



LEVEL 2

DOOR SUPERVISOR

COURSE

JOINING INSTRUCTIONS

Course Information

Course Aim

To provide students with sufficient knowledge and information to meet the requirements of the Security Industry Authority (SIA) to complete and successfully pass the course in order to apply for an SIA licence to work as a Door Supervisor (DS) within the Private Security Industry.

Qualification

Successful candidates will gain a QCF Level 2 Certificate in Door Supervision.

Awarding Body

Highfield Awarding Body for Compliance (HABC); www.highfieldabc.com HABC have laid down guidelines that the course is to be completed within a minimum of 38 guided learning hours.

Identification

ALL STUDENTS MUST BRING SUITABLE IDENTIFICATION (ID) WITH THEM ON DAY ONE OF THE COURSE. A list of acceptable ID is provided at the end of these instructions. Military personnel note your Service ID Card is not on the list and therefore is not suitable

Course in Outline and Assessment Method

This course is made up of four mandatory units as below and run over four days. At the end of each unit learners must successfully complete the assessments for each unit:

Unit 1: *Working in the Private Security Industry*, this unit is assessed by a 25 question multiple-choice examination. Time allowed 40 minutes and learners must achieve a score of at least 18 out of 25.

Unit 2: *Working as a Door Supervisor*, this unit is assessed by a 40 question multiple-choice examination. Time allowed 60 minutes and learners must achieve a score of at least 28 out of 40.

Unit 3: *Conflict Management for the Private Security Industry*, this unit is assessed by a 25 question multiple-choice examination. Time allowed 40 minutes and learners must achieve a score of at least 18 out of 25.

Unit 4: *Physical Intervention Skills for the Private Security Industry*, this unit is assessed in two parts. Part one is practical test and part two is a 10 question multiple-choice examination. ***Students will be required to fill out a medical questionnaire prior to the start of the course, should you have any concerns regarding your health and fitness please***

inform us as soon as possible. Students must be dressed appropriately for this unit – see clothing (dress states, page 5)

Timings

9.30am – 5.30pm

Instruction finishes at approximately 4.30pm ready to start the question papers.

Possible Additional Course Fee

Above and beyond the initial course cost, there could possibly be additional course fees should any student not meet the required standard. Impact's aim is ensure we work towards all students achieving a 100% pass. However on some occasions students may have to return at a later date to complete part/parts of the course to which the external verifier indicates they were not up to the required standard.

There is no additional charge for a student to re-sit a failed written test. For any practical re-tests, students will be charged £100.00 + VAT per day.

Booking Confirmation

Your place on the course will only be secured once Impact has received a deposit of 20% of the overall course cost.

Military personnel who are using their ELC funding as payment will only be secured a place on the course once Impact has received your 20% ELC funding contribution. It is very important that you send a copy of your Claim Authorisation Note (CAN) to Impact's Training Manager when you receive this from ELCAS. Should your ELC application be rejected you are to inform Impact of this decision.

Previous Security Qualifications

Students **must bring all their previous security qualification certificates** as proof of their current qualification, for example:

- Certificate/s of qualification from previous course/s
- Current Security Licence (in date or out of date)

Failure to do so can result in students not being able to start the course.

Course Administration

Venue Location and Postal Address

Impact Training Centre

Unit 15, Peartree Business Centre, Peartree Road, Colchester, Essex **CO3 0JN**

Tel: 01206 562 366

Email: info@impact-security.com

Web: www.impact-security.com



Entrance
Peartree Business Centre

Continue to the bottom of the road and take the last turning on the left, look right and head for Unit 15.

Car Parking

Unfortunately parking at the Training Centre is **reserved only for employees**. Please **DO NOT PARK** in Impact's parking bays or in any of the neighbouring business's private parking spaces.



Adequate parking is available in the car park at Peartree Retail Centre, CO3 0LE behind Topps Tiles (see photo left). Please be aware half this car park is restricted parking and you will be penalised if you park in the restricted areas. Peartree Retail Centre is only a 5 minute brisk walk (always good to start and end the day with a brisk walk in the fresh air).

Public Transport

The nearest railway stations are Marks Tey or Colchester North Station. If travelling by bus; Dugard Avenue/Moss Road is the destination required on the local bus route.

Accommodation

Impact Security can provide accommodation at reduced rates at:

Stoke by Nayland Hotel, Golf & Spa
Keepers Lane, Leavenheath, Colchester, Essex CO6 4PZ
www.stokebynayland.com

Should you require to use the above accommodation please contact us for your discounted booking reference with the hotel.

