Rexel Education

SECURITY · FIRST AID · SKILLS

SELF-STUDY WORKBOOK

Door Supervisor Refresher

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

- Unit 1: Principles of Working as a Door Supervisor in the Private Security Industry (Refresher): 33 questions
- Unit 2: Application of Physical Intervention Skills in the Private Security Industry (Refresher): 14 questions
- Self-study quiz: 20 multiple-choice questions
- ACT Awareness and ACT Security e-learning on ProtectUK: completion record
- Learner name: .....

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Learner details

Learner name	
Date of birth	
SIA licence number	If you hold one
Course start date	
Course end date	
Trainer	

About this workbook

This workbook supports the self-study element of the **Level 2 Award for Door Supervisors in the Private Security Industry (Refresher)**. It has three parts: **written-answer questions** for Unit 1 and Unit 2, a **20-question multiple-choice quiz**, and a record of your two **ACT e-learning courses on ProtectUK**. Use it together with your **Door Supervisor Refresher Self-Study Guide**: every question shows the guide page to read.

The workbook is an essential part of your course. It must be completed in full and handed in to Rexel Education **before** your classroom session or assessment. Your trainer or assessor will review your answers and give feedback if any need more work. Completed workbooks are kept securely by Rexel Education as evidence for a minimum of **three years**, in line with awarding organisation requirements.

How to complete it

1. Read each learning outcome in your Self-Study Guide first. The **Guide p.** label next to each question tells you where to find the answer.
2. Answer **every** question in your own words, clearly and in black or blue ink. Where a question asks for a number of points, give that number.
3. Complete the multiple-choice quiz. The pass mark is 14 out of 20 (70%).
4. Complete **ACT Awareness** and **ACT Security** e-learning on ProtectUK at www.protectuk.police.uk/catalogue, then fill in the ACT record page.
5. Sign the learner declaration on the last page, then bring the workbook to your course.

Unit 1

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

This section supports learning for Unit 1. Answer all 33 questions. The questions are grouped by learning outcome, so you can complete them after studying each section of your Self-Study Guide.

LO1 Know how to conduct effective search procedures

Guide pages 5–7

1 List the three main types of search that a door supervisor may be required to carry out.

Guide p. 5

i. _____

ii. _____

iii. _____

2 Identify a situation in which a door supervisor has the right to carry out a search.

Guide p. 5

_____

_____

_____

3 Explain the correct search procedure when dealing with:

Guide p. 6

Children and young people (under 18)

_____

_____

_____

Transgender people

_____

_____

_____

4 Name three different types of equipment that may be used to assist with searches. Guide p. 6

i. _____

ii. _____

iii. _____

5 Identify three possible hazards that may arise when carrying out a search. Guide p. 6

i. _____

ii. _____

iii. _____

6 State three precautions a door supervisor should take when carrying out a search. Guide p. 6

i. _____

ii. _____

iii. _____

7 Outline the actions that should be taken if an incident or accident occurs during a search. Guide p. 6

_____

_____

_____

_____

8 Give three reasons why a premises search may need to be carried out. Guide p. 5

i. _____

ii. _____

iii. _____

9 State two actions to take if a person refuses to be searched. Guide p. 7

i. _____

ii. _____

10 Give two reasons why search records should be completed after carrying out searches. Guide p. 7

i. _____

_____

ii. _____

11 List three actions to take if a restricted or prohibited item is found during a search. Guide p. 6

i. _____

ii. _____

iii. _____

LO2 Understand how to keep vulnerable people safe

Guide pages 8–10

12 Explain what is meant by 'duty of care'. Guide p. 8

_____

_____

_____

13 Explain why it is important to apply duty of care to everyone, whether or not they appear vulnerable. Guide p. 8

_____

_____

_____

_____

14 Identify three factors that could make a person vulnerable or at higher risk. Guide p. 8

i. _____

ii. _____

iii. _____

15 Identify three appropriate actions a security operative should take when supporting vulnerable people. Guide p. 8

i. _____

ii. _____

iii. _____

16 State three behaviours that may indicate someone is acting as a sexual predator. Guide p. 8

i. _____

ii. _____

iii. _____

17 List three indicators that could suggest a person is experiencing abuse. Guide p. 9

i. _____

ii. _____

iii. _____

18 Describe the correct way to respond if someone discloses an allegation of sexual assault. Guide p. 9

_____

_____

_____

_____

_____

19 Explain how a door supervisor should deal with anti-social behaviour.

Guide p. 9

LO3 Understand terror threats and the role of the security operative in the event of a threat

Guide pages 11–13

20 Name the five official UK threat levels used to show the likelihood of a terrorist attack.

Guide p. 11

i.

ii.

iii.

iv.

v.

