

SIA DS Refresher Training

Self-Study Assessment

You must complete a minimum of 9 hours and 45 minutes to read the content and demonstrate your understanding of each learning outcome in the workbook provided. The workbook is being used as self-study before attending face-to-face training/assessment, it must be returned to your training provider before you attend or on arrival at the Centre.

This book is to be used together with the information manual provided to you by the training provider. Please read the information manual. Once you are ready to progress you must complete the questions in this workbook. Failure to complete the book will mean removal from the refresher course.

There are five sections which must be completed.

Unit 1

1. Know how to conduct effective search procedures
2. Understand how to keep vulnerable people safe
3. Understand terror threats and the role of the security operative in the event of a threat
(Both on-line ACT Awareness and Security E-learning must be completed)
4. Know how to safeguard the public from incidents of spiking

Unit 2

5. Application of Physical Intervention Skills in the Private Security Industry.

I confirm i have read the Self-study materials and completed the questions workbook. I have completed the work on my own and with no assistance. I have completed the ACT on-line Anti-Terrorist Training and Downloaded both Certificate.

Learner Name :.....Learner Sign:.....

Assessor Name:.....Assessor Sign:.....

Know how to conduct effective search procedures

LO1:

1: Do you need to gain consent from every customer every time you search them

- a. No
- b. Only if you do not know them
- c. Yes, at all times
- d. Not if they have paid to get in

2: What type of search is a general search

- a. When you search every third person
- b. When you search every customer
- c. When you only search on request
- d. When you do not need to search

3: What document would you give you information about searching

- a. Company procedure
- b. Search policy
- c. H&S policy
- d. Not sure

4: What would you do if the customer refuses to be searched

- a. Let them in anyway
- b. Ask them why
- c. Explain why you need to search them
- d. Refuse entry

5: How should you conduct a physical search

- a. Males can search females
- b. Females can search males
- c. Females search females and males search males
- d. Ask a supervisor

Understand how to keep vulnerable people safe

LO2:

1: Who could be seen as a vulnerable person

- a. A lone drunk female
- b. A group of young males
- c. A large group of girls
- d. People in ethnic dress

2: How would deal with sexual assault allegation

- a. Send them home in a taxi
- b. Ask friends to look after them
- c. Call the police and safeguard the person
- d. Not your problem

3: What could be signs of abuse

- a. Someone acting confident
- b. Someone with an unexplained bruise
- c. Someone with lots of friends
- d. Someone who talks a lot

4: Who may be seen as a sexual predator

- a. A male with a girl friend
- b. A female with lots of friends
- c. Finding a date rape drug during a search
- d. A group of noisy males

5: What do need to consider if ejecting a customer from the premises

- a. They could become a target of unwanted attention
- b. They may go to another club
- c. They may give a bad review in trip advisor
- d. They may not come back again

6: Who could be seen as vulnerable when using physical intervention

- a. A young fit male
- b. A young fit female
- c. Groups of people
- d. Elderly

Understand how to keep vulnerable people safe

LO3: ACT online training to be completed:

Know how to safeguard the public from incidents of spiking

LO4:

1: Do door supervisors have a duty of care against customers being spiked

- a. Not really
- b. It's up to the person to protect themselves
- c. Sometimes
- d. Yes, at all times

2: Who could be more at risk of having drinks spiked

- a. A male with a group of friends
- b. A female with a group of friends
- c. A lone female
- d. Two people obviously together

3: What could be the signs someone has been spiked

- a. A happy person enjoying themselves
- b. A person with friends drinking happily
- c. A person dancing a lot
- d. Someone that seems tired and drowsy

4: What are the Visual indicators that drinks could have been spiked include

- a. A full pint with a good head of froth on top
- b. A drink with what seems to be a separation line
- c. A cocktail with lots of fruit inside
- d. A clear pint of beer

5: Which of the following could be good advice to customers to avoid spiking

- a. keeping the thumb on top of the bottle
- b. not accepting any drugs
- c. accompanying individuals who offer to purchase drinks
- d. All of the above

Application of Physical Intervention Skills in the Private Security Industry

LO1: Know the implications of physical interventions and their use:

1: What could be the implication of using physical intervention

- a. Shows you are in control
- b. Spoil the team's reputation
- c. Less people will give you problems
- d. Gets the job done quickly

2: What is another implication of using physical intervention

- a. I'm paid to do the job
- b. The police allow us to use force
- c. Cause criminal proceedings
- d. You are allowed to use force at any time

3: When would you use physical intervention

- a. Any time you need it
- b. As a last resort
- c. To take control of a person
- d. If the person is bigger than you

4: Can you physically remove a customer from site

- a. No, never
- b. If you are told by the manager to do so
- c. If you use the correct
- d. If all other methods to remove them has failed

5: How much force can you use to remove a customer from site

- a. As much as you need
- b. None
- c. As much as you think is reasonable
- d. No more than is reasonable and necessary

Application of Physical Intervention Skills in the Private Security Industry

LO2: Know the risks involved with using physical intervention

1: When using physical intervention, what could impact on the customer

- a. The method of restraint used
- b. You can use whatever restraints you need to do the job
- c. Use as much force as is needed
- d. You cannot touch anybody

