

Unit 2: Principles of Working as a Security Officer in the Private Security Industry

Level:	2
Unit type:	Mandatory
Guided learning hours:	10

Unit introduction

In this unit, you will be taught about the role of a security officer and the knowledge and behaviour required for that role. You will need to know the main roles and responsibilities of security officers, including responsibilities for personal safety and how to minimise risk and issues and procedures in relation to drugs misuse. You will understand the functions and purpose of electronic and physical protection systems and managing entry to and exit from premises. Finally, you will learn about patrolling and how and when to conduct searches.

Learning outcomes, assessment criteria and indicative content

To pass this unit, learners need to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit. The indicative content sets out the required teaching content of the unit and specifies the knowledge, skills and understanding required for achievement of the unit.

Learning outcomes		Assessment criteria	Unit amplification
1	Understand the roles and responsibilities of security officers	1.1	Identify different security officer roles within the private security industry <ul style="list-style-type: none"> • Retail. • Corporate. • Asset protection. • Educational establishments. • Health and care sector (NHS).
		1.2	Identify the main responsibilities of a security officer <ul style="list-style-type: none"> • Protect life. • Prevent and deter crime. • Prevent loss. • Protect property and assets. • Respond to incidents and emergencies. • Control site access/egress. • Provide assistance to employees and customers. • Provide a safe and secure environment. • Maintain confidentiality of site and personal data/information. • Ensure compliance with current data protection legislation.

			<ul style="list-style-type: none"> • Customer liaison. • Process deliveries.
	1.3	Recognise how the control room supports the security officer	<ul style="list-style-type: none"> • Monitors activity on a site using systems such as CCTV/clocking devices and radios. • Provides assistance and emergency back-up support for security officers. • Around the clock/out of hours support. • Central point of contact. • Management of frontline staff. • Storage and issue point for equipment (e.g. PPE, Body Worn Cameras (BWC) etc).

Learning outcomes		Assessment criteria		Indicative content
2	Understand the control of access and egress	2.1	State the purpose of access and egress control	<ul style="list-style-type: none"> • Controls the entry and exit of all staff/visitors and customers. • Records who is on site at any given time. • Provides information in the event of evacuation/emergencies. • Protects safety of staff and visitors.

			<ul style="list-style-type: none"> • Safeguards site and assets. • Allows entry to authorised persons only etc.
	2.2	Identify the security officer's duties and responsibilities when controlling access and egress	<ul style="list-style-type: none"> • Relating to: <ul style="list-style-type: none"> ○ people including statutory agencies ○ vehicles ○ property. • Operating queuing systems. • Checking authority to enter premises. • Operating access/egress control equipment. • First point of contact, so creates visitor/customer impression. • Providing directions and guidelines for site access to third parties. • Controlling the entry and exit of all staff/visitors and customers. • Searching people, their belongings and vehicles. • Staffing access points/checkpoints. • Controlling issue/return of visitors passes. • Recording visitor information.

		<ul style="list-style-type: none"> • Refusing entry and removing unauthorised persons. • Recording who is on site at any given time. • Provide information in the event of evacuation, emergencies. • Protects safety of staff and visitors.
2.3	State the powers of statutory agencies relating to access and egress control	<ul style="list-style-type: none"> • Statutory agencies include HM Revenue and Customs; police officers; Health and Safety Inspectors; fire officers; local authority trading standards officers; local authority food safety inspectors. • Do not have to give advance notice of visit. • Must provide valid proof of identity. • Statutory agencies must not be prevented from carrying out their duties.
2.4	Identify ways of attempting to gain unauthorised access	<ul style="list-style-type: none"> • Unauthorised use of keys, cards, codes etc. • Using false/outdated credentials/ID. • Unsecured access points. • Tailgating. • Door propping. • Physical breach.
2.5	State the responsibilities of a	<ul style="list-style-type: none"> • Decreasing the potential for conflict outside the site.

		security officer in relation to crowd management and queue control at access and egress points	<ul style="list-style-type: none"> • Demonstrating good customer service. • Allowing assessment of attitude and behaviour of different customers while queuing. • Enforcement of admissions policy. • Improving the safety of self, customers and others. • Reducing likelihood of crushing. • Working with traffic management to keep pedestrians safe and avoid traffic collisions. • Enhance customer satisfaction and enjoyment. • Understand current government guidance as applied to sites.
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Learning outcomes		Assessment criteria		Indicative content
3	Know the different types of electronic and physical protection system in the	3.1	Identify how the different types of electronic and physical protection system can support the security officer role	<ul style="list-style-type: none"> • Provide information of incidents on site requiring action. • Detecting change of state and/or fault. • Access/egress control systems: to control entry/exit of site/premises. • CCTV systems: to show images an officer may not otherwise easily be able to see.