21 Identify three methods used in terrorist attacks.

Guide p. 11

i.

ii.

iii.

22 Explain the actions a door supervisor should take if a terror threat arises at a venue or site.

Guide p. 12

23 Describe the correct procedure for dealing with suspicious items. Guide p. 12

24 Identify three behaviours that may suggest suspicious activity linked to terrorism. Guide p. 11

i. _____

ii. _____

iii. _____

25 Explain how a door supervisor should respond if suspicious behaviour is seen. Guide p. 11

LO5 Know how to safeguard the public from incidents of spiking

Guide pages 14–16

26 List three methods by which a person can be spiked. Guide p. 14

i. _____

ii. _____

iii. _____

27 State the law relating to spiking. Guide p. 14

28 Give three indicators that a drink may have been spiked. Guide p. 14

i. _____

ii. _____

iii. _____

29 Identify three behavioural signs that someone may be attempting to spike drinks. Guide p. 14

i. _____

ii. _____

iii. _____

30 Give three situations in which people may be at higher risk of spiking. Guide p. 14

i. _____

ii. _____

iii. _____

31 State three actions that door supervisors and/or venues can take to help prevent spiking. Guide p. 15

i. _____

ii. _____

iii. _____

32 Describe the signs that could indicate a person has been spiked. Guide p. 15

_____

_____

_____

_____

33 State the steps to take when managing a suspected spiking incident.

Guide p. 15

Assessor use only

Unit 1: Principles of Working as a Door Supervisor in the Private Security Industry (Refresher)

Q	Criteria met	Assessor comment
1	Y / N	
2	Y / N	
3	Y / N	
4	Y / N	
5	Y / N	
6	Y / N	
7	Y / N	
8	Y / N	
9	Y / N	
10	Y / N	
11	Y / N	
12	Y / N	
13	Y / N	
14	Y / N	
15	Y / N	
16	Y / N	
17	Y / N	

Q	Criteria met	Assessor comment
18	Y / N	
19	Y / N	
20	Y / N	
21	Y / N	
22	Y / N	
23	Y / N	
24	Y / N	
25	Y / N	
26	Y / N	
27	Y / N	
28	Y / N	
29	Y / N	
30	Y / N	
31	Y / N	
32	Y / N	
33	Y / N	

Assessor feedback

Feedback to the learner, including any questions to be reworked:

☐ **All criteria met** ☐ **Further work required (referred)**

Learner name		**Learner signature**	
Assessor name		**Assessor signature**	
Date assessed		**Date of feedback**	
IQA name (if sampled)		**IQA signature (if sampled)**	

Unit 2

Application of Physical Intervention Skills in the Private Security Industry (Refresher)

This section supports the knowledge learning outcomes of Unit 2. Answer all 14 questions. The practical physical intervention skills are taught and assessed in the classroom.

LO1 Know the implications of physical intervention and its use

Guide pages 18–19

1 What is meant by the term 'physical intervention'?

Guide p. 18

2 State the legal implications of using physical intervention.

Guide p. 18

3 Identify three professional implications of using physical intervention.

Guide p. 18

i.

ii.

iii.

4 List four positive alternatives to physical intervention.

Guide p. 19

i.

ii.

iii.

iv.

5 Explain the difference between defensive physical skills and physical intervention.

Guide p. 19

LO2 Know the risks associated with using physical intervention

Guide pages 20–22

6 Describe three risk factors associated with the use of physical intervention.

Guide p. 20

i.

ii.

iii.

7 Describe two signs or symptoms of each of the following:

Guide p. 21

Acute behavioural disturbance (ABD)

i.

ii.

Psychosis

i.

ii.

8 State the specific risks associated with prolonged physical intervention.

Guide p. 20

9 Identify the specific risks of physical intervention incidents on the ground. Guide p. 20

LO3 Know how to reduce the risks associated with physical intervention

Guide pages 23–25

10 List three ways to reduce the risk of harm during physical intervention. Guide p. 23

i.

ii.

iii.

11 State how to manage and monitor a person's safety during physical intervention. Guide p. 23

12 Identify three responsibilities of everyone involved during a physical intervention. Guide p. 23

i.

ii.

iii.

13 List three responsibilities that must be carried out immediately after a physical intervention. Guide p. 24

i.

ii.

iii.

