

New Security Qualifications from 1 April 2021

James Rockley & Rebecca Cotton

We listen and respond



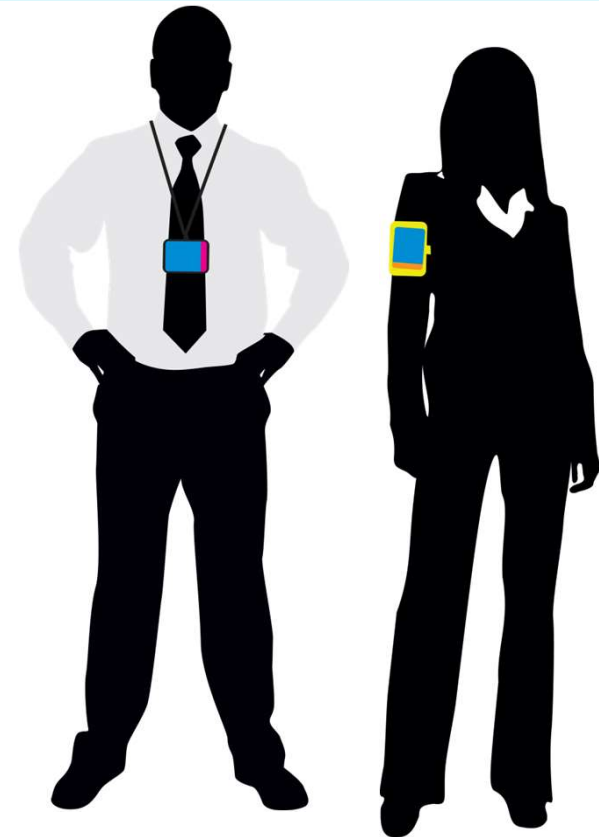
SECURITY

Quality, Value, Service & Integrity.



Aims/Agenda

- New Qualifications
- Centre Requirements
- Tutor/Assessor Requirements
- Learner Entry including First Aid
- Delivery – Face-to-Face and Virtual Learning
- Assessment – Practical, Face to Face, Remote
- Top Up Qualifications
- Timeline Cert/Licence
- Approval for Remote Delivery
- Any Questions



NEXT 

Qualifications

- Highfield Level 2 Award for Door Supervisors in the Private Security Industry
- Highfield Award for Door Supervisors in the Private Security Industry (Scotland) at SCQF level 6
- Highfield Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry
- Highfield Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry (Scotland) at SCQF level 6
- Highfield Level 2 Award for Security Officers in the Private Security Industry
- Highfield Award for Security Officers in the Private Security Industry (Scotland) at SCQF level 6

NEXT 

New Centre Requirements

- Approval for the new qualifications
 - New centres – Application
 - Existing Centres – Confirmation Document
- Venue
 - Appropriate insurance:
 - Employers Liability- £5 million
 - Public Liability
 - Professional Indemnity
 - Specific mention of Physical Intervention cover
- Practical training
 - As a guide 2x2M per learner while training

For full details please see the specifications



Tutor/Assessor Requirements

Tutor/Assessor (In most cases the same person)

Tutors are required to hold a teaching or training qualification at Level 3 or above

- Level 3 Award in Education and Training or equivalent
- Level 4 Certification in Education and Training or equivalent
- Certificate in Education
- Postgraduate Certificate in Education
- SVQ/NVQ Levels 3 and 4 in Learning and Development
- Scottish Training Qualification for Further Education (TQFE)
- Masters in Education
- Level 3 Deliverers of Conflict management – DS/SO
- Level 3 Award for Deliverers of Physical Intervention Training – DS

Tutors must also successfully complete a National Counter Terrorism Security Office (NaCTSO)/SIA-endorsed counterterrorism programme such as the ACT (Action Counters Terrorism) Awareness training which **must** be completed annually.

NEXT 

Assessor Requirements

Assessor (In most cases the same person as tutor)

Assessors **must** hold one of the qualifications below. If they don't hold one of these qualifications currently, they **must** achieve one of the qualifications below by **30 September 2022**.

