators</p> <p>10.5 Identify indicators of abuse</p> <p>10.6 State how to deal with allegations of sexual assault</p> <p>10.7 State how to deal with anti-social behaviour</p>
11. Understand good practice for post incident management	11.1 Identify sources of post incident support available

## Qualification Guidance

	<p>11.2 State why accessing support following an incident is important</p> <p>11.3 State the benefits of reflecting on incident</p> <p>11.4 Identify why it is important for security operatives to contribute to improving practice</p>
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## Qualification Guidance

# Principles of Working as a Door Supervisor in the Private Security Industry

<b>Unit Reference</b>	Y/618/5959
<b>BIIAB Reference</b>	PWDSPSI
<b>Level</b>	2
<b>Credit Value</b>	1
<b>Guided Learning (GL)</b>	11
<b>Unit Summary</b>	The purpose of this unit is to provide the learner with the knowledge of the principles of working as a Door Supervisor in the private security industry.
<b>Learning Outcomes (1 to 7)</b> The learner will:	<b>Assessment Criteria (1.1 to 7.5)</b> The learner can:
1. Understand crimes relevant to door supervision	1.1 Recognise the types of crimes against a person that a door supervisor may come across  1.2 Recognise common crimes against property and premises that a door supervisor may come across  1.3 Identify an offensive weapon
2. Know how to conduct effective search procedures	2.1 State the different type of searches carried out by a door supervisor  2.2 Identify a door supervisor's right to search  2.3 Identify the different types of searching equipment  2.4 Recognise possible hazards when conducting a search  2.5 State the precautions to take when carrying out a search

	<p>2.6 State the actions to take if an incident or an accident occurs</p> <p>2.7 Demonstrate how to search people and their personal possessions</p> <p>2.8 Identify the reasons for carrying out a Premises search</p> <p>2.9 Recognise actions to take in the event of a search refusal</p> <p>2.10 Identify reasons for completing search documentation</p> <p>2.11 Identify actions to take if a prohibited or restricted item is found during a search</p>
<p>3. Understand drug-misuse legislation, issues and procedures relevant to the role of a door supervisor</p>	<p>3.1 Identify relevant aspects of drug-misuse legislation</p> <p>3.2 Identify common types of illegal drugs</p> <p>3.3 Recognise the signs and symptoms of drug use</p> <p>3.4 Identify the signs that may indicate drug dealing</p> <p>3.5 State the procedure for dealing with individuals found to be in possession of drugs</p> <p>3.6 State the procedures for handling and storing seized drugs</p> <p>3.7 State how to dispose of drug related litter and contaminated waste</p>



## Qualification Guidance

<p>4. Understand preservation of evidence relevant to the role of a door supervisor</p>	<p>4.1 State reasons for recording and preserving crime scenes</p> <p>4.2 State actions to take to preserve evidence after an incident</p> <p>4.3 Identify circumstances when a door supervisor should call the police</p> <p>4.4 Identify how different types of evidence can be obtained at a crime scene</p>
<p>5. Understand licensing law relevant to the role of a door supervisor</p>	<p>5.1 Identify the licensing objectives</p> <p>5.2 State the law in relation to refusing entry and ejecting customers</p> <p>5.3 Identify police powers regarding licensed premises</p> <p>5.4 State the rights and duties of licensees and door supervisors as their representatives</p> <p>5.5 State the role of the designated premises supervisor (DPS)</p> <p>5.6 State the law regarding children and young persons on licensed premises</p> <p>5.7 State conduct that is unlawful under licensing, gaming and sexual offences legislation</p> <p>5.8 Identify acceptable forms of proof of age</p>

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<p>6. Understand queue management and venue capacity responsibilities relevant to a door supervisor</p>	<p>6.1 State the responsibilities of a door supervisor when controlling queues</p> <p>6.2 Recognise the benefits of queue control</p> <p>6.3 Identify the importance of following dispersal procedures</p> <p>6.4 State why communication is important throughout the queuing process</p> <p>6.5 State the responsibilities of a door supervisor in relation to crowd capacity regulations</p> <p>6.6 Identify how and when to monitor a queue for potential safety issues</p> <p>6.7 State the factors to consider when ejecting or refusing entry to a person who may be vulnerable</p>
<p>7. Know how to use equipment relevant to a door supervisor</p>	<p>7.1 Recognise equipment used to manage venue capacity</p> <p>7.2 Recognise the different types of personal protective equipment relevant to the role of a door supervisor</p> <p>7.3 State the purpose of using body-worn cameras (BWC)</p> <p>7.4 Identify how to communicate effectively using relevant equipment</p> <p>7.5 Demonstrate effective use of communication devices</p>