14 **Explain why it is important to keep physical intervention knowledge and skills up to date.** Guide p. 24

Assessor use only

Unit 2: Application of Physical Intervention Skills in the Private Security Industry (Refresher)

Q	Criteria met	Assessor comment
1	Y / N	
2	Y / N	
3	Y / N	
4	Y / N	
5	Y / N	
6	Y / N	
7	Y / N	

Q	Criteria met	Assessor comment
8	Y / N	
9	Y / N	
10	Y / N	
11	Y / N	
12	Y / N	
13	Y / N	
14	Y / N	

Assessor feedback

Feedback to the learner, including any questions to be reworked:

☐ **All criteria met** ☐ **Further work required (referred)**

Learner name		**Learner signature**	
Assessor name		**Assessor signature**	
Date assessed		**Date of feedback**	
IQA name (if sampled)		**IQA signature (if sampled)**	

Self-study quiz

Door Supervisor Refresher: 20 multiple-choice questions

Instructions

- Read each question carefully and tick **one** answer only.
- You must score at least **14 out of 20 (70%)** to pass.
- Hand in your completed quiz with this workbook, or as your trainer instructs.

The quiz covers searching, keeping vulnerable people safe, terror threats, spiking, and the implications, risks and safe use of physical intervention, including non-pain compliance techniques.

Learner name	Date	Score	Result
		/ 20	☐ Pass ☐ Not yet

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

1 **What must you obtain before carrying out a personal search?** Guide p. 5

- ☐ **a)** A signature
- ☐ **b)** Explicit consent
- ☐ **c)** Permission from the local authority
- ☐ **d)** Written consent from a solicitor

2 **One of the key principles of carrying out searches is:** Guide p. 5

- ☐ **a)** Speed and efficiency above all
- ☐ **b)** Respect and dignity at all times
- ☐ **c)** Aggressiveness to deter threats
- ☐ **d)** Discretion to avoid paperwork

3 **A person may be considered vulnerable if they:** Guide p. 8

- ☐ **a)** Have drunk excessive alcohol
- ☐ **b)** Are under the age of 25
- ☐ **c)** Are carrying large amounts of cash
- ☐ **d)** Are wearing expensive jewellery

4 **When dealing with a vulnerable person, you should:** Guide p. 8

- ☐ **a)** Ignore them unless they cause disruption
- ☐ **b)** Shout loudly to attract attention
- ☐ **c)** Remain calm, supportive and professional
- ☐ **d)** Immediately call the police without assessing the situation

5 **The 'Run, Hide, Tell' advice is for:** Guide p. 12

- ☐ **a)** Dealing with an aggressive customer
- ☐ **b)** Responding to a suspected terror attack
- ☐ **c)** Preventing shoplifting
- ☐ **d)** Handling a fire alarm

6 **Suspicious behaviour may include:** Guide p. 11

- [ ] **a)** Someone wearing heavy clothing in warm weather
- [ ] **b)** Someone carrying shopping bags
- [ ] **c)** Someone using a mobile phone
- [ ] **d)** Someone wearing sunglasses indoors

7 **During a terror threat, your role is to:** Guide p. 12

- [ ] **a)** Get involved in apprehending the suspect
- [ ] **b)** Provide clear information to the emergency services
- [ ] **c)** Close all exits immediately
- [ ] **d)** Confront suspicious people yourself

8 **Common indicators that a person may have been spiked include:** Guide p. 15

- [ ] **a)** Slurred speech and unsteady movement
- [ ] **b)** Excitement and loud behaviour
- [ ] **c)** Increased appetite
- [ ] **d)** Speaking several languages

9 **If a customer reports that their drink may have been spiked, you should:** Guide p. 15

- [ ] **a)** Tell them to finish it to avoid waste
- [ ] **b)** Ignore the report unless it was witnessed
- [ ] **c)** Take the report seriously and follow your venue's procedure
- [ ] **d)** Offer them a free replacement drink

10 **Incidents of suspected spiking should be reported to:** Guide p. 15

- [ ] **a)** The media
- [ ] **b)** The local newspaper
- [ ] **c)** Your manager and, where appropriate, the police
- [ ] **d)** No one: it is not required

Application of Physical Intervention Skills in the Private Security Industry (Refresher)

11 **Physical intervention should only be used when:** Guide p. 18

- [ ] **a)** You want to move someone quickly
- [ ] **b)** Verbal persuasion has failed and it is necessary and proportionate
- [ ] **c)** The person is annoying you
- [ ] **d)** You want to show authority