Assessors to hold any of the following qualifications:

- Level 3 Award in Understanding the Principles and Practices of Assessment (RQF)
- Level 3 Award in Assessing Competence in the Work Environment (RQF)
- Level 3 Award in Assessing Vocationally Related Achievement (RQF)
- A1 Assessing Learners Using a Range of Methods
- D32 Assess Learner Performance
- D33 Assess Learner Using Different sources of Evidence

NEXT 

Assessor Requirements

Or the following units from a teaching qualification.

- Understanding assessment in education and training unit (from a Level 3 Award in Education and Training)
- Understand the principles and practices of assessment (from a 12 credit Preparing to Teach in the Lifelong Learning Sector)
- Principles of assessment in lifelong learning (from a 12 credit Preparing to Teach in the Lifelong Learning Sector)
- Understanding the principles and practices of assessment (from a Level 3 Certificate/Level 4 Diploma in Learning and Development)
- Assess occupational competence in the work environment (from a Level 3 Certificate/Level 4 Diploma in Learning and Development)
- Assess vocational skills, knowledge and understanding (Level 3 Certificate/Level 4 Diploma in Learning and Development)

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Tutor/Assessor Competency

New Tutors:

- 2 years frontline experience in the last 5 relevant to the qualification/unit they wish to deliver
- Experience to be gained in the UK
- Operational experience can be built from full or part-time work etc.
- Need to provide evidence for approval – CV or Statement of Competence
- National Counter Terrorism Security Office (NaCTSO) / ACT (Action Counters Terrorism) awareness completed on an annual basis

Existing Tutors:

- Demonstrate CPD – 40 hours per year - can be made up of training , increasing professional knowledge and working front line
- National Counter Terrorism Security Office (NaCTSO) / ACT (Action Counters Terrorism) awareness completed on an annual basis

NEXT 

IQA Requirements

IQA (Internal Quality Assurance) Requirements

Internal quality assurers (IQA's) **must** hold one of the qualifications below. If they don't hold one of these qualifications currently, they must achieve one of the qualifications below by **30 September 2022**.

Internal quality assurer (IQA) to hold any of the following qualifications:

- Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practices (RQF)
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practices (RQF)
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Process and Practices (RQF)
- V1 Conduct Internal Quality Assurance of the Assessment Process
- D34 Internally Verify the Assessment Process

Or the following unit from an IQA qualification:

- Unit 2/Unit 4 Understanding the principles and practices of internally assuring the quality of assessment.

NEXT 

IQA Competency

IQA (Internal Quality Assurance) Competency

- Understanding of the security industry and sector competence relevant to the area they are quality assuring
- Do not need to hold delivery qualification
- **For Conflict Management would need to have sector background –**
 - armed services
 - police service
 - security industry
 - prison service
 - other applicable services that may require conflict management
- **For Physical Intervention would need to have appropriate competency of PI which may come from experience in the sector such as:**
 - Security Industry
 - Police service
 - Armed Services
 - Other
 - **(If new to training/assessing, 2 years in the last 5 operational experience required)**

