Rexel Education

SECURITY · FIRST AID · SKILLS

SELF-STUDY GUIDE · 8 HOURS

Door Supervisor

Pearson BTEC Level 2 Award for Door Supervisors in the Private Security Industry

- Unit 1: Principles of Working in the Private Security Industry
- Self-study learning outcomes: LO1, LO2, LO4, LO5 and LO11
- Use with your Self-Study Workbook

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About this guide

This self-study guide supports **Unit 1: Principles of Working in the Private Security Industry** of the **Pearson BTEC Level 2 Award for Door Supervisors in the Private Security Industry**. At Rexel Education, **five learning outcomes of Unit 1 (LO1, LO2, LO4, LO5 and LO11) are covered by 8 hours of self-study**, completed before you attend your classroom training. The other Unit 1 learning outcomes (LO3, LO6, LO7, LO8, LO9 and LO10) are taught in the classroom.

Unit 1 is the foundation for every licensed security role. The self-study part covers how the industry is regulated, the law you work within, safe working practices, fire procedures and what happens after an incident. Each learning outcome (LO) has its own section, with clear explanations, key points and realistic case studies.

How to use this guide

- Work through the learning outcomes in order and use the **suggested study times** to plan your 8 hours.
- After each section, answer the matching questions in your **Self-Study Workbook**. Each workbook question shows the guide page to read.
- Complete the 20-question multiple-choice quiz at the end of the workbook. You need **70%** in the written questions and in the quiz to pass the self-study assessments.
- Bring your completed workbook and your **photo ID** to your classroom session.
- Unit 1 is assessed by a multiple-choice exam at the end of your course, covering all 11 learning outcomes: the self-study outcomes in this guide and those taught in the classroom.

Your study plan

Learning outcome	Suggested study time
Self-study (before your classroom training)	
LO1: Know the main characteristics and purposes of the private security industry	**1 hour 45 minutes**
LO2: Understand legislation as it applies to a security operative	**1 hour 45 minutes**
LO4: Understand the importance of safe working practices	**2 hours**
LO5: Understand fire procedures in the workplace	**1 hour 30 minutes**
LO11: Understand good practice for post-incident management	**1 hour**
Total self-study	**8 hours**
Taught in the classroom	
LO3 arrest procedures, LO6 emergencies, LO7 communication, LO8 record keeping, LO9 terror threats and LO10 vulnerable people	**Classroom**

The law described in this guide applies in England and Wales unless stated otherwise. Some powers and procedures differ in Scotland and Northern Ireland; your trainer will explain these where relevant.

LO1

Know the main characteristics and purposes of the private security industry

Suggested study time: 1 hour 45 minutes

Key purposes of the private security industry

Private security works alongside the police and other agencies to keep people, property and premises safe. Its main purposes are to:

- **prevent and detect crime** and unauthorised activity
- **reduce loss, waste and damage** to property and businesses
- **monitor and respond to safety risks**, such as fire, flooding or crowd problems
- **provide people and protection systems**, such as guards, door supervisors, CCTV and alarms, to protect people, property and premises
- **raise standards**, so that the public can trust the people who protect them.

The Security Industry Authority (SIA)

The **SIA** is the organisation that regulates the private security industry in the UK. It was set up under the **Private Security Industry Act 2001** and reports to the Home Secretary. Its aims and functions are to:

- **protect the public** by licensing individuals who work in licensable roles, so that only suitable, trained people can work
- **raise standards** through the **Approved Contractor Scheme (ACS)** and its work with security businesses
- **monitor** the activities and effectiveness of people working in the industry, and take action against those who break the law
- **set and approve standards** of conduct, training and supervision
- **keep the industry and the law under review**, and advise the Government on changes.

Standards of behaviour

The public judges the whole industry by the way each operative behaves. The SIA expects licence holders to meet its published standards of behaviour, and your employer will have its own values and code of conduct.

Personal qualities of a good security operative include being reliable and punctual, honest and trustworthy (integrity), polite and courteous, smart in appearance, professional in attitude and willing to take responsibility.