Military personnel can request use of transit accommodation at one of the barracks within 16 Air Assault Brigade. Most commonly used is Merville Barracks, Colchester, Essex CO2 7UT.

Refreshments

There is student kitchen facilities at the centre including a fridge to store sandwiches etc. A mobile sandwich van patrols the area every day. Within a short walk there is a chip shop, portable burger van, local supermarket and a small coffee shop.

Clothing (Dress States)

Please ensure that you wear comfortable relaxed clothing for the classroom study. On day four during the Physical Intervention, **students are to be dressed in:**

Track suit
Training shoes

(No shoes, jeans, trousers, dresses or skirts to be worn and all jewelry must be removed before the Physical Intervention Training starts)

Medical and Health Matters

On arrival all students are requested to complete a medical history form. If you have any medical conditions or allergies that you think may hinder you on the course, then you must bring this to the attention of the course tutor. Training staff reserve the right to remove a student from the course should they feel the student is at risk of injury due to health matters? During day four students will be required to take part in practical Physical Intervention. This activity does carry risk and students must understand that they are volunteering to participate in such an activity. Therefore it is very important that if you have any concerns to your own health prior to this activity you bring to the attention of the staff present.

Removal from Course (Expected Behaviour)

The course is delivered in a relaxed but professional manner and participants are asked to be of the same manner throughout the course.

Training staff reserve the right to ask a student to be removed from the course, should it be felt that the student's behaviour is inappropriate towards the staff or other students. Should this be the case then no refund of course costs will be given.

Stationary

All students will be issued with a Course Training Book on arrival. You are advised to bring your own note books, pens and any addition stationary as you see fit.

Timekeeping

The course has a lot of detail to get through each day, so time is of the essence. Therefore, please ensure that you are on time for each session so that others are not waiting unnecessarily for you.

Alcohol

No alcohol is to be consumed during training breaks. Any individual who breaches this condition may be removed from the course at the discretion of the course tutors.

Drugs

Impact Security Services Ltd operates a drug free training culture. Any individual who is caught taking illegal or un-prescribed drugs, or who is caught in possession of such items will be removed from the course and if necessary reported to the Police.

Photos

Videoing and the taking of pictures is not permitted by students without the express written permission of Impact Security Services Ltd. Training staff at times will video and or take photographs of students during the course. These video clips and photographs are sometimes used as part of the company's advertisements. If you do not want to be part of this, please ensure you inform the training tutor at the start of the course.

Point of Contact (POC)

Prior to the course if you have any questions or concerns please do not hesitate to contact our Training Manger, Dennis:

Tel: 01206 562366

Mob: 07701 076735

Email: dennis@impact-security.com

Web: www.impact-security.com

Validation ID

The list below details all forms of identification for which we can accept for the course.

You must bring with you:

TWO types of ID from Group A, at least one ID must show your current address and at least one ID must show your date of birth (DOB). If you cannot produce two ID's from Group A, you must produce: One ID from Group A and Two ID's from Group B;

Group A

- Signed valid passport of any nationality
- Signed UK photo driving licence (BOTH PARTS)
- UK Birth Certificate or certified copy (NOT A PHOTOCOPY)

Note: *In layman's terms it makes life very easy if you could bring:*

Two ID's from Group A.

However, If you do not have two from group A you must bring at least one from group A and then also bring two from group B.

an example:

Signed driving licence, plastic card and paper part (A) + Bank or Building Society Statement (B) + Utility Bill (B). Each must have your current address on.

Group B

- Valid EU photo ID card
- Valid UK firearms licence with photo
- Signed UK paper driving licence
- Marriage certificate or civil partnership certificate, with translation, if not in English
- Certified copy (not photocopy) of a UK birth certificate issued more than 12 months after date of birth
- Non UK birth certificate, with translation if not in English
- P45 statement of income for tax purposes issued in last 12 months
- P60 annual statement of income tax purposes issued in last 12 months
- Bank or building society statement issued to current address, less than 3 months old (can be different banks/building society)
- Mortgage statement issued in last 12 months
- Gas, electric, phone, water, satellite, cable bill issued to current address within last 3 months. **You can only use one utility bill in support of your application.**
- Pension, endowment or ISA statement issued in last 12 months
- British work permit or visa issued in last 12 months
- Letter from HMRC, DWP, Job Centre, or local issued within last 3 months. More than one letter can be used if issued by different government departments or different local authorities.
- Credit card statement for current address within last 3 months
- Council Tax statement issued in the last 12 months
- Child benefit book issued in the last 12 months
- UK adoption certificate

In addition to the above, you must bring: **x 2 (Recent) PASSPORT PHOTOS**