NEXT 

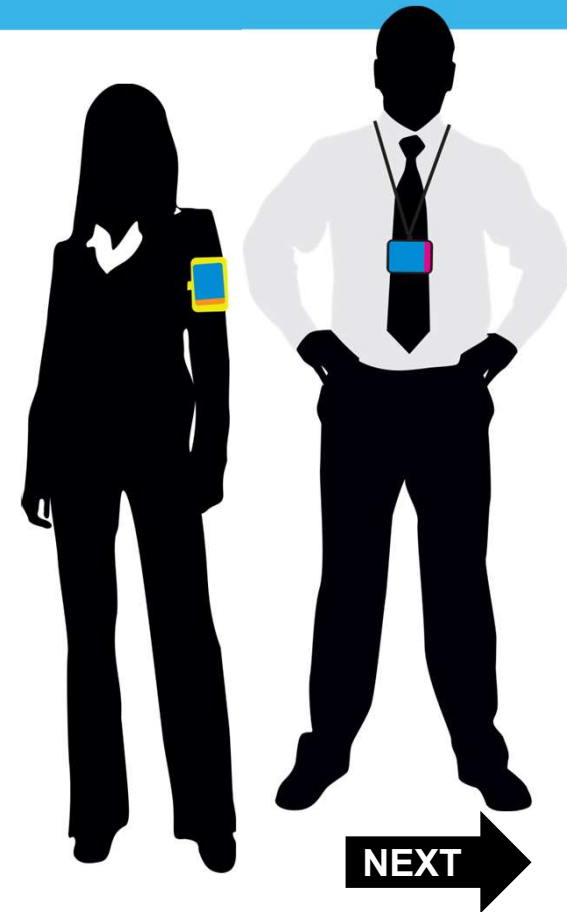
Learner Pre-Requirements

English/Welsh Requirements

Reading, Writing, Speaking, and Listening equivalent to the following;

- B2
- Level 1 ESOL
- Level 5 ESOL SCQF
- Functional Skills Level 1 in English
- Level 5 SQA Core Skills SCQF
- Essential Skills Wales Communication Level 1.

Evidence to be retained for 3 years.



Learner Pre-Requisites

First Aid

- A current and valid First Aid or Emergency First Aid certificate that meets the requirements of the Health and Safety (First Aid) Regulations 1981
- Learners should, as a minimum, have achieved an Emergency First Aid at Work qualification covering the following outcomes.
 - understand the role of the first aider, including reference to:
 - the importance of preventing cross-infection
 - the need for recording incidents and actions
 - use of available equipment
 - assess the situation and circumstances in order to act safely, promptly and effectively in an emergency
 - administer first aid to a casualty who is unconscious (including seizure)
 - administer cardiopulmonary resuscitation and use of an automated external defibrillator
 - administer first aid to a casualty who is choking
 - administer first aid to a casualty who is wounded and bleeding
 - administer first aid to a casualty who is suffering from shock
 - provide appropriate first aid for minor injuries (including small cuts, grazes and bruises, minor burns and scalds, small splinters).

Valid for at least one year from the start of the Security Learning. Evidence retained for 3 years by centre.

NEXT 

Delivery Hours, Assessment and Virtual Learning

- All the qualifications have new delivery times
- All have elements that must be delivered face to face
- Much of the new qualifications can be delivered using virtual classrooms
- Practical assessments will need to be recorded
- Remote invigilation by Highfield will continue for those that wish to access the service (helps reduce face-to-face time)

NEXT 

Door Supervisors Delivery and Contact Time

Highfield Level 2 Award for Door Supervisors in the Private Security Industry &
Highfield Award for Door Supervisors in the Private Security Industry (Scotland) SCQF

| Unit Title | GLH | Mandatory contact time | Self-study | Total qualification time |
|--|------------------------|------------------------|------------|--------------------------|
| Principles of Working in the Private Security Industry | 17 | 9 | 8 | 17 |
| Principles of working as a Door Supervisor in the Private Security Industry | 11 | 11 | NA | 14 |
| Application of Conflict Management in the Private Security Industry | 11 | 11 | NA | 13 |
| Application of Physical Intervention Skills in the Private Security Industry | 13 | 13 | NA | 17 |
| Total | 52 (min 7 days) | 44 (min 6 days) | 8 | 61 |

NEXT 

Door Supervisor Assessment

Principle of Working in the Private Security Industry:

- Externally set and marked MCQ – 72 questions 1hour 10 min – 70% Pass mark
- Externally set internally marked practical assessments: - 100% pass mark
 - Completion of an evidential statement

Principles of Working as a Door Supervisor in the Private Security Industry

- Externally set and marked MCQ – 50 questions – 1hour 15 Min 70% pass mark
- Externally set internally marked practical assessment – 15 min 100% pass mark
Recorded
 - observation of searching with observation sheet
 - Use of communication devices

NEXT 

Door Supervisor Assessment Cont.