<p>security environment.</p>		<ul style="list-style-type: none"> • Electronic Article Surveillance (EAS): to alert officer if tag hasn't been removed before exiting retail premises. • Intruder alarms: display location/type of breach. • Enable large area to be covered. • Give enhanced vision in low light. • Identify objects not visible to the naked eye. • Enable faster response times. • Reduce manning numbers. • Safer searching.
	<p>3.2 Identify different types of protection measure</p>	<ul style="list-style-type: none"> • Access/egress control - these control access to/entry from premises: <ul style="list-style-type: none"> ○ visitor logs and passes ○ signing in/signing out ○ swipe cards/fob entry ○ biometric readers ○ hostile vehicle mitigation ○ video intercoms ○ keypads ○ facial recognition ○ mail/baggage scanners ○ mail and delivery logs.

		<ul style="list-style-type: none"> • Physical controls: fences/walls including those with climb deterrent, gates, raised kerbs. • Intruder detection and alarms, e.g. infrared sensors; break resulting in ink/smoke deployment. • Mechanical devices (e.g. cat's claws; turnstiles; locks; control barriers). • Automatic Number Plate Recognition (ANPR). • Metal detectors (walk-through/ hand held etc.). • Fire: heat/smoke detectors; audible alarms; flashing lights - detect a change of 'state'. • CCTV: PTZ cameras; fixed cameras - monitor and record activity on-site. • Maintenance systems - alert staff to faults with systems. • Electronic Article Surveillance (EAS) tagging. • Key management systems.
	<p>3.3 Identify potential risks to protection systems</p>	<ul style="list-style-type: none"> • Sabotage from either external parties or insider threat. • Malfunction. • Absence of or poor maintenance. • User error. • Systems failure, e.g. electrical outage. • Force Majeure /accidental damage (e.g. natural disaster).

3.4 Identify types of alarm activations and the actions to take in response to them.

- Follow assignment instructions.
- Intruder alarm: check panel; contact control; use CCTV to investigate/in person if safe to do so; call emergency services if appropriate.
- Fire (heat/smoke); check panel; contact control; if genuine, start official fire evacuation process including calling emergency services.
- Gas leak: raise the alarm; evacuate; contact supplier.
- False alarms: activations resulting in emergency services attending unnecessarily - including alarms activated in error or maliciously activated.
- Building Maintenance System (BMS) activations: check panel; contact control.
- Awareness of the implication of excessive 'false alarms' on the emergency service response.

**Learning
outcomes**

Assessment criteria

Indicative content

4	Know how to minimise risk to personal safety at work	4.1 Identify responsibilities for personal safety at work	<ul style="list-style-type: none"> • Employer responsibilities: <ul style="list-style-type: none"> ○ provision of assignment instruction ○ importance of contractor responsibilities ○ risk assessment ○ training needs analysis ○ provision of PPE and other essential equipment ○ application of current employment legislation ○ provision of health and safety procedures and policies. • Employee responsibilities: <ul style="list-style-type: none"> ○ follow assignment instructions ○ identification of training needs ○ attend appropriate training ○ fit and well for work/duties ○ use of PPE and other essential equipment ○ follow company HR policies and procedures.
		4.2 Identify situations that might compromise personal safety	<ul style="list-style-type: none"> • Lone working. • Interrupting a crime in progress. • Dealing with intoxicated individuals.