Skills you need include clear communication, good observation, problem solving, handling sensitive situations with tact, and working well as part of a team.

You must never abuse your position, accept bribes, discriminate, use unnecessary force or behave in a way that brings the industry into disrepute. Breaking the law or the licence conditions can lead to your licence being suspended or revoked.

Community safety initiatives

Community safety initiatives bring venues, businesses, the police and local authorities together to reduce crime and disorder. Examples include:

- **Pubwatch and Shopwatch** schemes, where venues share information about troublemakers and may agree joint bans
- **radio links** between venues, the town centre CCTV control room and the police
- **information sharing**, such as photographs or descriptions of banned people (in line with data protection law)
- **red and yellow card schemes**, where customers are warned (yellow) and then banned (red) for poor behaviour
- **police liaison** and local partnership meetings.

These schemes aim to **reduce opportunities for crime** by improving physical security, lighting and the environment, controlling access and removing the means to commit crime. The **benefits** include partnership working, better communication between venues and the police, a reduced risk of crime and disorder, and safer communities for everyone.

Assignment instructions

Assignment instructions are the written instructions for a particular site or job. They:

- set out **your duties** at that location, such as patrol routes, access control, opening and closing procedures
- explain **what to do in an emergency**, including key contacts and telephone numbers
- form part of the **contract** between the client and the security company.

Read them at the start of every new assignment and whenever they change. If you are unsure about anything, ask your supervisor before you start work.

How security roles use CCTV

CCTV is used in many security roles: to monitor entrances, crowds and car parks, to watch for incidents, to guide colleagues to a problem and to gather evidence.

Benefits include preventing and deterring crime, reducing incidents, lowering staffing costs, helping investigations and providing evidence for court.

Legal requirements must be followed. The system operator must comply with data protection law and normally register with the Information Commissioner's Office (ICO). There must be a named person responsible for the system, clear **signage** telling people that CCTV is in use, and cameras must never record in private areas such as toilets or changing rooms. Recordings must be stored securely, only viewed by authorised people and only used for the stated purpose.

Limitations of CCTV

CCTV is a useful tool, but it has limits:

- it raises **privacy concerns** and must be used lawfully
- cameras can be **damaged, vandalised** or obscured

- systems can be **misused** by operators
- CCTV **cannot prevent crime on its own**; it needs people to watch and respond
- it is **costly** to install and maintain
- coverage is **limited**: there are blind spots, and poor lighting or weather reduce image quality
- technology can **fail**, or be hacked or interfered with.

The Approved Contractor Scheme (ACS)

The **ACS** is a voluntary scheme run by the SIA for security companies. Companies that meet the ACS standard can be listed as approved contractors. The purpose of the scheme is to **raise performance standards** in security businesses, help the SIA **develop new opportunities** for the industry, and **increase customer confidence** when choosing a security provider.

Where security operatives work

Licensed security operatives work in many settings, including bars, pubs and nightclubs, events and festivals, shopping centres and retail stores, offices and corporate buildings, hospitals, construction sites, transport hubs, sports grounds, and industrial and warehouse sites. Each setting has its own risks, and your assignment instructions explain what is expected at each one.

Your SIA licence

Your licence shows that you have been trained and checked. When working in a front line role you must:

- **wear your licence** where it can be seen, unless your role or the SIA allows otherwise (for example close protection)
- only work in the **activities your licence covers**, and keep it valid by renewing it before it expires
- **tell the SIA** promptly about changes, such as a new name or address, or any conviction, caution or charge
- **never lend** your licence to anyone or use someone else's
- follow the **licence conditions** and the SIA's standards of behaviour.

The SIA can **suspend** or **revoke** a licence if the holder is no longer considered fit and proper, for example after a relevant criminal conviction.

KEY POINTS: LO1

- Private security prevents and detects crime, reduces loss and keeps people, property and premises safe.
- The SIA regulates the industry: it licenses individuals, runs the ACS and sets standards.
- Assignment instructions tell you your duties and emergency procedures at each site.
- CCTV must be used lawfully, with signs, secure storage and no recording in private areas.