Application of Conflict management

- Externally set and marked MCQ – 20 questions – 30 min – 70% Pass mark
- Externally set internally marked practical assessment – 15 min Recorded
 - One conflict scenario 100% pass mark

Application of Physical Intervention Skills in the Private Security Industry

- Externally set and marked MCQ – 30 questions 45min
- Externally set, internally practical assessment – 15 min Recorded
 - learner performing **every** technique with an observation sheet – 100% Pass mark
 - Q/A session to cover critical areas of PI knowledge

NEXT 

Security Officers Delivery and Contact Time

Highfield Level 2 Award for Security Officers in the Private Security Industry
Highfield Award for Security Officers in the Private Security Industry (Scotland) SCQF

| Unit Title | GLH | Mandatory contact time | Self-study | Total qualification time |
|--|------------------------|------------------------|------------|--------------------------|
| Principles of Working in the Private Security Industry | 17 | 9 | 8 | 17 |
| Principles of Working as a Security Officer in the Private Security Industry | 10 | 10 | NA | 12 |
| Application of Conflict Management in the Private Security Industry | 11 | 11 | NA | 13 |
| Total | 38 (min 5 days) | 30 (min 4 days) | 8 | 42 |

NEXT 

Security Officer Assessment

Principle of Working in the Private Security Industry:

- Externally set and marked MCQ – 72 questions 1hour 10min – 70% Pass mark
- Externally set internally marked practical assessments: - 100% pass mark
 - Completion of an evidential statement

Principles of Working as a Security Officer in the Private Security Industry

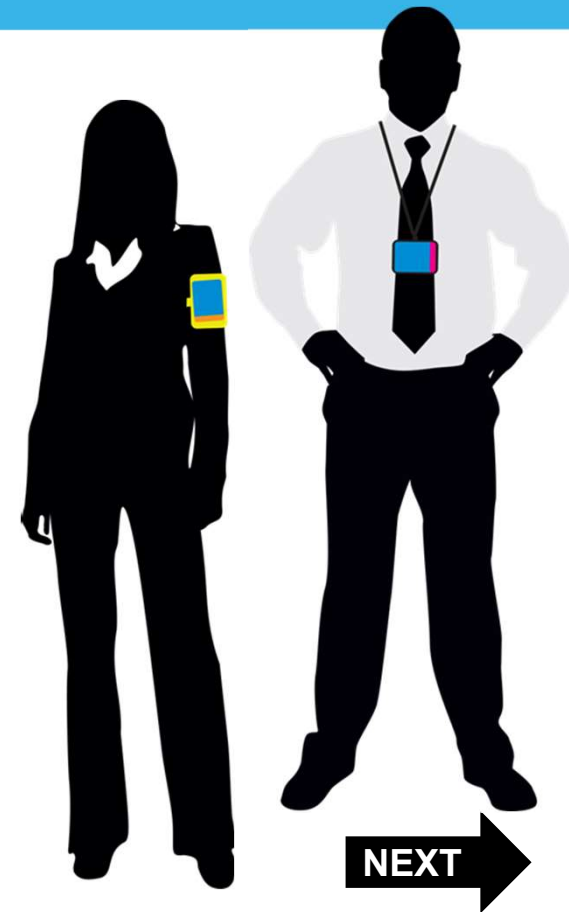
- Externally set and marked MCQ – 60 questions – 1hour 30min
- Externally set internally marked practical assessment – 15 min – Recorded
 - Observation of searching with observation sheet
 - Use of communication devices

NEXT 

Security Officer Assessment Cont.

Application of Conflict management

- Externally set and marked MCQ – 20 questions – 30 min
- Externally set internally marked practical assessment – 15 min recorded
 - One conflict scenario



CCTV Operators Delivery and Contact Time

Highfield Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry
Highfield Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry (Scotland) SCQF

| Unit Title | GLH | Mandatory contact time | Self-study | Total qualification time |
|---|------------------------|------------------------|------------|--------------------------|
| Principles of Working in the Private Security Industry | 17 | 9 | 8 | 17 |
| Principles and Practices of working as a CCTV Operator in the Private Security Industry | 13 | 13 | NA | 13 |
| Total | 30 (min 4 days) | 22 (min 3 days) | 8 | 30 |

NEXT 

CCTV Operator Assessment

Principle of Working in the Private Security Industry:

- Externally set and marked MCQ – 72 questions 1hour 10 min – 70% Pass mark
- Externally set internally marked practical assessments: - 100% pass mark
 - Completion of an evidential statement
- Principles and Practice of working as a CCTV Operator in the Private Security Industry
 - Externally set and marked MCQ – 40 questions – 1 hour
 - Externally set internally marked practical assessment – 15 min
 - CCTV scenario with portfolio and observation sheet – 100% pass mark
 - Workbook short answer – 80% pass mark

NEXT 

Top Up Qualifications – SO Self Study/E-learning

| Qualification Title | Unit Title | SIA total learning and assessment time | SIA minimum contact time | Ofqual Total Qualification Time |
|--|---|--|--------------------------|---------------------------------|
| Level 2 Award for Security Officers in the Private Security Industry (Top up) If E-learning and self-study are NOT USED | Principles of Terror Threat Awareness in the Private Security Industry | 2 hrs | 2 hrs | 3 hrs |
| | Principles of Minimising Personal Risk for Security Officers in the Private Security Industry | 2 hrs | 2 hrs | 3 hrs |
| | Total | 4 hrs | 4 hrs | 6 hrs |

| Qualification Title | Unit Title | SIA total learning and assessment time | SIA minimum contact time | SIA permitted self-study/*E-learning from the SIA total learning time – up to a max of | Ofqual Total Qualification Time |
|---|---|--|--------------------------|--|---------------------------------|
| Level 2 Award for Security Officers in the Private Security Industry (Top up) If E-learning and self-study are BOTH USED <i>*ACT E-learning and ACT E-learning (Security)</i> | Principles of Terror Threat Awareness in the Private Security Industry | 2 hrs | 20 minutes | 1 hr 40 minutes | 3 hrs |
| | Principles of Minimising Personal Risk for Security Officers in the Private Security Industry | 2 hrs | 30 minutes | 1 hr 30 minutes | 3 hrs |
| | Total | 4 hrs | 50 minutes | 3 hour 10 minutes | 6 hrs |



Top Up Qualifications – DS Self Study/ E-Learning

| Qualification Title | Unit Title | SIA total learning and assessment time | SIA minimum contact time | Ofqual Total Qualification Time |
|---|---|--|-----------------------------|---------------------------------|
| Level 2 Award for Door Supervisors in the Private Security Industry (Top up) If E-learning and self-study are NOT USED <i>* 8.5-hour days allowed</i> | Principles of Terror Threat Awareness in the Private Security Industry | 2 hrs | 2 hrs | 3 hrs |
| | Principles of Using Equipment as a Door Supervisor in the Private Security Industry | 2 hrs | 2 hrs | 3 hrs |
| | Application of Physical Intervention Skills in the Private Security Industry | 13 hrs | 13 hrs | 17 hrs |
| | Total | *17 hrs (min 2 days) | *17 hrs (min 2 days) | 23 hrs |

| Qualification Title | Unit Title | SIA total learning and assessment time | SIA minimum contact time | SIA permitted self-study/*E-learning from the SIA total learning time – up to a max of | Ofqual Total Qualification Time |
|--|---|--|---------------------------------------|--|---------------------------------|
| Level 2 Award for Door Supervisors in the Private Security Industry (Top up) If E-learning and self-study are BOTH USED <i>*ACT E-learning and ACT E-learning (Security)</i> <i>* 8.5-hour days allowed</i> | Principles of Terror Threat Awareness in the Private Security Industry | 2 hrs | 20 minutes | 1 hour 40 minutes | 3 hrs |
| | Principles of Using Equipment as a Door Supervisor in the Private Security Industry | 2 hrs | 15 minutes | 1 hr 45 minutes | 3 hrs |
| | Application of Physical Intervention Skills in the Private Security Industry | 13 hrs | 13 hrs | not permitted | 17 hrs |
| | Total | *17 hrs (min 2 days) | 13 hrs 35 minutes (min 2 days) | 3 hr 25 minutes | 23 hrs |



Top Up Qualifications

Level 2 Award for Door Supervisors in the Private Security Industry (Top up)