		<ul style="list-style-type: none"> • High risk locations (e.g. construction sites; remote and higher value site).
4.3	Identify the risks of ignoring personal safety in conflict situations	<ul style="list-style-type: none"> • Increased risk of escalation. • Places self and others at increased risk of violence and/or injury. • Risk of being considered negligent for any resultant harm.
4.4	State the personal safety benefits of undertaking dynamic risk assessments	<ul style="list-style-type: none"> • Ensures a process of analysing risk and the best course of action prior to action, then during and after the incident. • Increases own ability to assess and react to the changing situations.
4.4	List ways to minimise risk to personal safety at work	<ul style="list-style-type: none"> • Good communication. • Keeping the control room/colleagues informed. • Working within the limits of own knowledge and skillset. • Prompt action. • Control measures including the appropriate use of PPE. • Keeping own knowledge and skills up-to-date via CPD.
4.6	Recognise the different types of personal protective equipment	<ul style="list-style-type: none"> • Wearables: <ul style="list-style-type: none"> ○ waterproof clothing

	<p>relevant to the role of a security officer</p>	<ul style="list-style-type: none"> ○ high-visibility clothing ○ Headwear ○ stab vests ○ gloves (needle/slash resistant) ○ rubber gloves and face shields ○ ear defenders ○ eye protection ○ safety footwear ○ dust mask ○ face coverings. <ul style="list-style-type: none"> • Equipment: <ul style="list-style-type: none"> ○ metal detectors ○ Body Worn Cameras (BWC) ○ radios, mobile phones ○ personal alarms ○ Torches ○ equipment to help control infections.
	<p>4.7 State the purpose of using Body Worn Cameras (BWC)</p>	<ul style="list-style-type: none"> • Securing evidence against an offender. • Deterring crimes. • Self-protection.

		<ul style="list-style-type: none"> • Curbing behaviour (security officer or customer). • Identifying offenders.
4.8	Identify strategies that can assist personal safety in conflict situations	<ul style="list-style-type: none"> • Awareness. • Using dynamic risk assessments. • Building rapport. • Active listening. • Using problem-solving techniques. • Using CCTV. • Working in teams. • Knowing when to involve the emergency services.
4.9	Describe limits of own responsibility in physical intervention situations	<ul style="list-style-type: none"> • Work within own training, skillset and physical capabilities. • Request assistance when appropriate. • Legal responsibility for actions and omissions. • Current legal framework and responsibilities.
4.10	Identify types of harm that can occur during physical interventions	<ul style="list-style-type: none"> • Types of harm <ul style="list-style-type: none"> ○ Serious injury or death can result from: <ul style="list-style-type: none"> - strikes and kicks - an individual falling or being forced to Ground

		<ul style="list-style-type: none"> - interventions involving the neck, spine or vital organs - restraint on the ground (face up and face down) or other position that impairs breathing and/or circulation and increases risk of death through positional asphyxia - any forceful restraint can lead to medical complications, sudden death or permanent disability especially where situational and individual risk factors are Present - non-weapon items could cause harm to individual if they were to fall (e.g. glass objects, tools carried on person). <ul style="list-style-type: none"> ○ Stress and emotional trauma.
4.11	Identify the personal safety advantages of mental alertness at work	<ul style="list-style-type: none"> • Quick reaction time. • Awareness of potential hazards. • Accurate assessment of situation. • Increased potential to prevent escalation. • Clear identification of hazards and necessary actions to mitigate risk.
4.12	State the benefits of reflecting on personal safety experiences	<ul style="list-style-type: none"> • Improving safety of: <ul style="list-style-type: none"> ○ Self ○ Staff

			<ul style="list-style-type: none"> ○ visitor/customer. • Learning from what went well and what could have been handled better. • Informing/identifying improvements to personal and organisational practices and procedures. • Preventing reoccurrence of the same/similar problem. • Recognising trends to prevent reoccurrence of the same/similar problems. • Importance of sharing good practice to improve personal, team and organisational performance. • Recognising good and poor practice. • Identifying common responses to situations. • Identifying procedures or methods to deal with situations effectively.
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Learning outcomes		Assessment criteria		Indicative content
5	Understand drug-misuse legislation, issues and procedures	5.1	Recognise the signs and symptoms of drug use	<ul style="list-style-type: none"> • Awareness of Misuse of Drugs Act 1971 including: <ul style="list-style-type: none"> ○ possession of drugs ○ possession of controlled drugs with intent to supply ○ supplying controlled drugs

