



Highfield Level 2 End-Point Assessment for ST1016 Professional Security Operative

End-Point Assessment Kit



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Pathway: Operational Security Operative

Highfield Level 2 End-Point Assessment for ST1016 Professional Security Operative – Operational Security Operative

EPA Kit

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How to use this EPA Kit

Welcome to the Highfield End-Point Assessment Kit for the Professional Security Operative apprenticeship standard.

Highfield is an independent end-point assessment organisation that has been approved to offer and carry out the independent end-point assessments for the Level 2 Professional Security Operative apprenticeship standard. Highfield internally quality assures all end-point assessments in accordance with its IQA process, and additionally all end-point assessments are externally quality assured by the relevant EQA organisation.

The EPA Kit is designed to outline all you need to know about the end-point assessments for this standard and will also provide an overview of the on-programme delivery requirements. In addition, advice, and guidance for trainers on how to prepare apprentices for the end-point assessment is included. The approaches suggested are not the only way in which an apprentice may be prepared for their assessments, but trainers may find them helpful as a starting point.

Highfield also offers the Highfield Professional Security Operative Apprenti-kit that is a comprehensive learning resource, which is designed to be used on-programme.

For more information, please go to the Highfield Products website. Please note that the use of this kit is not a prerequisite for apprentices undertaking the Professional Security Operative end-point assessment.

Key facts

Apprenticeship standard:	Professional Security Operative
Pathway:	Operational Security Operative
Level:	2
On-programme duration:	Minimum of 12 months
End-point assessment window:	Typically 3 months
Grading:	Pass/merit/distinction
End-point assessment methods:	Knowledge test Observation with questions Professional discussion

In this kit, you will find:

- an overview of the standard and any on-programme requirements
- a section focused on delivery, where the standard and assessment criteria are presented in a suggested format that is suitable for delivery
- guidance on how to prepare the apprentice for gateway
- detailed information on which part of the standard is assessed by which assessment method
- suggestions on how to prepare the apprentice for each part of the end-point assessment
- a section focused on the end-point assessment method where the assessment criteria are presented in a format suitable for carrying out 'mock' assessments

Introduction

Standard overview

A professional security operative protects people, assets, property, and premises. They are an organisation's first line of defence against activities that threaten the security of the UK. They are on the front line and act as an ambassador for the security profession and the organisation in which they work. Employment can range from a small front of house security team to large scale nationwide organisations. Specific responsibilities will vary, but the knowledge, skills and behaviours needed by employees will be the same regardless of the role.

Key responsibilities are likely to include identifying the risk of the security of people, places, property, and assets, identifying suspicious items, conducting regular and random searches, and reporting and recording information following organisational procedure.

This standard offers 4 specialisations: operational security operative, cash and valuables in transit operative, mobile security patrol operative and security control room operative. This kit is centred on the operational security operative pathway. This is a role that specialises in managing the daily operations in an assigned area while identifying threats and vulnerabilities.

On completion, apprentices may choose to register as a member with the International Foundation for Protection Officers.

This apprenticeship also aligns with The Security Institute for 2 routes:

- an apprentice without prior experience in the sector can apply for membership at a non-professional grade.
- an apprentice with relevant work experience, along with industry related level 3 and above qualifications may meet the criteria for a professional membership grade.

On-programme requirements

Although learning, development and on-programme assessment is flexible, and the process is not prescribed, the following is the recommended baseline expectation for an apprentice to achieve full competence in line with the Professional Security Operative apprenticeship standard.

The on-programme assessment approach will be agreed between the training provider and employer. The assessment will give an ongoing indication of an apprentice's performance against the final outcomes defined in the standard. The training provider will need to prepare the apprentice for the end-point assessment, including preparation for the observation and professional discussion.

The training programme leading to end-point assessment should cover the breadth and depth of the standard using suggested on-programme assessment methods that integrate the knowledge, skills, and behaviour components, and which ensure that the apprentice is sufficiently prepared to undertake the end-point assessment.

