

## Security Officer Training Plan

**NB – Detailed timings for training sessions are shown in the trainer’s lesson plan**

Day 1	Week 1
<b>30 mins</b>	<p><b>1.1 Introduction and Housekeeping</b></p> <ul style="list-style-type: none"> <li>▪ Personal intros, evacuation routes, refreshments</li> <li>▪ Course aims and outcomes, course structure</li> </ul>
<b>30 mins</b> <b>(Preferably delivered by employer)</b>	<p><b>1.2 Role Familiarisation</b></p> <p>Assignment specific information provided the by employer, to include:</p> <ul style="list-style-type: none"> <li>▪ Range of tasks performed and working environment</li> <li>▪ Customer’s business and main purpose of security operation</li> <li>▪ Shift patterns and working hours</li> <li>▪ Staffing levels</li> <li>▪ Rank structure</li> <li>▪ Uniform requirements</li> </ul>
<b>3 hours</b>	<p><b>1.3 Generic Industry Information</b></p> <ul style="list-style-type: none"> <li>▪ The role of a security officer</li> <li>▪ Security Industry Authority and licensing regulations</li> <li>▪ The wider police/security family</li> <li>▪ Interaction with the police and the public</li> </ul>
<b>1 hour</b>	<p><b>1.4 Ten Principles of Crime Prevention</b></p>
<b>30 mns</b>	<p><b>1.5 Review of the day and preview of Day 2</b></p>
Day 2	Week 1
<b>2 hours</b>	<p><b>2.1 Preparing for work – Employability Skills</b></p> <ul style="list-style-type: none"> <li>▪ Literacy, numeracy and communication skills</li> <li>▪ Thinking skills</li> <li>▪ Personal qualities</li> <li>▪ Interpersonal Skills</li> <li>▪ Using technology</li> </ul>
<b>2 hours</b>	<p><b>2.2 Preparing for Work - Self Management</b></p> <ul style="list-style-type: none"> <li>▪ Projecting the right image to customers and the public</li> <li>▪ Timekeeping and time management</li> <li>▪ Tips on shift working (e.g. mealtimes and sleeping)</li> <li>▪ Prohibited activities (smoking, TV’s, leaving site etc)</li> </ul>

<p><b>1.5 hours</b></p> <p><b>30 mns</b></p>	<ul style="list-style-type: none"> <li>▪ Personal safety in the workplace and lone working</li> <li>▪ Confidentiality of information</li> <li>▪ Personal goals and ambition</li> </ul> <p><b>2.3 Preparing for Work - Interaction with People</b></p> <ul style="list-style-type: none"> <li>▪ Empathy</li> <li>▪ Personal appearance and public perceptions</li> <li>▪ Approachability vs. Over familiarity</li> <li>▪ Authoritative vs. Authoritarian</li> </ul> <p><b>2.4 Review of the day and preview of Day 3</b></p>			
<b>Day 3</b>	<b>Week 1</b>			
<p><b>2.5 hours</b></p> <p><b>3 hours</b></p> <p><b>30 mns</b></p>	<p><b>3.1 Problem Solving</b></p> <ul style="list-style-type: none"> <li>▪ Gathering and evaluating information</li> <li>▪ Logic and reasoning</li> <li>▪ Identifying root causes</li> </ul> <p><b>3.2 Decision Making</b></p> <ul style="list-style-type: none"> <li>▪ Evaluating options</li> <li>▪ Selecting solutions seeking guidance and advice</li> </ul> <p><b>3.3 Review of the day and preview of Day 4</b></p>			
<b>Day 4</b>	<b>Week 1</b>			
<p><b>6 hours</b></p>	<p><b>4.1 Teamwork</b></p> <ul style="list-style-type: none"> <li>▪ Understand the benefits of team working</li> <li>▪ Individuals to recognise their own role within the team</li> <li>▪ Recognise the importance of listening to others within team</li> <li>▪ Honesty, mistakes and blame</li> <li>▪ Working with a culturally diverse team</li> <li>▪ Workplace bullying, harassment and discrimination</li> <li>▪ Duty of care</li> </ul>			
<b>Day 5</b>	<b>Week 1</b>			
<p><b>6 hours</b></p>	<p><b>5.1 Introduction to IT or Introduction to CCTV (depending upon employer's preference)</b></p> <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li>▪ IT Terminology</li> <li>▪ Logging on</li> <li>▪ Use of keyboard and mouse</li> <li>▪ File Locations/Windows Explorer</li> <li>▪ Word processing</li> </ul> </td> <td style="vertical-align: middle; text-align: center; font-weight: bold; padding: 0 10px;">OR</td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li>Roles and responsibilities</li> <li>CCTV Equipment</li> <li>External liaison</li> <li>CCTV Legislation</li> </ul> </td> </tr> </table>	<ul style="list-style-type: none"> <li>▪ IT Terminology</li> <li>▪ Logging on</li> <li>▪ Use of keyboard and mouse</li> <li>▪ File Locations/Windows Explorer</li> <li>▪ Word processing</li> </ul>	OR	<ul style="list-style-type: none"> <li>Roles and responsibilities</li> <li>CCTV Equipment</li> <li>External liaison</li> <li>CCTV Legislation</li> </ul>
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	<ul style="list-style-type: none"> <li>▪ Email etiquette</li> </ul>
<b>Days 6 – 8</b>	<b>Week 2</b>
<b>7.5 hours per day</b>	<p><b>Security Officer License to Practise Training Programme as specified by the Security Industry Authority.</b></p> <ul style="list-style-type: none"> <li>▪ Introduction to the Security Industry</li> <li>▪ Roles and Responsibilities of Security Officers</li> <li>▪ Patrolling</li> <li>▪ Access Control</li> <li>▪ Searching</li> <li>▪ Security and Emergency Systems</li> <li>▪ Fire Safety</li> <li>▪ Health and Safety at Work</li> <li>▪ The Law</li> <li>▪ Emergencies</li> <li>▪ Customer Care and Social Skills</li> <li>▪ Communications and Reporting</li> <li>▪ Equality and Diversity</li> </ul>
<b>1 hour</b>	<b>SIA License to Practise examination Part 1</b> (end of Day 8 only)
<b>Day 9</b>	<b>Week 2</b>
<b>7.5 hours</b>	<p><b>9.1 Communication &amp; Conflict Management</b></p> <ul style="list-style-type: none"> <li>▪ Avoiding Conflict and Reducing Risk</li> <li>▪ Defusing Conflict</li> <li>▪ Resolving Conflict</li> <li>▪ Post-incident Considerations and Learning from Conflict</li> </ul>
<b>1 hour</b>	<b>9.2 SIA License to Practice examination Part 2</b>
<b>Day 10</b>	<b>Week 2</b>
<b>As required</b>	<p><b>10.1 Guidance on completion of licence application form</b></p> <p><b>10.2 Workplace trial information</b> (duties, directions, mentor, hours etc) Delivered by employer's representative</p> <p><b>10.3 Open Forum and Questions</b> Employer's representative and Jobcentre Plus in attendance</p> <p><b>10.4 Workplace Trial selection interviews by employer</b> Issue successful candidates with checklist and learning record for workplace trial, together with joining instructions.</p> <p><b>10.5 Scheme exit interviews for unsuccessful candidates</b> Jobcentre Plus staff in attendance</p>

