

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