CASE STUDY

Case study: a Pubwatch ban

A man is ejected from a bar after assaulting a member of staff. The bar is part of the local Pubwatch scheme. The door supervisor records the incident and the manager shares the details at the next Pubwatch meeting. The member venues agree a joint ban, and the radio link means door teams across the town centre are alerted when the man tries to enter another venue that weekend. The scheme protects staff and customers across the whole area, not just one venue.

LO2 Understand legislation as it applies to a security operative

Suggested study time: 1 hour 45 minutes

Civil law and criminal law

	Civil law	Criminal law
Aim	To right a wrong between individuals or organisations	To deter and punish crime and protect the public
Who brings the case	The individual or organisation that was wronged (the claimant)	The state (in England and Wales, usually the Crown Prosecution Service)
Outcome	Compensation (damages) or a court order	A fine, community sentence or imprisonment
Standard of proof	On the **balance of probabilities** (more likely than not)	**Beyond reasonable doubt**
Examples	Libel and slander, breach of contract, employment disputes, family and property disputes, personal injury claims, trespass	Assault, theft, murder, rape, drink driving, domestic abuse, child abuse, arson, kidnapping

Trespass is usually a civil matter in England and Wales, which is why a door supervisor can ask a trespasser to leave and use reasonable force to remove them if they refuse, but cannot arrest them for trespass alone.

The Private Security Industry Act 2001

The main aims of the **Private Security Industry Act 2001** are to:

- **raise standards** in the private security industry
- **increase public confidence** in the industry and improve public safety
- **remove criminal elements** from the industry
- **establish the SIA** as the regulator
- **establish licensing** for people working in licensable roles.

Working in a licensable role without a valid SIA licence, or employing an unlicensed person, is a criminal offence.

Equality and diversity

The key laws are the **Equality Act 2010** and the **Human Rights Act 1998**. The Equality Act protects people from discrimination because of nine **protected characteristics**:

age | disability | gender reassignment | marriage and civil partnership

pregnancy and maternity | race (including colour, nationality and ethnic origin) | religion or belief | sex | sexual orientation

- **Direct discrimination** is treating someone less favourably because of a protected characteristic, for example refusing entry to someone because of their race.
- **Indirect discrimination** is applying a rule to everyone that puts a group at an unfair disadvantage, for example a "no headwear" rule that excludes people who wear religious head coverings, without good reason.

In the workplace, the law covers recruitment, training, pay, promotion, terms and conditions, redundancy and dismissal. Employers must make **reasonable adjustments** for disabled staff and customers, such as allowing an assistance dog into a venue. As a security operative you must treat everyone fairly and apply door policies consistently.

Licensable roles

Under the Private Security Industry Act 2001, the SIA issues **front line** licences for:

- **door supervision**
- **security guarding**
- **public space surveillance (CCTV)**
- **close protection**
- **cash and valuables in transit (CVIT)**
- **key holding**
- **vehicle immobilisation** (this licence now applies in Northern Ireland only, because clamping on private land is banned in England, Wales and Scotland).

There are also **non-front line** licences for managers, supervisors and directors who do not carry out front line work. A door supervisor licence also allows you to work as a security guard.

Data protection

Data protection law (the **UK GDPR** and the **Data Protection Act 2018**) controls how personal information is collected, stored and used. For a security operative this means:

- only record the personal information you need, and keep it **accurate and secure**
- **body-worn camera** footage, CCTV images and notebooks contain personal data: store them securely and only allow **authorised people** to view them
- tell people when you are recording with a body-worn camera, in line with your employer's policy
- never share images or information on social media or with people who have no right to see it
- people have a right to ask for a copy of their personal data (a **subject access request**); pass any request to your manager.