<p>relevant to the role of a security officer</p>		<ul style="list-style-type: none"> ○ manufacturing controlled drugs ○ allowing the premises to be used to take controlled drugs ○ Class A, B and C drugs. • Uncoordinated/unusual behaviour. • Repetitive movement (especially mouth and hands). • Dilated or constricted (pinpoint) pupils. • Excessive sweating. • Anxiety. • Feeling drowsy. • Unconsciousness.
	<p>5.2 Identify the signs that may indicate drug dealing</p>	<ul style="list-style-type: none"> • Suspicious behaviour. • Frequent trips to toilets. • Meetings with lots of strangers. • Lots of people approaching one individual. • Covert exchanges of items/cash. • Hiding in areas out of view of staff and CCTV. • Information from other customers or members of staff/neighbouring property

			<ul style="list-style-type: none"> • Unusual activity in car park/vicinity of site (especially out of hours). • Drug litter found around the perimeter and or on-site.
	5.3	State how to dispose of drug-related litter and contaminated waste	<ul style="list-style-type: none"> • Use personal protective equipment (i.e. safety gloves). • Use sharps boxes or bottles for needles. • Dispose of blood-stained tissues down the toilet or place in contaminated waste bags.

Learning outcomes		Assessment criteria		Indicative content
6	Know how to conduct effective search procedures	6.1	Identify the different type of searches carried out by a security officer	<ul style="list-style-type: none"> • General: when everyone is searched. • Random: when a random selection of people is searched (e.g. search every fourth person). • Specific: when specific individuals or vehicles are searched for specific reasons (suspicious people, vehicles / packages etc). • Vehicle. • Premises.

	6.2	Identify a security officer's right to search	<ul style="list-style-type: none"> • As a part of the site admissions policy. • As a condition of entry. • In accordance with employees' contracts (for entry/exit). • As a loss prevention technique to ensure staff/visitors are not stealing; where sensitive data/industrial espionage is risk to ensure data/intellectual property is not taken off site. • Follow same sex searching policy (including searches of transgender individuals should be performed by a member of staff of the same sex as the trans person's preferred gender). • Only with permission from the person prior to the search. • As stated in assignment instructions.
	6.3	Identify different types of searching equipment	<ul style="list-style-type: none"> • Handheld metal detector (search wand), ensure sensitivity of equipment is known. • Archway metal detectors (know calibration settings). • Baggage/packages x-ray scanning, trays for smaller belongings. • Search mirrors with lights. • Gloves. • Torch. • Search dogs (trained to detect specific threats of concern).

		<p>6.4 Recognise possible hazards when conducting a search</p>	<ul style="list-style-type: none"> • Drugs coming into contact with skin. • Needles/sharp objects. • Infectious diseases. • Weapons. • Violence. • Malicious allegations. • Un cooperative visitor/client/customer.
		<p>6.5 State precautions to take when carrying out a search</p>	<ul style="list-style-type: none"> • Use of personal protective equipment (PPE), e.g. safety gloves. • Use of a dedicated search area with good lighting. • Carry out searching in pairs if possible. • Carry out searching in view of CCTV if possible. • Use self-search techniques. • Infectious diseases: <ul style="list-style-type: none"> ○ Use of personal protective equipment (PPE), e.g. safety gloves. ○ Use self-search techniques. • For vehicles: <ul style="list-style-type: none"> ○ Ensure own health and safety:

			<ul style="list-style-type: none"> - use appropriate PPE including high-visibility clothing and safety footwear etc. - avoid inhaling vehicle fumes - be aware of other moving vehicles - be visible to other motorists - constantly monitor for hazards and risk in the search area. <ul style="list-style-type: none"> o Ensure engine is off and keys are controlled. o Vehicle is parked in a safe designated location with parking brake applied. o Ensure driver and any passengers are visible and in a safe location. o Search location to have good lighting, CCTV and witness where possible.
	6.6	State actions to take if an incident or an accident occurs during searching	<ul style="list-style-type: none"> • Contact emergency services. • Follow assignment instructions. • Summon assistance from first aider (if necessary). • Cordon area off. • Complete notebook/report/search log.
	6.7	Demonstrate how to search people, and their property	<ul style="list-style-type: none"> • Explain the search policy. • Obtain permission of person being searched prior to the search.