The apprentice must complete a minimum of **12 months** on-programme training. During this time, they will work to meet the knowledge, skills and behaviours outlined in this EPA Kit.

Use of Artificial Intelligence (AI) in the EPA

Where AI has been used as part of the apprentice's day-to-day work and forms part of a project report, presentation, or artefact, it should be referenced as such within the work. AI must not be used to produce the report or portfolio.

Where AI has been used as part of a portfolio that underpins an interview or professional discussion or any other assessment method, it should be fully referenced within the portfolio.

Additional, relevant on-programme qualification

There is 1 mandatory qualification apprentices must complete for this standard. This is Emergency First Aid at Work. Apprentices will need to achieve a one-day Emergency First Aid at Work qualification that is regulated by Ofqual or conforms to Health and Safety Executive (HSE) guidelines.

Readiness for end-point assessment

For an apprentice to be ready for the end-point assessments:

- the apprentice must have achieved **Level 1** English and maths.
- the apprentice must have passed the Emergency First Aid at Work qualification.
- the apprentice must have gathered a portfolio of evidence against the required elements to be put forward to be used as the basis for the professional discussion.
- the apprentice must have gathered their organisation's policies and procedures as requested by Highfield. For guidance, a list of examples has been provided below.
 - Equality, diversity and inclusion
 - Dealing with prohibited items
 - Completing documentation and reports
 - Completing welfare checks

- Reporting of incidents and errors
- this list is not definitive. The policies and procedures may already be included as part of the portfolio of evidence.
- the line manager (employer) must be confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and that the apprentice is competent in performing their role. To ensure this, the apprentice must attend a formal meeting with their employer to complete the **Gateway Readiness Report**.
- the apprentice and the employer should then engage with Highfield to agree a plan and schedule for each assessment activity to ensure all components can be completed within a 3-month end-assessment window. Further information about the gateway process is covered later in this kit.

If you have any queries regarding the gateway requirements, please contact your EPA Customer Engagement Manager at Highfield Assessment.

Portfolio of evidence requirements

The apprentice must compile a portfolio of evidence during their time on-programme that is mapped against the knowledge, skills and behaviours assessed in the professional discussion.

Evidence sources for the portfolio may include:

- workplace documentation and records
- workplace policies and procedures
- witness statements
- annotated photographs
- audio recordings
- video clips with a maximum total duration of 15 minutes and where the apprentice must be in view and identifiable

This is not a definitive list and other evidence sources are possible. The portfolio should not include reflective accounts or any methods of self-assessment. Any employer contributions should focus on direct observations of performance rather than opinions.

The portfolio of evidence will typically contain **10 discrete pieces of evidence**. Evidence may be used to demonstrate more than 1 knowledge, skill, or behaviour.

The portfolio must be accompanied by a **portfolio matrix**. This can be downloaded from our website. The portfolio matrix must be fully completed, including a declaration by the employer and the apprentice to confirm that the portfolio is valid and attributable to the apprentice.

The portfolio of evidence must be submitted to Highfield at gateway. It is not directly assessed but underpins the professional discussion. The assessor will review the portfolio in preparation for the assessment. Feedback on the content of the portfolio will not be provided.

Order of end-point assessments

There is no stipulated order of assessment methods and the result of one assessment method does not need to be known before starting the next. This will be discussed with the apprentice, training provider and/or employer with our scheduling team when scheduling the assessments to ensure that the learner is provided with the best opportunity to attempt the assessment.

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The Highfield approach

This section describes the approach Highfield has adopted in the development of this end-point assessment in terms of its interpretation of the requirements of the end-point assessment plan and other relevant documents.

Documents used in developing this end-point assessment

Professional Security Operative standard 2023

<https://www.instituteforapprenticeships.org/apprenticeship-standards/professional-security-operative-v1-0>

End-point assessment plan (2023 ST1016/v1.0)

<https://www.instituteforapprenticeships.org/apprenticeship-standards/professional-security-operative-v1-0?view=epa>

Specific considerations

Highfield's approach does not deviate from the assessment plan.