- Principles of Using Equipment as a Door Supervisor in the Private Security Industry
 - Externally set and marked MCQ – 5 Questions – 10min
 - Practical externally set internally marked – 10 min (observation of using communication devices with observation sheet)
- Principles of Terror Threat Awareness in the Private Security Industry
 - Externally set and marked MCQ – 10 Questions – 20 min
- Application of Physical Intervention Skills in the Private Security Industry (This is the full PI unit, so the assessment, delivery and contact time is the same)

Level 2 Award for Security Officers in the Private Security Industry (Top up)

- Principles of Minimising Personal Risk for Security Officer in the Private Security Industry
 - Externally set and marked MCQ – 16 questions – 25 min
- Principles of Terror Threat Awareness in the Private Security Industry
 - Externally set and marked MCQ – 10 Questions – 20 min

NEXT 

Delivery – Virtual Learning

SIA Pilot Success for Virtual Delivery and Assessment

- Proved that virtual learning and assessment is robust and has a place in the delivery of SIA licensable qualifications
- Worked with the SIA to identify the elements that can be delivered through virtual classroom
- Identified those elements that cannot be delivered in virtual learning and must be delivered face to face
- Contact time remains the same for all units
- Only certain outcomes must be delivered face to face
- Practical assessments delivered face to face
- Centres will need to be approved for remote delivery of the new qualifications

NEXT 

Delivery – Face-to-Face Elements

Principles of Working in the Private Security Industry

| | |
|---|--|
| 8. Understand record keeping relevant to the role of the security operative | 8.4 Demonstrate the accurate completion of an evidential statement (Section 9 Statement) |
|---|--|

Principles of working as a Door Supervisor in the Private Security Industry

| | |
|--|---|
| 2. Know how to conduct effective search procedures | 2.7 Demonstrate how to search people and their personal possessions |
| 7. Know how to use equipment relevant to a door supervisor | 7.5 Demonstrate effective use of communication devices |

NEXT 

Delivery – Face-to-Face Elements

Principles of Working as a Security Officer in the Private Security Industry

| | |
|---|--|
| 6. Know how to conduct effective search procedures | 6.7 Demonstrate how to search people, and their property |
| 7. Understand how to patrol designated areas safely | 7.5 Demonstrate effective use of communication devices |

Principles and Practices of working as a CCTV Operator in the Private Security Industry

| | |
|--|---------|
| 8. Demonstrate operational use of CCTV equipment | All ACs |
| 9. Produce evidential documentation | All ACs |

NEXT 

Delivery – Face-to-Face Elements

Application of Conflict Management in the Private Security Industry

| | |
|---|--|
| 4. Be able to communicate to de-escalate conflict | 4.4 Demonstrate approaches to take when addressing unacceptable behaviour |
| | 4.5 Demonstrate ways to deescalate conflict situations |
| | 4.6 Demonstrate working with colleagues to de-escalate conflict situations |

NEXT 

Delivery – Face-to-Face Elements

Application of Physical Intervention Skills in the Private Security Industry

| | |
|---|--|
| 2. Understand the risks associated with using physical intervention | 2.3 State the specific risks associated with positional asphyxia |
| 3. Understand how to reduce the risks associated with physical intervention | 3.2 Identify how to deal with physical interventions on the ground appropriately |
| | 3.5 State how to manage and monitor a person's safety during physical intervention |
| 4. Be able to use physical skills to protect yourself and others | All ACs |
| 5. Be able to use non-pain compliant standing, holding and escorting techniques | All ACs |

NEXT 

Delivery Face-to-Face Top Up

Level 2 Award for Security Officers in the Private Security Industry (Top up)

- No face-to-face contact required

Level 2 Award for Door Supervisors in the Private Security Industry (Top up)

- Face to face for Application of Physical Intervention Skills in the Private Security Industry - same as DS
- Face to face for using a communication device assessment

| | |
|---|--|
| 2. Understand the risks associated with using physical intervention | 2.3 State the specific risks associated with positional asphyxia |
| 3. Understand how to reduce the risks associated with physical intervention | 3.2 Identify how to deal with physical interventions on the ground appropriately |
| | 3.5 State how to manage and monitor a person's safety during physical intervention |
| 4. Be able to use physical skills to protect yourself and others | All ACs |
| 5. Be able to use non-pain compliant standing, holding and escorting techniques | All ACs |