Human rights at work

The **Human Rights Act 1998** protects basic rights. Several are especially relevant to security work:

- the **right to liberty**: you must not detain anyone without lawful authority

- the **right to respect for private and family life**: this affects searching, CCTV and how you handle personal information
- **freedom from inhuman or degrading treatment**: treat everyone with dignity, including people you remove from premises
- **freedom of expression and assembly**: people may protest or express views lawfully
- **protection from discrimination** in the enjoyment of these rights.

Data protection principles

Personal data must be:

- used **lawfully, fairly and openly**
- collected for a **clear purpose** and not used for anything else
- **limited** to what is needed
- **accurate** and kept up to date
- **kept no longer than necessary**
- kept **secure**, protected against loss, theft and unauthorised access.

Breaking these rules can lead to complaints, fines for the organisation and disciplinary action for you.

KEY POINTS: LO2

- Civil law rights wrongs (compensation, balance of probabilities); criminal law punishes (beyond reasonable doubt).
- The Private Security Industry Act 2001 created the SIA and licensing.
- The Equality Act 2010 protects nine characteristics: treat everyone fairly.
- Personal data, including CCTV and body-worn footage, must be kept secure and only seen by authorised people.

CASE STUDY **Case study: a body-worn camera request**

A customer who was refused entry asks a door supervisor to show him the body-worn camera footage on the spot and to send it to his phone. The door supervisor politely explains that he cannot do this, because the footage is stored securely and can only be released through the company's data protection process. He gives the customer the company's contact details so he can make a subject access request, and records the conversation in his notebook.

LO4

Understand the importance of safe working practices

Suggested study time: 2 hours

Responsibilities under the Health and Safety at Work etc. Act 1974

Employers must, as far as is reasonably practicable, protect the health, safety and welfare of employees and visitors. This includes:

- safe premises with safe access and exit
- carrying out **risk assessments** and reducing risks
- providing **first aid** arrangements
- informing staff about hazards and providing **training**
- providing and maintaining equipment, protective clothing and **warning signs**
- recording injuries and accidents.

Employers who fail in these duties can face enforcement notices, prosecution, fines and even closure of the business.

Employees (and the self-employed) must:

- take **reasonable care** of their own health and safety and that of others
- **cooperate** with their employer on health and safety
- **follow instructions**, procedures and training, and use equipment properly
- **report** hazards, injuries and accidents.

Lone working

Security operatives often work alone, for example on night patrols or at quiet sites. Lone workers are **isolated** and rely on technology, such as radios and phones, for help. The risks include:

- **injury or sudden illness** with no one to help
- **violence** or threats from intruders or members of the public
- **lack of communication** or support, for example in an area with no phone signal
- **lack of welfare facilities**, such as toilets, rest areas or drinking water.

Lone workers should follow a **check-in procedure**, carry a charged radio or phone (and a lone worker alarm if provided), know the site's risk assessment and never take unnecessary risks.

Hazards and risks

A **hazard** is anything with the potential to cause harm. A **risk** is the likelihood that the harm will happen, and how serious it would be.

Typical hazards in security work include poor lighting, uneven or slippery surfaces, bodily fluids and needles (infection and disease), aggressive behaviour, poor manual handling, machinery, hazardous chemicals, loud noise, moving vehicles, fire and flooding.

A **risk assessment** identifies the hazards, who might be harmed and how, how likely and serious the harm is (for example high, medium or low), the controls already in place, any extra controls needed, who is responsible and the date by which action must be taken.

Minimising risks to personal safety

- Know and follow the **risk assessment**, health and safety procedures and your assignment instructions.
- Use **personal protective equipment (PPE)**, such as gloves, high-visibility clothing and stab vests where issued.
- Carry a **personal alarm**, radio or mobile phone, and keep it charged.
- Follow safe, systematic **routines**, but vary patrol times so they are not predictable.
- Know what to do in a **critical incident**, such as a terror attack or major emergency.

Safe manual handling: assess the load and your own limits, plan the route, use mechanical aids such as trolleys, get help if needed, keep a stable base with feet apart, bend your knees and keep your back straight, hold the load close, move smoothly, avoid twisting, and push rather than pull where possible.