- Use effective communication throughout the search.
- Follow site policy/assignment instructions.
- Same sex/transgender searching policy
- Use appropriate PPE (e.g. protective gloves).
- Search with a witness or in view of CCTV.
- Designated search area/table with good lighting.
- Consider dignity in front of others.
- Never ask to remove clothing, other than outer garments, e.g. coats, gloves, jumpers.
- Use self-searching techniques (where appropriate).
- Consideration must be given to protected characteristics:
 - age
 - disability
 - gender reassignment
 - marriage and civil partnership
 - pregnancy and maternity
 - race
 - religion or belief
 - sex/gender.
- When searching children and young people:
 - two staff should be present during search

			<ul style="list-style-type: none"> ○ never ask to remove clothing, other than outer garments like coats, gloves, jumpers ○ avoid touching ○ encourage parents/guardians to assist.
		6.8 State typical areas of vehicles to be searched	<ul style="list-style-type: none"> • Types of vehicle: <ul style="list-style-type: none"> ○ Cars ○ Vans ○ motorcycles/cycles ○ Heavy Goods Vehicles. • Carry out level/type of search according to assignment instructions. • Areas to be searched: <ul style="list-style-type: none"> ○ Interior (inc. under seats; door pockets; under carpet). ○ Boot or cargo area. ○ Engine compartment (including behind battery). ○ Outside. ○ Underneath. ○ Toolbox. ○ Voids (in manufacturer-made storage areas and/or voids that may have been altered/customised).

		6.9	Identify reasons for carrying out a premises search	<ul style="list-style-type: none"> • Pre-entry check to ensure safety on opening. • Identifying potential hazards. • Search for drugs, weapons, suspicious packages, missing persons. • Find potential lost property. • Closing check to ensure no personnel remain in toilets, or areas where it is easy to hide/stow away. • Lock down to ensure all windows and doors are secure etc.
		6.10	Recognise actions to take in the event of a search refusal	<ul style="list-style-type: none"> • Politely explain reasons for search: <ul style="list-style-type: none"> ○ condition of entry/employment contract. • If visitors/customers do not give consent for a search, then they should be denied entry, inform person they are due to visit. • Follow site policy/assignment instructions. • Record details in search register/other report.
		6.11	Identify reasons for completing search documentation	<ul style="list-style-type: none"> • Protection against allegations of misconduct. • Protect person who is being searched. • Proof of lawful search for evidential reasons. • To capture time, date, people present, reason for search. • Search book/register.

			<ul style="list-style-type: none"> • Search report. • Incident book/report.
		6.12	<p>Identify actions to take if a prohibited or restricted item is found during a search</p> <ul style="list-style-type: none"> • Follow site policy/assignment instructions. • If item is against entrance policy but is not illegal, follow the site's policy/assignment instructions. • Consider holding/looking after non-illegal but restricted item(s) before granting entry and returning item on exit. • Consider seizing/securing the illegal item, refusing entry, recording the find and informing the police. <p>Or</p> <ul style="list-style-type: none"> • Consider seizing the illegal item, arresting the individual, calling the police and handing over both the person and the item to the police. • Record the find in line with the site policy/assignment instructions and record details of the find. • Inform control room/senior management. • If the individual is an employee, contact line manager/human resources as detailed in assignment instructions.

Learning outcomes		Assessment criteria		Indicative content
7	Understand how to patrol designated areas safely	7.1	State the purposes of patrolling	<ul style="list-style-type: none"> To ensure all is in order. Visual deterrent. Identifies weaknesses in site security and actions needing to be taken.
		7.2	Identify types of patrol undertaken by a security officer	<ul style="list-style-type: none"> First or initial: Those patrols carried out at the beginning of a shift (or takeover/handover) to identify problems/incidents that need to be dealt with. Final: The last patrol carried out before the security officer goes off duty, to ensure that any areas requiring attention have been identified/dealt with. Snap, or “one-off” patrol: An additional patrol carried out to respond to a specific incident or situation. Lock up/unlock patrols, when required to ensure: <ul style="list-style-type: none"> all entry points are secure alarms set fire precaution measures in place. Unlock patrols ensure safe access/ to staff/ public; emergency exits accessible.
		7.3	State patrolling procedures	<ul style="list-style-type: none"> Follow assignment instructions.