12 **Reasonable force is best described as:** Guide p. 18

- [ ] **a)** Any force you think is necessary
- [ ] **b)** The minimum force needed to protect yourself or others
- [ ] **c)** Any force used to remove someone from premises
- [ ] **d)** A high level of force to ensure compliance

13 **Physical intervention increases the risk of:** Guide p. 20

- [ ] **a)** Improved communication
- [ ] **b)** Injury to staff and members of the public
- [ ] **c)** Better customer service
- [ ] **d)** Reduced conflict

14 **One significant medical risk linked to certain restraint positions is:** Guide p. 21

- [ ] **a)** Improved breathing
- [ ] **b)** Positional asphyxia
- [ ] **c)** Increased appetite
- [ ] **d)** Sudden alertness

15 **Holding someone face down on the floor increases the risk of:** Guide p. 21

- [ ] **a)** Escape
- [ ] **b)** Breathing difficulties and death
- [ ] **c)** Resistance
- [ ] **d)** Verbal abuse

16 **To reduce risks, you should:** Guide p. 23

- [ ] **a)** Use the strongest staff members for restraint
- [ ] **b)** Avoid or minimise the use of physical intervention whenever possible
- [ ] **c)** Always restrain in a seated position
- [ ] **d)** Use pain to gain compliance quickly

17 **When using physical intervention, staff should:** Guide p. 23

- [ ] **a)** Shout loudly to show control
- [ ] **b)** Continuously monitor the person's condition
- [ ] **c)** Only release when the person stops moving
- [ ] **d)** Apply maximum force immediately

18 **A key principle of safe physical intervention is to:** Guide p. 23

- [ ] **a)** Use force as a punishment
- [ ] **b)** Work as a team and communicate effectively
- [ ] **c)** Hold the person down for as long as possible
- [ ] **d)** Always use single staff member holds

19 **Non-pain compliance techniques are:** Guide p. 18

- [ ] **a)** Designed to cause discomfort
- [ ] **b)** Techniques that do not rely on pain to gain compliance
- [ ] **c)** Banned in all situations
- [ ] **d)** Only used on violent offenders

20 **When escorting someone using non-pain compliance techniques, you should:** Guide p. 18

- [ ] **a)** Drag them by the arms
- [ ] **b)** Maintain their dignity and offer verbal support
- [ ] **c)** Shout instructions into their ear
- [ ] **d)** Force their arms behind their back

This quiz has been completed as part of the self-study for the Door Supervisor Refresher.

Marked by		**Date**	

Online e-learning

ACT Awareness and ACT Security on ProtectUK

Both free courses are a required part of your self-study. Complete them online on ProtectUK, download your two certificates, and record the details below. Full step-by-step instructions are on **page 3** of your Self-Study Guide.

Open the ProtectUK e-learning catalogue
www.protectuk.police.uk/catalogue

Create your free ProtectUK account
www.protectuk.police.uk/user/register

1. Register and log in to ProtectUK, then open the **e-learning catalogue**.
2. Subscribe to and complete **ACT Awareness e-learning**, then **ACT Security e-learning**.
3. Download each certificate from your profile (**Certificate received**, then **Download**). Email them to info@rexeleducation.co.uk or print and attach them to this workbook.

ACT e-learning record

Course	Date completed	Certificate	Checked by trainer
ACT Awareness e-learning		☐ Emailed ☐ Attached	
ACT Security e-learning		☐ Emailed ☐ Attached	

Each course must have been completed within the last 12 months. Your trainer will check both certificates.

A1 **Describe one thing you learned from ACT Awareness e-learning that you will use at work.** Guide p. 3

A2 **Explain how ACT Security e-learning has helped you understand your role in protecting people and places.** Guide p. 3

Declaration

Learner declaration

Read the statements below carefully. Sign and date this declaration only when you have finished your self-study and completed every part of this workbook.

I declare that:

- ☐ I have spent **10 hours** on the self-study for the Door Supervisor Refresher.
- ☐ I have completed this workbook **by myself**.
- ☐ All the answers in this workbook are **my own work**.
- ☐ I have completed **ACT Awareness** and **ACT Security** e-learning on ProtectUK myself, and my certificates are attached or have been emailed.

I understand that giving false information in this declaration, or submitting work that is not my own, is malpractice and may lead to my results being withheld.

Learner name			
Learner signature		**Date**	

For centre use

Workbook received by		**Date received**	
Signature			

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