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Gateway

How to prepare for gateway

After apprentices have completed their on-programme learning, they should be ready to pass through 'gateway' to their end-point assessment.

Gateway is a meeting that should be arranged between the apprentice, their employer and training provider to determine that the apprentice is ready to undertake their end-point assessment. The apprentice should prepare for this meeting by bringing along work-based evidence, including:

- customer feedback
- recordings
- manager statements
- witness statements

As well as evidence from others, such as:

- mid and end-of-year performance reviews
- feedback to show how they have met the apprenticeship standards while on-programme

In advance of gateway, apprentices will need to have:

- achieved **Level 1** English
- achieved **Level 1** maths
- compiled a portfolio of evidence
- submitted any policies and procedures requested by Highfield
- passed Emergency First Aid at Work qualification

Therefore, apprentices should be advised by employers and providers to gather this evidence and undertake these qualifications during their on-programme training. It is recommended that employers and providers complete regular checks and reviews of this evidence to ensure the apprentice is progressing and achieving the standards before the formal gateway meeting is arranged.

The gateway meeting

The gateway meeting should last around an hour and must be completed on or after the apprenticeship on-programme end date. It should be attended by the apprentice and the relevant people who have worked with the apprentice on-programme, such as the line manager/employer or mentor, the on-programme trainer/training provider and/or a senior manager (as appropriate to the business).

During the meeting, the apprentice, employer, and training provider will discuss the apprentice's progress to date and confirm if the apprentice has met the full criteria of the apprenticeship standard during their on-programme training. The **Gateway Readiness Report** should be used to log the outcomes of the meeting and agreed by all 3 parties. This report is available to download from the Highfield Assessment website.

The report should then be submitted to Highfield to initiate the end-point assessment process. If you require any support completing the **Gateway Readiness Report**, please contact your EPA Customer Engagement Manager at Highfield Assessment.

Please note: a copy of the standard should be available to all attendees during the gateway meeting.

Reasonable adjustments and special considerations

Highfield Assessment has measures in place for apprentices who require additional support. Please refer to the Highfield Assessment Reasonable Adjustments policy for further information/guidance.

ID requirements

Highfield Assessment will need to ensure that the person undertaking an assessment is indeed the person they are claiming to be. All employers are, therefore, required to ensure that each apprentice has their identification with them on the day of the assessment so the end-point assessor can check.

Highfield Assessment will accept the following as proof of an apprentice's identity:

- a valid passport (any nationality)
- a signed UK photocard driving licence
- a valid warrant card issued by HM forces or the police
- another photographic ID card, such as an employee ID card or travel card

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Professional Security Operative apprenticeship standard

Below are the knowledge, skills, and behaviours (KSBs) from the standard and related assessment criteria from the assessment plan. On-programme learning will be based upon the KSBs and the associated assessment criteria are used to assess and grade the apprentice within each assessment method.

Knowledge test
Knowledge
Legislation, regulation, and procedures
K11 Security industry regulators and associations and the role they play K16 Principles of equality, diversity, and inclusion and the impact on the organisation K20 Check calls and welfare check procedures for lone workers
Communication and customer service
K23 Working securely online (including password management) and recognising suspicious communication such as email, websites, social media, pop-ups
Security incident response
K18 How to identify suspicious items and activities, and the principles of HOT and the 4C's K19 Why items are prohibited and how to identify them K22 Prohibited articles relevant to assignment instructions and how to deal with them
Security operations
K13 The principles, processes, and technology for controlling access into an area
Security technology and equipment
K21 The importance of operating body worn cameras in the appropriate setting and according to organisational requirements

K27 Methods to mitigate gaps in **physical security measures** using **monitoring equipment**

Operational security operative

K30 Importance of checking ID cards and access credentials for operational security

K34 Methods for gathering and storing images (for example CCTV, mobile device recordings, drones) for **evidential use** in operational security

