Working as a Door Supervisor Course Manual

Module 1

- The Private Security Industry
- Legislation
- Health and safety
- Fire procedures
- Emergencies
- Communication skills and customer service

Module 2

- The role of a door supervisor
- Civil and criminal laws
- Arrest
- Working on a licensed premises
- Searching
- Drugs
- Emergency procedures
- Recording incidents and crime scene preservation

Module 3

- The principles of conflict management
- Recognising, assessing and reducing risk
- Communicating and de-escalation in emotive situations
- Problem solving strategies
- Good practice following conflict