Door Supervisor/CCTV Operator/Physical Intervention Skills Course Manual

This Manual is written to support learners taking the Level 2 Award for Working as a Door Supervisor within the Private Security Industry.

The manual is divided into 3 modules:
•Module 1 - Working within the private security industry
•Module 2 - Working as a door supervisor
•Module 3 - Conflict management within the private security industry

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

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Manual has been specifically written to help delegates pass the Level 2 Physical Intervention Skills for Door Supervisors.

This manual is divided into 3 chapters:
•Chapter 1 - The legal and professional implications of using physical intervention
•Chapter 2 - Reducing the risk of harm when using physical intervention
•Chapter 3 - Good practice following physical intervention