			<ul style="list-style-type: none"> • Ensure radio equipment is tested, fully charged and programmed to correct channel prior to use. • Check assignment instructions for frequency/requirements/route. • If clocking devices are to be used in what order/timings. • Inform relevant people at beginning (and end) of patrol frequency patterns of patrols and their safety implications. • Vary routes and times. • Use relevant (mechanical or electronic) clocking devices to record patrol information. • Be vigilant, e.g. for opportunities for intruders/fire; checking fire exits; checking doors and windows are secure. • Maintain contact with colleagues/control room. • Identify site security breaches. • Challenge the unusual/unexpected. • Identify the reasons for of using local and site knowledge when patrolling. • Awareness of any local crime issues that may affect security of site. • Identify suspicious persons, vehicles, packages.
		7.4	<p>Identify how to communicate</p> <ul style="list-style-type: none"> • Equipment: <ul style="list-style-type: none"> ○ radios and earpieces

		effectively using relevant equipment	<ul style="list-style-type: none"> ○ mobile phones ○ internal telephone systems. • Communication occurring between: <ul style="list-style-type: none"> ○ internal and external colleagues ○ professionals, i.e. within the premises or ○ police/external agencies. • Methods used to communicate clearly and accurately over a radio network: <ul style="list-style-type: none"> ○ use of radio protocols to signal start/end of Transmissions ○ use of clear and concise language ○ ensure clear and effective communication ○ ensure urgent incidents are dealt with quickly.
	7.5	Demonstrate effective use of communication devices	<ul style="list-style-type: none"> • Accurate, brief and clear. • Use of call-signs, pro-words, local code words. • Use of the NATO phonetic alphabet. • Correct pronunciation of numbers. • Professional local radio etiquette. • Equipment used: <ul style="list-style-type: none"> ○ Radios ○ mobile phone

		<ul style="list-style-type: none"> ○ internal telephone systems ○ internal tannoy systems. <ul style="list-style-type: none"> • Ensure radio equipment is tested and fully charged and programmed to correct channel prior to use.
7.6	Recognise the importance of check calls	<ul style="list-style-type: none"> • Maintains contact with colleagues/control room. • Contributes to safety of security officer. • Checks that all radio systems are functioning. • Provides opportunity to identify any areas of poor radio transmission.
7.7	State how to respond to an incident	<ul style="list-style-type: none"> • Follow assignment instructions. • Report to control room. • Carry out dynamic risk assessment. • Cordon off area. • Protect evidence. • Call the emergency services (if appropriate). • Direct CCTV coverage to area (if possible). • If an indictable offence has been committed, consider arrest. • For suspected theft, follow assignment instructions and apply an appropriate method of control, e.g. ASCONE: <ul style="list-style-type: none"> ○ Approach, Select, Conceal, Observe, Non-Payment, Exit.

			<ul style="list-style-type: none"> • For cases of trespass follow assignment instructions and apply an appropriate method of control, e.g. 5 step appeal to ask them to leave: <ul style="list-style-type: none"> ○ ask them to leave ○ explain why request has been made ○ inform person of potential consequences ○ final request and confirmation that they refuse to leave under their own steam ○ action, use reasonable force to remove the trespasser from site. • For medical incidents, consider using privacy screening. • Obtain witness details. • Record details in notebook as soon as possible. • Write an incident report and other reporting methods set out in assignment instructions as soon as possible following the incident. • Provide statement to police if required. • Take part in debrief. • Support colleagues post-incident.
		7.8 State reasons for recording and preserving crime scenes	<ul style="list-style-type: none"> • Permanent written record of the event. • For evidential purposes. • To assist in identifying offenders.

		<ul style="list-style-type: none"> • To assist outside agencies or court cases. • To justify actions taken. • To prevent malicious allegations or civil actions.
7.9	State actions to take to preserve evidence after an incident	<ul style="list-style-type: none"> • Contact the emergency services. • Cordon off the area. • Contain potential evidence. • Control the area. • Call for support and inform management. • Restrict access. • Show police any potential evidence. • Record actions.
7.10	Identify circumstances when a security officer should call the police	<ul style="list-style-type: none"> • Following an arrest • To report: <ul style="list-style-type: none"> ○ a serious crime ○ a serious public order offence ○ other serious incidents inside or outside of the site. • Concern for the welfare of self and others. • Suspicious activity with terrorism concerns.