## Application of Conflict Management in the Private Security Industry

<b>Unit Reference</b>	R/618/5958
<b>BIIAB Reference</b>	ACMIPSI
<b>Level</b>	2
<b>Credit Value</b>	1
<b>Guided Learning (GL)</b>	11
<b>Unit Summary</b>	This unit forms part of the SIA licence-to-practise qualifications for door supervisors, security officers. It covers application of the principles of conflict management which security operatives are required to know, understand and demonstrate.
<b>Learning Outcomes (1 to 4)</b> The learner will:	<b>Assessment Criteria (1.1 to 4.6)</b> The learner can:
1. Understand the principles of conflict management appropriate to the role	1.1 Identify situations that can lead to conflict 1.2 State how positive and constructive communication can be used to manage conflict 1.3 Recognise why it is important to be familiar with policies and procedures relating to workplace violence 1.4 Identify the stages of escalation in conflict situations 1.5 Recognise the stages of the attitude and behaviour cycle

## Qualification Guidance

<p>2. Understand how to recognise, assess and reduce risk in conflict situations</p>	<p>2.1 Recognise the potential risk posed in a conflict situation</p> <p>2.2 Identify factors that can trigger or inhibit a range of responses in self and others</p> <p>2.3 Identify a range of responses to conflict situations</p> <p>2.4 Recognise the stages in de-escalating conflict</p> <p>2.5 State the importance of positioning and exit routes</p>
<p>3. Understand the use of problem-solving techniques when resolving conflict</p>	<p>3.1 Recognise how to use empathy to resolve conflict</p> <p>3.2 Identify the benefits of using problem solving techniques</p> <p>3.3 Recognise how win-win approaches work to resolve conflict situations</p>
<p>4. Be able to communicate to deescalate conflict</p>	<p>4.1 Recognise verbal and non-verbal communication techniques</p> <p>4.2 Explain how to deal with communication barriers in conflict situations</p> <p>4.3 Identify different behaviour types</p> <p>4.4 Demonstrate approaches to take when addressing unacceptable behaviour</p> <p>4.5 Demonstrate ways to de-escalate conflict situations</p> <p>4.6 Demonstrate working with colleagues to deescalate conflict situations</p>

## Application of Physical Intervention Skills in the Private Security Industry

<b>Unit Reference</b>	L/618/5960
<b>BIIAB Reference</b>	APISPSI
<b>Level</b>	2
<b>Credit Value</b>	2
<b>Guided Learning (GL)</b>	13
<b>Unit Summary</b>	<p>This unit covers both the knowledge and the practical skills required to use physical intervention when working in the private security industry. It provides an introduction to best practice including restrictive and non-restrictive interventions, and the implications of their use, the hazards of using physical interventions and how to reduce the risk of harm being caused, and the actions that must be taken after an incident. This unit also provides an opportunity to develop non-aggressive physical intervention skills to protect yourself and others and non-restrictive and restrictive skills that you can employ when standing, holding or escorting individuals.</p>
<b>Learning Outcomes (1 to 5)</b> The learner will:	<b>Assessment Criteria (1.1 to 5.7)</b> The learner can:
1. Understand physical Interventions and the implications of their use	<p>1.1 State the legal implications of using physical intervention</p> <p>1.2 State the professional implications of using physical intervention</p> <p>1.3 Identify positive alternatives to physical intervention</p> <p>1.4 Identify the differences between defensive physical skills and physical interventions</p>

## Qualification Guidance

<p>2. Understand the risks associated with using physical intervention</p>	<p>2.1 Identify the risk factors involved with the use of physical intervention</p> <p>2.2 Recognise the signs and symptoms associated with acute behavioural disturbance (ABD) and psychosis</p> <p>2.3 State the specific risks associated with positional asphyxia</p> <p>2.4 State the specific risks associated with prolonged physical interventions</p>
<p>3. Understand how to reduce the risks associated with physical intervention</p>	<p>3.1 State the specific risks of dealing with physical intervention incidents on the ground</p> <p>3.2 Identify how to deal with physical interventions on the ground appropriately</p> <p>3.3 Identify ways of reducing the risk of harm during physical interventions</p> <p>3.4 State the benefits of dynamic risk assessment in situations where physical intervention is used</p> <p>3.5 State how to manage and monitor a person's safety during physical intervention</p> <p>3.6 State the responsibilities of all involved during a physical intervention</p> <p>3.7 State the responsibilities immediately following a physical intervention</p> <p>3.8 State why it is important to maintain physical intervention knowledge and skills</p>

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<p>4. Be able to use physical skills to protect yourself and others</p>	<p>4.1 Demonstrate stance and positioning skills</p> <p>4.2 Demonstrate skills used to evade and protect against blows</p> <p>4.3 Demonstrate methods of disengagement from grabs and holds</p> <p>4.4 Demonstrate non-aggressive intervention methods to stop assaults or fights</p> <p>4.5 Communicate professionally throughout the physical intervention</p>
<p>5. Be able to use non-pain compliant standing, holding and escorting techniques</p>	<p>5.1 Demonstrate how to physically prompt a person</p> <p>5.2 Demonstrate low-level non-restrictive standing holds that can be used to escort an individual</p> <p>5.3 Demonstrate low-level restrictive standing one and two person holds that can be used to escort an individual</p> <p>5.4 Demonstrate transitions between disengagement techniques and escorting techniques</p> <p>5.5 Demonstrate how to escort an individual on stairways</p> <p>5.6 Demonstrate how to disengage safely</p> <p>5.7 Demonstrate how to manage risk immediately following disengagement</p>

## **Appendices 1**

**Please read this document carefully as it contains important information regarding the content of training that you must deliver for the Level 2 Award for Working as a Door Supervisor in the Private Security Industry.**

The qualifications required for an SIA licence help to ensure the safety of security operatives and the public. These qualifications contain important content on safety issues that individuals applying for a licence need to learn. The work of training providers is crucial in making sure that Door Supervisors have the knowledge and skills that are needed to keep themselves and the public safe.