Safety signs and signals

Type of sign	What it looks like	Meaning and example
Prohibition	Red circle with a diagonal line	You must not do something: "No smoking"
Warning	Yellow triangle with a black border	Be aware of a hazard: "Wet floor", "Danger: high voltage"
Mandatory	Blue circle with a white symbol	You must do something: "Wear eye protection"
Safe condition	Green square or rectangle with a white symbol	The safe way: fire exit, first aid point, emergency phone
Fire equipment	Red square or rectangle with a white symbol	Location of firefighting equipment: extinguisher, alarm call point, fire hose
Hazardous substance	Red-bordered diamond with a black symbol	Chemical hazards: toxic, flammable, corrosive

Reporting accidents and incidents

Every accident or health and safety incident must be recorded in the **accident book** (or on the electronic system), following your employer's procedures. Some incidents must also be reported to the Health and Safety Executive under **RIDDOR** (the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013). These include:

- **deaths** and certain **serious injuries** caused by work

- injuries that keep a worker off normal duties for **more than seven days**
- **dangerous occurrences** (near misses with serious potential, such as a structural collapse)
- certain **occupational diseases**
- certain **gas incidents**.

RIDDOR reports are made by the "responsible person", usually the employer, online or by telephone. A good record explains **who** was involved, **what** happened, **when**, **where** and **how**.

Keeping personal information safe

Security operatives can be targeted because of their work. To protect yourself and others:

- follow data protection law, your employer's procedures and assignment instructions, and keep information **confidential**
- use **social media** carefully: set strong privacy settings and never post about your work, colleagues, customers or incidents
- avoid wearing **identifiable work clothing** outside work, for example on your journey home
- be alert to people trying to gain information, for example through unexpected **surveys** or calls
- do not discuss work, sites or security arrangements **outside work**, even with friends.

Other health and safety rules you should know

- **COSHH** (the Control of Substances Hazardous to Health Regulations 2002): hazardous substances, such as cleaning chemicals, must be stored, labelled and used safely. Follow the safety data sheet and wear the PPE provided.
- **Personal protective equipment (PPE)**: your employer must provide suitable PPE free of charge where risks cannot be controlled in other ways. You must use it as trained, look after it and report any damage.
- **Manual handling**: before lifting, think **TILE**: the **Task**, the **Individual** (your own capability), the **Load** and the **Environment**.
- **Welfare**: employers must provide basic welfare facilities, such as toilets, drinking water and somewhere to rest.
- **Work-related stress and fatigue**: long shifts, night work and dealing with conflict can affect your health. Take your breaks, stay hydrated and tell your manager if you are struggling.

KEY POINTS: LO4

- Employers must keep people safe; employees must take reasonable care, cooperate and report.
- A hazard can cause harm; a risk is how likely and serious that harm is.
- Know the five sign colours: red prohibition, yellow warning, blue mandatory, green safe condition, red fire equipment.
- Record every accident; serious ones may be reportable under RIDDOR.

CASE STUDY

Case study: a lone patrol

A security officer on a night patrol of an industrial estate slips on an oily surface and twists his ankle. Because his company uses a check-in procedure every 30 minutes, the control room notices when he misses his call and phones him. He is able to answer and help is sent. The next day the accident is recorded, the spill is cleaned and the risk assessment is updated to include checks of that area and better lighting.

LO5

Understand fire procedures in the workplace

Suggested study time: 1 hour 30 minutes

The fire triangle

Three elements must be present for a fire to start and keep burning: **oxygen**, **fuel** and **heat**. Together they create a chemical chain reaction. Remove any one element and the fire goes out: for example, smothering removes oxygen, water removes heat, and turning off a gas supply removes fuel.

If you discover a fire

Always follow your workplace fire procedure. A simple way to remember the actions is **FIRE**:

- **Find:** identify the location and size of the fire.
- **Inform:** raise the alarm by operating the nearest **fire alarm call point**, and make sure the **fire and rescue service** is called on 999.
- **Restrict:** close doors and windows to slow the spread, if it is safe to do so.
- **Evacuate or Extinguish:** help people leave by the nearest safe exit, or tackle a small fire only if you are trained and it is safe.

