

## Security Officer Selection Event

*Print copies as required*

Time	
	Registration and Coffee
<b>Session 1 - General Overview</b>	
<b>3 mins</b>	<p><b>1.1 Introduction and Welcome</b></p> <ul style="list-style-type: none"> <li>▪ Name and role of presenter</li> <li>▪ Housekeeping</li> <li>▪ Structure of the day</li> </ul>
<b>10 mins</b>	<p><b>1.2 Brief overview of the role of the Security Officer</b></p> <ul style="list-style-type: none"> <li>▪ <i>Responsibilities:</i> Security of people and property, H&amp;S, respond to incidents, represent employer and customer</li> <li>▪ <i>Duties performed:</i> Patrolling, searching, visitors, report writing, access control, plant/equipment monitoring</li> </ul> <p><i>Further information will be provided during training</i></p>
<b>10 mins</b>	<p><b>1.3 SIA Licensing</b></p> <ul style="list-style-type: none"> <li>▪ <i>Requirement:</i> The Security Industry Authority and the purpose of licensing</li> <li>▪ <i>Process:</i> Training, application form, identification documents, fee (loan scheme?), validity</li> </ul> <p><i>Further information will be provided during training</i></p>
<b>Session 2 – Employer Specific Information</b>	
<b>10 mins</b>	<p><b>2.1 Company Overview</b></p> <ul style="list-style-type: none"> <li>▪ Services provided</li> <li>▪ Brief history</li> <li>▪ Number of clients/employees</li> <li>▪ Type of assignments available</li> </ul>
<b>5 mins</b>	<p><b>2.2 Site-specific Information</b></p> <ul style="list-style-type: none"> <li>▪ Location</li> <li>▪ Duties performed</li> <li>▪ Shift pattern</li> <li>▪ Hours of work</li> <li>▪ Staffing level</li> </ul>

<b>10 mins</b>	<b>2.3 Employee Benefits</b> <ul style="list-style-type: none"> <li>▪ Rate of pay</li> <li>▪ Overtime/average earnings</li> <li>▪ Holidays</li> <li>▪ Sickness</li> <li>▪ Pension</li> <li>▪ Uniform</li> </ul>
<b>10 mins</b>	<b>2.4 Induction Process</b> <ul style="list-style-type: none"> <li>▪ Vetting</li> <li>▪ Workplace trial</li> <li>▪ Uniform</li> <li>▪ Site training</li> <li>▪ Probation</li> </ul>
<b>5 mins</b>	<b>2.5 Career development opportunities</b> <ul style="list-style-type: none"> <li>▪ Training/qualifications</li> <li>▪ Career progression</li> <li>▪ Wider Security Industry – electronics, events, control rooms, Keyholding, CVIT</li> </ul>
<b>Session 3 – Practical Exercises</b>	
<b>45 mns</b> <b>30 mns</b> <b>15 mns</b>	<ul style="list-style-type: none"> <li>▪ Read information and write short reports</li> <li>▪ 3-minute role play</li> <li>▪ Work in a team</li> </ul>
<b>Session 4 - Interview</b>	
	<ul style="list-style-type: none"> <li>▪ 20 minute programme selection interview</li> </ul>
<b>Session 5 – What happens next?</b>	

### Selection Event

Facilitator's Notes for Session 3	
<b>15 mns per report</b>	<p><b>Exercise 1 – Reporting incidents</b>  <i>(For scenarios and score sheets see appendices 1 and 2)</i>            Copy sheets at appendix 1 and issue to candidates. You require short reports containing only crucial details about the incidents and what they did about them.</p> <ul style="list-style-type: none"> <li>▪ Briefing – need for accuracy, brevity and sound decisions</li> <li>▪ Provide – scenarios and report form (Appendix A), pen</li> <li>▪ Test – reading and writing skills, ability to interpret and prioritise information</li> </ul>
<b>3 mins per candidate</b>	<p><b>Exercise 2 - Role play</b> <i>(for assessment sheet see Appendix 3)</i>            Deal with a visitor *</p> <ul style="list-style-type: none"> <li>▪ Roles: Visitor, security officer; host (remote)</li> <li>▪ Briefing – visitors must complete the visitors log, their host to be contacted by security officer and the visitor collected from reception.</li> <li>▪ Provide - desk, chairs, visitor log, telephone, list of extension numbers</li> <li>▪ Observe – customer care skills, telephone manner, attention to detail</li> </ul> <p>* Possible scenarios - no answer from host; visitor too early; missing information in log; phone rings while talking to visitor.</p>
<b>15 minutes</b>	<p><b>Exercise 3 – Teamwork</b> <i>(for assessment sheet see appendix 4)</i>            Work in a group to solve a problem*</p> <ul style="list-style-type: none"> <li>▪ Briefing – explanation of task, requirement to work together, time limit</li> <li>▪ Provide – one newspaper per group</li> <li>▪ Observe – contribution to activity, interaction with others, personality type</li> </ul> <p>*Split the group into teams. Give each group a newspaper which has had all of the pages shuffled up. The team's task is to sort out all of the sheets into the correct order.</p>