2: What factors do you take into consideration when using physical intervention

- a. How big you are
- b. How much experience you have
- c. The size, age, gender of the person
- d. Just do the job

3: What position is most likely to causing death to a person

- a. Holding them face down on the ground
- b. Holding them face up on the ground
- c. Holding them in a controlled and accepted manner
- d. Using approved techniques

4: Who would be seen as a vulnerable person if you had to restrain them

- a. A healthy man
- b. A healthy female
- c. An elderly person
- d. A group of men

5: What are the signs of Acute behavior disturbance ABD

- a. Quiet and controlled behavior
- b. Dancing all night
- c. High body temperature, sweating, bizarre behavior
- d. Calm and in control

Application of Physical Intervention Skills in the Private Security Industry

LO3: Know how to reduce the risk of using physical intervention

1: How can you reduce the risk of harm to people

- a. Use any amount of force
- b. Monitor the wellbeing of the customer
- c. Learn more techniques from social media
- d. Just get the job done

2: How can you further reduce the risk of harm

- a. Whatever happens do not release the customer
- b. Only release the customer when the police arrive
- c. Release the customer if they show signs of distress
- d. Never talk to the customer

3: What are the benefits of performing a dynamic risk assessment

- a. It takes time so the police can get there
- b. It allows you time to make decisive and safe decisions
- c. Only do this if you have time
- d. It's a personal choice if you make one

4: What are you assessing when making a dynamic risk assessment

- a. What time of day it is
- b. Is it the end of your shift
- c. Are the police on their way yet
- d. The subjects, environment and any potential weapons

5: What is another term for environment

- a. Situational factors
- b. The size of the person
- c. Are they drunk
- d. Are they regular customers

Application of Physical Intervention Skills in the Private Security Industry

LO4: Use physical intervention safely to protect yourself and others

1: How can you use physical intervention skills safely

- a. By always supporting colleagues
- b. Work alone so no one else can interfere
- c. Only do what the manager tells you
- d. Do not use physical intervention at any time

2: When does a duty of care apply when using Physical intervention

- a. Only if there is a problem
- b. If the person is injured
- c. If the DS is injured
- d. At all times

3: What is a good alternative to using physical intervention skills

- a. Use good communication skills to encourage the customer to leave
- b. Show aggressive behavior to intimidate the customer
- c. Shout loud
- d. Use aggressive body language

4: Which of the following could increase the risk of positional asphyxia

- a. Keep the person upright and calm
- b. Restraint for long periods of time
- c. Talking to the customer all the time
- d. Release the customer as soon as possible

5: An alternative to using physical interventions is using primary controls

- a. Using communication skills
- b. Using conflict management skills
- c. Using technology such as radios and CCTV
- d. Using nonverbal gestures

Application of Physical Intervention Skills in the Private Security Industry

LO5: Use non pain compliant techniques

1: What is meant by Non-Pain Compliant Techniques

- a. Use as much force as you want
- b. Use approved techniques that should not harm the customer
- c. Ask the customer what they would like
- d. Use whatever the manager tells you

2: Which of the following describes a physical intervention

- a. Skills used in an aggressive manner
- b. Techniques used to cause harm to a person
- c. Controlled Skills using direct or indirect force to limit a person's movement
- d. Using hand cuffs

Test your knowledge:

1: What is positional asphyxia

- a. Holding a person in such a way that their breathing is restricted
- b. Sitting someone up on a chair
- c. Holding a person using an approved technique
- d. Punching a person

2: If a person shows signs of distress during physical intervention, what should you immediately consider

- a. Hold them tighter
- b. Release them and get medical help if needed
- c. Do not let them go, they could be tricking you
- d. Ignore them

Application of Physical Intervention Skills in the Private Security Industry

3: Why should you keep your skills up to date

- a. Skills fade after time
- b. The SIA says so
- c. Your employer has a duty of care to the public
- d. To get an SIA license

4: Which of the following should be included in a debrief after using physical intervention?

- a. Sharing best practices and discussing potential improvements
- b. Ignoring the incident to avoid distress
- c. Reprimanding those who were involved in the incident
- d. Ensuring that the same methods are used in the future

5: Which of these outcomes is a recognized specific risk associated with the use of ground physical intervention?

- a. The person restrained still being able to communicate with friends
- b. An increased likelihood of bystanders uploading the restraint onto social media
- c. The possibility of expensive clothing getting dirty or damaged
- d. An increased possibility of injury from glass or debris on the ground

6: Which of these factors may increase the risk of harm to the person who is being restrained?

- a. The length of time the forceful restraint is held
- b. The time of day the forceful restraint takes place
- c. The presence of the restrained person's friends
- d. The type of venue the security staff are employed to protect

7: Which of these is a legal implication of using physical intervention?

- a. It requires an officer to maintain a duty of care
- b. It requires an operative to generally follow work rules and regulations
- c. It requires an operative to always remain calm even when provoked
- d. It requires an officer to make sure that property is not damaged

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