Never put yourself at risk by fighting a fire. Identify and isolate the area, and use the fire alarm control panel to tell the fire service accurately where the fire is, how big it is and what materials are involved.

Basic fire safety controls

- Stay **vigilant** on patrol for fire hazards.
- Control **fuel** and **ignition sources**: remove waste and rubbish, keep bins away from buildings and never allow smoking in restricted areas.
- **Store flammable materials** safely and in small quantities.
- Make sure electrical equipment is **inspected and maintained**, and do not **overload sockets**.
- Keep **fire exits and escape routes** clear and fire doors closed.
- Follow your **training** and the site **fire plan**.

Classes of fire

Class	Fuel	Examples
A	Ordinary combustible solids	Paper, wood, textiles, cardboard, rubber
B	Flammable liquids	Petrol, paint, solvents, alcohol
C	Flammable gases	Propane, butane, natural gas
D	Combustible metals	Magnesium, aluminium powder, lithium

Class	Fuel	Examples
Electrical	Fires involving live electrical equipment (sometimes called class E)	Computers, wiring, fuse boxes. Electricity is a source of ignition, not a fuel.
F	Cooking oils and fats	Deep fat fryers, chip pans

Firefighting equipment

In the UK, fire extinguishers have **red bodies with a coloured band or label** that shows the contents:

Extinguisher	Colour band	Use on	Do not use on
Water	Red	Class A: paper, wood, textiles	Electrical fires, burning liquids, cooking oil
Foam	Cream	Class A and B; specialist foam for industrial alcohol	Electrical fires (unless tested and marked as safe), cooking oil
Carbon dioxide (CO_2)	Black	Electrical fires; also class B liquids	Class A solids, in small confined spaces
Dry powder	Blue	Most fires, including A, B, C and electrical; specialist powder for class D	Indoors in confined spaces where possible (it reduces visibility and breathing)
Wet chemical	Yellow	Class F cooking oil fires; also class A	Electrical fires

Other equipment includes **fire blankets** (for small cooking or clothing fires), **hose reels** and **sprinkler systems**.

The role of a fire marshal

A fire marshal (or fire warden) helps make sure everyone gets out safely. In an emergency they:

- raise the alarm
- **check their allocated area**, including toilets and storerooms, to make sure everyone has left
- **direct people** to the nearest safe exit and help anyone who needs assistance, such as disabled people
- go to the **assembly point** and help with the **roll call**
- **report** to the person in charge and the fire service officer, including anyone missing.

Fire safety law and evacuation

In England and Wales, the **Regulatory Reform (Fire Safety) Order 2005** makes the "responsible person" (usually the employer or owner) carry out a **fire risk assessment**, provide fire safety

measures and make sure staff are trained. As a security operative you help by staying alert, following the fire plan and reporting problems.

- **Fire doors** slow the spread of fire and smoke. Never wedge them open or block them.
- **Fire alarms** and emergency lighting are tested regularly. Know your site's test times so that you can tell a test from a real alarm.
- **Evacuation** may be **simultaneous** (everyone leaves at once) or **phased** (some areas leave first), depending on the building.
- Some people need help to leave. A **personal emergency evacuation plan (PEEP)** sets out how a particular person, such as a wheelchair user, will be helped to safety.
- Never use **lifts** in a fire unless they are specially designed evacuation lifts and you are trained to use them.
- Never go back into a building until the **fire and rescue service** says it is safe.

KEY POINTS: LO5

- Fire needs oxygen, fuel and heat. Remove one and the fire goes out.
- On finding a fire: raise the alarm, call 999, close doors, evacuate. Never put yourself at risk.
- Extinguisher bands: red water, cream foam, black CO2, blue powder, yellow wet chemical.
- Fire marshals sweep their area, guide people out and report at the assembly point.