**Selection Event Appendix 1 – Report Scenarios for Session 3**

*Print copies as required*

Session 3, Exercise 1 - Scenarios	
<p><b>Appendix 1 Scenario A</b></p>	<p>You are a Security Officer on duty in the reception area of ABC Insurance Services, a large office block. At the reception desk you have CCTV monitors, visitor passes, a visitors log book, a list of telephone extension numbers, a number of keys and a telephone.</p> <p>It is just after 9am and the reception area is very busy with visitors and staff arriving for work. Outside it is raining heavily. You are waiting to go home after a night shift but your relief has not arrived.</p> <p>A young woman whom you recognise as an employee walks into the building. She is rushing and has her hands full carrying her handbag, raincoat, car keys and a newspaper. She quickly flashes a company identity card at you, saying “I’m in a rush, I’m late for work,” and puts the card back in her handbag.</p> <p>You did not see the card properly and ask her to show it again. She says; “You know me; I’m Jane Smith from Accounts.” You politely insist that she shows the card again. She opens a brown handbag and produces a company ID card in the name of Sarah Jones. The photograph is not of the woman you are talking to.</p> <p>She tells you that she must have picked up the wrong card by mistake and that she will find Sarah Jones and “sort it out”.</p> <p>Tasks:</p> <ul style="list-style-type: none"> <li>a) Decide what you will do next</li> <li>b) Write a short report to your supervisor containing only the essential facts, including what you did next.</li> </ul> <p><b>Print your Name</b>.....</p> <p><b>Your report</b> (continue on the back of this sheet if necessary)</p>

**Appendix 1  
Scenario B**

You are on night duty in the XYZ Toy Factory. It is 10:40 pm and you believe that all of the staff left the premises at 10pm. One other Security Officer, Bill Jackson, is on duty with you and you have radio communication with each other.

You are patrolling alone on the 2<sup>nd</sup> floor of the office block. Bill Jackson is in the security office. You look out of a window and see someone walking across the factory yard towards the warehouse where the toys are stored. You are too far away to see this person clearly.

The warehouse is locked but the burglar alarm has not yet been switched on. You have the following radio conversation with Bill Jackson:

**You** “Bill can you see that person in the yard on the CCTV cameras?”

**Bill** “Yes, I think it might be Fred Jones the warehouse manager. He’s probably forgotten something.”

Tasks:

- a) Decide what you will do next
- b) Write a short report explaining what happened, what you did and why

**Print your Name**.....

**Your report** (continue on the back of this sheet if necessary)

**Appendix 1  
Scenario C**

You are a uniformed Security Officer in a large retail department store. You receive a radio message from the security control room saying that they have identified known shoplifters in the electrical department on the CCTV System. These people have previously been banned from the store and you are asked to escort them from the premises.

As you are on your way to the electrical department you are approached by a woman who tells you that her child has disappeared in the store.

Question 1 - Would you deal with the shoplifters or the missing child first?

Question 2 - Explain why you would deal with that incident first.

Question 3 - What would you do about the other incident whilst you were dealing with the first?

Question 4 - Concerning the missing child: what information do you need from the mother?

Question 5 - Concerning the shoplifters: what other information do you need from the control room?

**Print your Name**.....

**Your report** (continue on the back of this sheet if necessary)

**Selection Event - Appendix 2**

*Print copies as required*

**Score Sheet - Session 3, Exercise 1 - Scenarios**

General

The purpose of these exercises is to examine:-

- The candidate's reading and writing skills
- Ability to think about options and consequences
- Judgement
- Ability to record accurately and concisely

Whether the answers are technically correct is less important at this stage.

Rate each report on a scale of 1 (poor) to 4 (very good) in relation to the following questions:-

Scenario A

Does the report omit important facts?

Does it contain irrelevancies (e.g. the colour of the handbag; weather etc)

Is the report clear and logical?

Were the actions taken reasonable, bearing in mind that he/she is responsible for the security of the building?

Score.....