It is important for Door Supervisors to keep up to date with key safety critical issues relating to public safety.

This additional content relates to some areas that you already deliver. You may already be covering it in your existing courses. The purpose of this document is to raise awareness of more ways in which Door Supervisors can help safeguard the public.

You are required to amend your session/lesson plans and delivery timetables accordingly, to ensure the delivery of this additional content from **4 March 2024**. This training should be carried out in a face-to-face training environment.

### **Description**

1. Spiking includes adding alcohol or drugs to a person's drink or food without their knowledge or consent. This can also include spiking by needle (into food/drink or direct injection into a person) and spiking cigarettes/vapes.
2. Current provisions for England, Wales, and Northern Ireland (EWNI): under the Sexual Offences Act 2003, it is illegal to administer a substance to someone without consent with the intention of "stupefying or overpowering" them so as to enable the other person to engage in sexual activity.
3. Under the Offences Against the Person Act 1861, it is illegal to maliciously administer poison so as to endanger life or inflict GBH.
4. Current provisions for Scotland: under the Sexual Offences (Scotland) Act 2009, a person can also be prosecuted under the common law offence of "drugging", where the intent to stupefy the victim is required.



## Qualification Guidance

### **Identification: Visual and non-visual indicators that drinks have been spiked**

5. Visual indicators e.g. a drink could become discoloured, appear cloudier, be fizzing, there could be a separation line in drinks, the drink might look flat.
6. Non-visual/other indicators include e.g. an unusual odour or taste.

### **Behavioural signs of an individual attempting to spike drinks**

7. Hand hovering near victim's drink.
8. Hand drawing away quickly from victim's drink.
9. Swapping drinks with victim either secretly or purposefully, offering victim a "taste" of their drink.
10. Surveying their surroundings.
11. Adding a shot/additional liquid to the victim's drink.
12. Victim being alone/separated from friends.

### **Circumstances of individuals at higher risk of drink spiking**

13. Victim could already be vulnerable to potential sexual offences, practical jokes.
14. Victim could already be intoxicated.
15. Victim could be separated from friends.

### **Behavioural and other indicators that an individual has been spiked**

16. Victim is suddenly very tired/unresponsive/nauseous/dizzy/unsteady/has blurred vision/experiencing hallucinations/experiencing paranoia, behaving out of character.
17. Spiking via injection e.g. localised pain, small puncture wound.

### **Managing a spiking incident**

18. Priority must be given to the welfare of the potential victim.
19. Provide/offer First Aid, call an ambulance (if required).
20. Contact police to attend.
21. Conduct risk assessment/ensure safeguarding by analysing the situation – is the victim in immediate or potential danger if they leave the venue?

### Qualification Guidance

22. Verification of those accompanying the victim – how much does the victim know them? Are they friends? People the potential victim met at the venue? How concerned do those accompanying the potential victim seem to be about the state of their friend? Is there a safeguarding plan for such incidents in place at the venue? Consider detaining them if they attempt to leave when informed that the police are attending. If unsafe to detain them ensure full description and direction of travel is provided to the police.
23. Secure the glass/bottle from which the potential victim was drinking as evidence.
24. Secure any CCTV footage which is likely to capture the potential victim and criminal activity.
25. Seek witnesses/witness footage if available.

### **Prevention: suggested preventative actions that door supervisors and/or venues may take:**

26. Reduce opportunities for spiking to occur e.g. provide an attended table near to toilets or smoking areas for customers to leave their drinks in safety.
27. Monitor for abnormal looking fluids in glasses/bottles.
28. Respond to overt signs that a customer's drink does not taste as it should (visual cues from face, body language, inspecting the glass/bottle).
29. Remove unattended glasses/bottles.
30. Provide advice and awareness via posters outside and inside the venue (keeping thumb on top of bottle, hold glass in fingers with palm near to the top, not accepting any drugs, not accepting cigarettes from strangers, accompanying individuals offering to purchase drinks, make clear that spiking is an offence including adding extra shots of alcohol).
31. Focus on individuals showing anomalous behaviour.
32. Speak to suspected victims, approach them do not wait to be approached.
33. Increase the opportunities to catch offenders with regular overt patrolling.
34. Encourage bar staff to enable customers to keep caps on drinks if a screw top bottle.