

Security Qualifications

Security Licensing Authority (SIA) Door Supervisor

Course Aim

The aim of this course to provide the student will a structured course in order for them to qualify as a SIA Approved Door Supervisor.

N.B. An SIA licence is required if you undertake the licensable activities of a door supervisor. It is a criminal offence if you undertake work without a license.

Objectives

By the end of this course, students will be able to:

- Explain the role of a Door Supervisor
- Discuss behavioural standards
- Demonstrate effective customer service skills
- Define responsibilities under the Health and Safety at Work act
- Define Criminal & Civil Law
- Examine Licensing Law
- Define and Discuss Equal Opportunities
- Demonstrate effective searching people skills
- Define how to Evict/Eject a disreputable customer
- Examine and discuss offensive weapons
- Discuss and demonstrate how to deal with emergencies
- Examine and Discuss Drugs & Alcohol
- Discuss Civil Arrest
- Demonstrate how to complete an incident report
- Examine and discuss scene preservation
- Define effective conflict management
- Discuss how to avoid conflict
- Describe how to recognise and defuse conflict
- Demonstrate effective conflict management skills

Course Length

28 Hours (Held at our centres for 5 evenings, 1730 onwards)

Course Syllabus

The role of the door supervisor, behavioural standards, customer service skills, health and safety at work, civil and criminal law, the law in relation to licensing, equal opportunities, young persons, how to comply with regulations as a door supervisor, searching people, eviction/ejection, offensive weapons, first aid and emergencies, drugs, arrest, incident recording, scene preservation, introduction to communication skills and conflict management, self-awareness, avoiding conflict, effective communication and customer service skills, recognising and defusing conflict, maintaining space, defusing high risk conflict resolving and learning from conflict.



Course Timetable

Security Licensing Authority (SIA) Door Supervisor

Certification

SIA Door Supervisor Qualification (Allows you to register with the SIA)
HSE Appointed Person First Aid Certificate
Level 2 Fire Marshall Award
Level 2 Award in Drug & Alcohol Awareness

Cost

£150 per person (Ex Vat) Inclusive of Exam Fees, Manual & Tuition
Funding Options available. Please contact us.

Pre Requisites

None.

Venues

Crown Training Academy's: Swansea, Pembrokeshire & Cardiff.
This course is also available at your premises.

Please Note

The above timetable may change slightly.

Breaks

Breaks will be taken at times convenient for students.

Refreshments

At all our training centres, Complementary Tea/Coffee is provided all day.
On site Lunch facilities are also available.

Our Promise

With all our courses, you are guaranteed a warm welcome with a structured training course that is delivered in small bite size chunks which ensures easy learning.

The course is delivered in a friendly, relaxed environment where each and every student is taught using learning styles that suit them. Each and every student is respected and equally treated throughout there time with us