Scenario B

Does the report describe the incident and the action taken?

Does the report contain sufficient information or would you, as the manager, need further detail (the report is a record of the incident, not a witness statement)?

Does the candidate attempt to establish the facts, or rely on suppositions?

Score.....

Scenario C

Considering the differing risks, was the decision over which incident to attend first logical?

Was the decision over what to do about the other incident reasonable?

Are there glaring omissions from the list of additional information the candidate needs about both incidents?

Score.....

Candidate.....

Total score.....

**Selection Event – Appendix 3**  
*Print copies as required*

<b>Score Sheet - Session 3, Exercise 2 – Role Play</b>
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**Candidate**.....

*Assess the candidate on a scale of 1 (poor) to 4 (very good):-*

Greeting visitor 1 2 3 4      Eye contact 1 2 3 4      Courtesy 1 2 3 4

Checking log completed 1 2 3 4      Dealing with interruption 1 2 3 4

Explaining next step 1 2 3 4      Telephone manner 1 2 3 4

Average score.....      Notes:

**Candidate**.....

*Assess the candidate on a scale of 1 (poor) to 4 (very good):-*

Greeting visitor 1 2 3 4      Eye contact 1 2 3 4      Courtesy 1 2 3 4

Checking log completed 1 2 3 4      Dealing with interruption 1 2 3 4

Explaining next step 1 2 3 4      Telephone manner 1 2 3 4

Average score.....      Notes:

**Candidate**.....

*Assess the candidate on a scale of 1 (poor) to 4 (very good):-*

Greeting visitor 1 2 3 4      Eye contact 1 2 3 4      Courtesy 1 2 3 4

Checking log completed 1 2 3 4      Dealing with interruption 1 2 3 4

Explaining next step 1 2 3 4      Telephone manner 1 2 3 4

Average score..... Notes:

**Selection Event – Appendix 4**

*Print copies as required*

**Assessment Sheet - Session 3, Exercise 3 - Teamwork**

**Candidate**.....

Consider whether the candidate:-

Made a positive or negative contribution to the team effort.

Was eager or reluctant to participate

Showed signs of leadership

Was domineering

Was submissive

Approached the problem logically/thoughtfully

Worked well with others

**Candidate**.....

Consider whether the candidate:-

Made a positive or negative contribution to the team effort.

Was eager or reluctant to participate

Showed signs of leadership

Was domineering

Was submissive

Approached the problem logically/thoughtfully

Worked well with others

**Candidate**.....

Consider whether the candidate:-

Made a positive or negative contribution to the team effort.

Was eager or reluctant to participate

Showed signs of leadership

Was domineering

Was submissive

01/10/2007

Approached the problem logically/thoughtfully

Worked well with others

**Selection Event Appendix 5**

*Print copies as required*

**Interviewers questions for Session 4**

1. Tell me about any experience you have of working in security or any other position of trust.
2. Describe two characteristics or qualities that you believe a Security Officer needs to have, and why.
3. Do you prefer working within a team or alone? Why?
4. Can you give an example of when you have had to take charge of a situation or a group of people?
  - Were you happy being in control?
  - What decisions did you have to make?
  - Is there anything you would have done differently?
5. How would you feel about working night shifts, weekends or bank holidays?
6. Tell me about any training you have received since school.
  - Have you any experience of sitting examinations?
  - If you are selected for this scheme you will have to attend a two-week training course and pass two exams. Are you comfortable with that?
7. What experience do you have of using computers or other electronic equipment?
8. Do you think it's a good thing that security staff are licensed? Why/why not?
9. In the past 10 years have you been dismissed from a job for misconduct? What were the circumstances?
10. Before you start work as a Security Officer the Criminal Records Bureau will check whether you have any criminal convictions. Are they likely to uncover anything?

**Selection Event – Interviewers notes for Session 4**

*Print copies as required*

**Candidates name**.....**Date**.....

**Interviewer A: Name**.....

**Comments:**

**Signed**.....

**Interviewer B: Name**.....

**Comments:**

**Signed**.....

	<b>Selection Event – Interviewers notes for Session 4</b>
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**Candidates name**.....**Date**.....

**Interviewer A: Name**.....

**Comments:**

**Signed**.....

**Interviewer B: Name**.....

**Comments:**

**Signed**.....

These materials have been developed by **Skills for Security** in conjunction with employers from the sector and additional materials to support the training programme are available by contacting the Customer Services Manager by email: [info@skillsforsecurity.org.uk](mailto:info@skillsforsecurity.org.uk) or telephone: 08450 750 111.