NEXT 

Delivery – Face-to-Face Contact Time

Guide for contact time

| Qualification | Exams are taken online with remote invigilation | Exams are taken face to face |
|-------------------------|---|------------------------------|
| CCTV Operator | 1 day | 1 day |
| Door Supervisor | 2 days | 2.5 days |
| Door Supervisor Top Up | 1.5 days | 1.5 days |
| Security Officer | 1 day | 1.5 days |
| Security Officer Top Up | N/A | 1 hour |

NEXT 

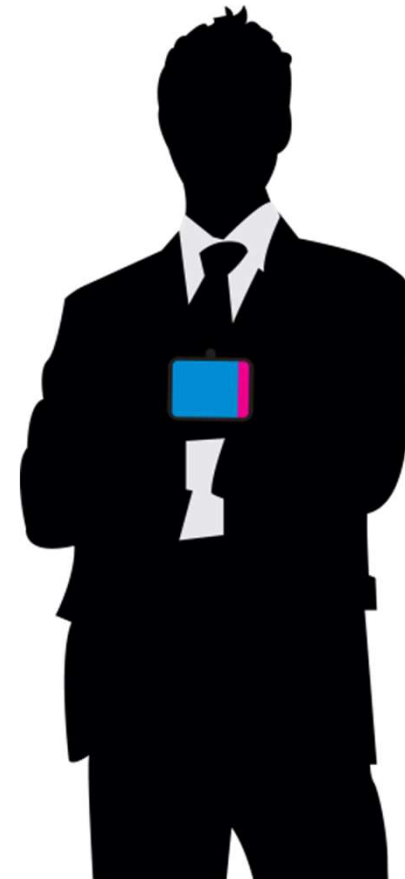
Assessments

The MCQ exams will be available as:

- paper-based – invigilated by the centre
- online – in the classroom, invigilated by the centre
- remote – invigilated by Highfield – Qualify at Home Package

Practical assessment documentation – will be available for download and will include:

- observation sheets
- scenarios for assessment



Important Dates

- End of current qualification registrations – 31 March
- New qualifications and top up from – 1 April
- First aid requirement from - 1 April
- End of current qualifications certification – 31 August 2021
- Top up is a requirement on re-licencing from – 1 October

NEXT 

Centre Requirements for Remote Delivery/Virtual Learning

- Those centres wishing to deliver using virtual classroom must request approval via the account manager
- Centres must use an online platform that enables live and interactive delivery of training
- The platform must give access to personnel from both Highfield and SIA allowing them to 'drop in' at any time
- Only Highfield approved centres with no current sanctions in place will be allowed to deliver and assess remotely
- Centres will need to provide an exemplar session plan for the delivery as part of the approval process
- Centres must also provide details as to how you will meet the other requirements

NEXT 

The 'Classroom'

- Learners on the virtual/remote learning course will 'attend' training at the same prescribed times, via their PC/laptop/tablet which **must** have a camera
- The trainer delivers the training from their own PC/laptop/tablet with a camera
- The trainer **must** be able to see all learners live on their own screen
- The learners **must** all be able to see the trainer live on their screen (but not necessarily the other learners)

NEXT 

Qualifications Prices

Highfield will be keeping the current pricing structure for the new qualifications.

- Full qualification - £31.50
- Top up qualifications - £15.75

NEXT 

Support Materials Coming Soon

Principles of Working in the Private Security Industry

- Self study materials will be available form the download area

Highfield Books for Security Officers, Door Supervisors, CCTV Operators.

- From £12.50

PowerPoints for the delivery of security qualifications - £ 183



NEXT

Assessment

- **Assessments will be online using Highfield Works**
- **Highfield have completed over 100,000 exams on our e-assessment system.**
- **Invigilation of exams will be via the Highfield Qualify at Home service**



NEXT 

Qualify at Home

What is Qualify at Home?

- Digital, 3-step system
- Lets centres support learners remotely
- E-learning, e-assessment, and remote invigilation and certification



NEXT

Thank you for listening



Any questions?