CASE STUDY **Case study: a bin fire**

On patrol at the back of a shopping centre, a security officer sees smoke coming from a large wheelie bin next to a fire exit. He operates the nearest alarm call point and radios the control room, which calls 999. The fire is spreading up the wall, so he does not try to tackle it. He keeps people away from that exit and directs them to other routes. When the fire service arrives, he tells them exactly where the fire is and that the bin contained cardboard and general waste. The incident leads to bins being moved away from the building.

LO11 Understand good practice for post-incident management

Suggested study time: 1 hour

Sources of support after an incident

Security work can involve violence, injury and distressing situations. Support is available from:

- **colleagues** and **managers**, through debriefs and informal support
- your employer's **occupational health** or employee assistance programme, and **counsellors**
- your **GP** and the **NHS** (including NHS 111)
- **helplines** such as the **Samaritans** (116 123, free, 24 hours)
- **publications and websites** on stress and trauma
- **Citizens Advice** and **trade unions**.

Why accessing support is important

Getting support early reduces the risk of **long-term problems** such as anxiety, depression, fear and **post-traumatic stress disorder (PTSD)**. It also helps you to **reflect** on and evaluate what happened, so that you can return to work confident and safe.

The benefits of reflecting on incidents

Reflecting on incidents, individually and as a team, helps to:

- identify what went well and **areas for improvement**
- **prevent** similar incidents happening again
- provide information for **licensing reviews** and hearings
- identify **trends**, as well as good and poor practice
- **share good practice** across the team and the industry
- improve **procedures** for managing incidents
- recognise how people commonly **respond** in certain situations.

Contributing to improved practice

Every security operative can help to improve the way their team works by reporting problems, sharing ideas in debriefs and suggesting better procedures. This promotes a **professional service**, improves **staff and customer safety**, strengthens **teamwork** and helps to find the **most effective ways** of dealing with situations.

Recognising the effects of an incident

After a distressing incident, it is normal to feel shaken. Possible signs that someone needs support include difficulty sleeping, flashbacks or nightmares, feeling anxious or on edge, irritability, avoiding work or certain places, and drinking more alcohol than usual. Look out for these signs in yourself and in your colleagues.

Debriefs

A **debrief** is a conversation after an incident about what happened and how it was handled.

- A **hot debrief** takes place soon after the incident, to check everyone is safe and to share key facts while they are fresh.
- A **structured debrief** takes place later, when people have had time to reflect. It looks at what went well, what could be improved and what changes should be made.

Debriefs should be supportive and focused on learning, not on blame.

KEY POINTS: LO11

- After an incident, support is available from colleagues, managers, counsellors, helplines and your GP.
- Early support reduces the risk of anxiety, depression and PTSD.
- Reflection prevents repeat incidents and improves procedures.
- Everyone can contribute to improving practice.

CASE STUDY **Case study: a team debrief**

After a violent fight in which a door supervisor was punched, the team meets for a debrief the next evening. They agree that the CCTV operator spotted the trouble early but the radio message was unclear. They decide to use clearer call signs and to place a second door supervisor near the bar at busy times. The manager checks how the injured colleague is feeling and gives him the details of the company's confidential counselling service, which he uses. The changes are added to the venue's procedures.

Before your classroom session

- Complete every question in your **Self-Study Workbook** in your own words, and the 20-question quiz. The workbook covers LO1, LO2, LO4, LO5 and LO11.
- Sign the learner declaration in your workbook.
- Bring your completed workbook (or your online submission confirmation) and your **photo ID**.
- Revise the key points boxes in this guide. The Unit 1 exam also covers LO3 and LO6 to LO10, which you will learn in the classroom.
- Try the **PWIPSI mock exam** on the Rexel Education website to check your knowledge.

If you have any questions about your course, contact Rexel Education on **020 3916 6087** or **info@rexeleducation.co.uk**.

This guide supports, but does not replace, the classroom training and the official qualification specification. Laws and guidance are correct to the best of our knowledge at the date of publication. Always follow your training, your employer's policies and current law.