## Security Officer Training Plan

### Notes for Training Provider

#### 1. Delegates

The delegates on this course have been selected for security training after being matched to a recruitment profile designed by the security industry. On completion of this course they will go on to a three-week workplace trial. However, they are likely to be people who have not operated in the workplace for a considerable period of time and are unfamiliar to a training environment.

They will be anxious about coping with the training programme, the prospect of sitting examinations and returning to work. Therefore, your training sessions should be designed to reassure, build self confidence and encourage a “can-do” attitude, as well as imparting knowledge and developing the skills that the delegates will need to operate as effective security officers.

Your goal is to provide a holistic package that will greatly improve their chances of being offered permanent employment at the end of the programme.

Joining instructions must include the need for delegates to produce and submit identification documents and a photograph prior to sitting examinations, as required by the Security Industry Authority. For further information please visit [www.the-sia.org.uk](http://www.the-sia.org.uk)

#### 2. Training programme: General

The training programme was produced by the sector skills body, Skills for Security, following consultation with employers in the security guarding industry.

The learning hours shown are for guidance, and tutors may vary the time spent on each module, subject to the following restrictions:

- The total learning hours for each day must be delivered
- A minimum of 22.5 hours training must be devoted to Part 1 of the Licence to Practise programme (Roles & Responsibilities).
- A minimum of 7.5 hours must be devoted to Part 2 of the Licence to Practise programme (Communication & Conflict Management)
- Both examinations must last for exactly one hour.

Week 1 of the programme is a combination of security-specific modules and others which impart general employability skills identified by employers. Trainers must, as far as possible, place these generic subjects into a security context for the trainees: for example, using a security problem when discussing module 3.1.

#### 3. Training Programme: Week 1

The first week of training has four objectives:

- To reintroduce delegates to workplace disciplines
- To motivate them into taking a positive attitude towards a career in security
- To outline the general working environment of security officers
- To develop skills that will add to the applicant’s value to an employer

The delegates are unlikely to be used to an educational environment and formal training sessions. Therefore, trainers should make as much use as possible of group activities such as practical exercises, discussions, role-play and boardblasts.

#### 4. Training Programme: Week 2

The objectives for the second week are:-

- To equip trainees with the knowledge to pass two security examinations
- To provide information and advice about the SIA licence application process
- To ensure that candidates have the necessary information to move into the workplace trial phase.

The second week of training must incorporate the training and examinations leading to a qualification that allows candidates to apply for a Security Industry Authority (SIA) licence to practise as a security officer. For further information please visit the website [www.the-sia.org.uk](http://www.the-sia.org.uk)

The training provider is responsible for ensuring that all necessary regulations concerning delivery of this training and the examinations meet all of the requirements of the SIA and the Awarding Body offering the qualification. This includes responsibility for: obtaining approval from the Awarding Body to deliver the training and offer the examinations in the premises at which they will be delivered; for ordering, securing and despatching examination papers for marking; and for making arrangements for certificates to be delivered to successful candidates.

#### 5. Trainer qualifications

Trainers engaged in this programme must hold, as a minimum, a Level 3 teaching qualification. Trainers delivering the Communication & Conflict Management modules must also hold a minimum Level 3 qualification in the delivery of conflict management training.

In addition, all trainers must have a good knowledge of the private security industry and the role of the security officer. This applies even when training subjects are not security-specific so that these modules can be contextualised for the delegates.

Trainers delivering the second week's training must be approved to do so by the Awarding Body whose qualification is being offered and must have an understanding of the SIA licensing process.

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.