



## Door Supervisor Course (level 2)

### Introduction

This course is part of the popular and ever expanding range of entry level training and qualifications for specific roles within the security industry and is designed to assist companies in the provision of basic job training, and conflict management training, that meets the requirements of the Security Industry Authority (SIA) for licensing of those acting as Door Supervisors (the course also exempts successful candidates from the need to undertake a Static and Patrol course in order to do basic Security Guarding).

### Who Should attend and Entry Level

The course is appropriate to new entrants to the industry; people transferring from other security functions, and as existing door supervisors who need a qualification in order to apply for an SIA license. There is no requirement for prior training or experience. However, basic literacy and numeracy is required due to course content.

### Course Content and Duration

The course is split into 2 parts: Part 1 - Basic Job Training, and Part 2 - Communications and Conflict Management.

#### Part 1 covers:

- Introduction, Roles & Responsibilities
- Searching
- Behavioural Standards
- Health and safety at Work
- Equal opportunities
- Drugs awareness
- Civil And Criminal Law
- Recording Incidents
- Arrest
- Emergency Procedures
- Licensing Law

#### Part 2 covers:

- Introduction
- Self awareness.
- Avoiding conflict.
- Effective communication & customer service
- Recognising and defusing conflict.
- Maintaining space.
- Defusing high risk conflict.
- Resolving conflict.
- Learning from conflict.

### Assesment

Candidates will be required to pass two multiple choice examination papers that cover all subject areas listed above.

### Qualification

Successful candidates will achieve the BIIAB National Certificate in Door Supervision (Level 2) Award, which will enable you to apply for the SIA Door Supervisor licence.