Skill

Security operations

S16 Identify the component parts of **explosive and incendiary items**, firearms, and other **prohibited items**

Amplification and guidance

- **Security industry regulators and the role they play:**
 - The main regulator in the security industry is the Security Industry Authority (SIA), they:
 - regulate compulsory licensing of individuals who undertake designated activities
 - manage a voluntary approved contractor scheme, which measures private security service suppliers
 - are regulated by the Home Office
 - British Security Industry Association (BSIA):
 - the trade association for the professional security industry in the UK
 - The Security Institute:
 - a UK-based professional body for security professionals
 - membership of the institute is open to security professionals and those interested in security

- **Principles of equality, diversity, and inclusion** may include:
 - Equality legislation defines 9 protected characteristics:
 - age
 - sex
 - religion or belief
 - pregnancy and maternity
 - marriage and civil partnership
 - disability

- race
 - sexual orientation
 - gender reassignment
- Organisations must ensure that they are compliant with equality laws when employing individuals and ensure that they do not directly or in directly discriminate
- Equality in an organisation means ensuring that everyone has the same opportunities
- Diversity in an organisation brings a broad range of ideas, skills and qualities
- 'Legitimate aim' is the genuine non-objective reason behind the discrimination such as a security officer refusing someone who is under the age of 18 entry into a nightclub
- Everything is determined by the Human Rights Act. There are 3 main categories that are used to categorise the articles that the act covers:
 - absolute (cannot take the right away)
 - limited (can be limited in specific circumstances)
 - qualified (can be balanced against the rights of the public or public safety)
- **Check calls:**
 - check calls are done to ensure that a staff member who is working alone is safe and well at that given time
 - they will be carried out if determined to be a requirement under a risk assessment
 - if a lone worker does not answer the check call a colleague should be sent to check their welfare
 - the recommended period of time between check calls is an hour
- **Welfare check procedures** may include:
 - Asking staff to contact a control room every hour
 - Control room contacting staff members every hour
 - Automated messaging systems to declare they are alive and well with response activations if not completed
 - GPS tracker systems that can be monitored in real time
 - Internet technology which allows staff to 'drop pins'
 - 24/7 outsourced control room which can answer SOS button activations
 - Site visits by mobile supervisors

- **Lone workers:**
 - staff members who work by themselves without close or direct supervision
 - employers should assess the risk of lone working within their organisation, and then implement measures to keep staff safe, such as a check call procedure

- **Working securely online:**
 - it is important to take steps to keep data, information and staff safe while using the internet and social media sites.
 - actions to encourage this include:
 - using two-factor authentication to add extra security to online accounts
 - ensuring that software is kept up to date and security updates are installed regularly to minimise security vulnerabilities
 - using password managers and strong password management practices
 - backing up data to external or cloud-based storage in case devices are lost, stolen or damaged so that the data can be restored
 - never posting about the organisation an operative works for on their personal social media
 - complying with the General Data Protection Regulations (GDPR)

- **Recognise suspicious communication by:**
 - being wary of unsolicited emails, text messages and pop ups
 - checking the validity of email addresses
 - checking the sender of the information
 - being aware of phishing attempts

- **HOT and the 4Cs:**
 - the risk of terrorism in the UK is set by the National Counter Terrorism Security Office (NaCTSO), and our internal risk assessment should take this into account
 - the 4Cs principle is where security officers should start:
 - Confirm:

- must first confirm that the unattended item is in fact suspicious. We can do this by initially asking a member of the public who the item belongs to. If the item remains unclaimed, then we can initiate the HOT protocol.
 - HOT:
 - hidden - has someone deliberately tried to conceal it from view?
 - obviously suspicious - does its appearance seem odd or out of the ordinary? Is it showing wires, batteries or liquids?
 - typical - is it typical for the location? For example, a large rucksack would be expected at an outdoor festival but would be out of place at an indoor concert venue.
 - Usually, you will be able to use your judgement to define whether the item is HOT. If you believe that it is HOT, then you can move to the remaining 'C's.
 - Clear:
 - clear the area. Do not touch the item. Take charge and move people away to a safe distance. Even for a small item such as a briefcase move at least 100m away from the item starting from the centre and moving out. Keep yourself and other people out of line of sight of the item.
 - hide behind something such as a hardened cover and keep away from glass such as windows and skylights
 - cordon off the area.
 - Communicate:
 - inform supervisors or management team and follow the escalation procedure. However, radios should not be used within 15 metres of the item. It may also be your responsibility to call the emergency services.
 - Control:
 - control the area by ensuring no one gets close to the item. This can be done by placing hazard warning tape around the item at the appropriate distance. Reasonable force can be used to keep people safe, although strict conflict management principles should be followed and hands on should be a last resort.
 - try to keep eyewitnesses on hand so they can tell the police what they saw.
- The reason **why items are prohibited** is usually related to the following:
 - safety and public interest, such as glass bottles may be prohibited in a venue because of the safety risk they pose
 - the integrity and operational success of the business
 - the venue does not want the item on their premises
 - the item is not allowed but is not illegal, such as fireworks and alcohol

- **How to identify** prohibited items:
 - when carrying out searches at a venue, certain items will be prohibited which means that the person will not be allowed to enter while in possession of them

- **Prohibited articles** can be split into many categories. These can include:
 - controlled substances:
 - identified by their look and the circumstances
 - these are illegal items and illicit drugs such as Class A, B and C substances
 - weapons made for causing injury:
 - these are items that are made for causing injury such as knives, daggers and batons
 - items that go against the Prevention of Crime Act 1953 and the Criminal Justice Act 1988
 - adapted or intended weapons:
 - these are items which are either intended to cause harm or adapted to cause harm
 - examples include baseball bats, screwdrivers, pens, car keys, bottles, chairs and tables
 - a venue may consider other items that are not otherwise illegal prohibited in their venue:
 - these are not illegal items, but the site or event has determined them as prohibited
 - examples include alcohol, umbrellas, food, phones, cameras, bags over a certain size, hats and jackets

- **How to deal with them** depends on the circumstance and type of prohibited item but some options may include:
 - the item would be surrendered by the customer and then confiscated according to the confiscation procedure. The customer may be allowed to enter or remain.
 - in certain circumstances the customer could choose not to surrender the item, and simply exit the situation.
 - the item could be surrendered and confiscated, and the person could be asked to remain, be detained or arrested.
 - security staff have no legal or statutory right to search someone without permission, under no circumstances can a person forcibly be searched, and depending on their locality (Scotland, England, Northern Ireland or Wales) there may be different arrest powers for possession of drugs and weapons, and this should always be done in line with their employer's arrest policy and procedure.
 - in any of these scenarios the security officer should follow their reporting and escalation procedures.

- prohibited items that have been abandoned should be secured by the operative and reported.
- suspicious items or substances should be reported to the relevant person.

- **The principles, processes for controlling access into an area:**
 - access control is the process of determining and enforcing who has access to buildings, grounds, equipment, and sensitive areas
 - the main principle of access control is that only authorised individuals can enter certain restricted areas
 - access control goes beyond securing the premises from criminals, it also prevents employees from entering restricted areas such as those containing sensitive chemicals, equipment or data

- **Technology for controlling access into an area:**
 - access control systems are used to control access to areas, therefore, protecting people, assets, and the site itself
 - card readers are used to scan information from user credentials to grant access to individuals
 - an advantage of having electronic forms of individual access is that they can immediately be disabled
 - access control systems consist of 2 main components: hardware and software
 - Hardware includes the physical components such as access cards, controllers and readers
 - Software allows credentials to be assigned to people so that they have the correct access to specified areas
 - access control heavily relies on techniques like authentication and authorisation, which allow organisations to explicitly verify both that users are who they say they are and that these users are granted the appropriate level of access based on context such as device, location and role

- **Body worn cameras** are used to record interactions between operatives and the public, and can be an effective tool for improving safety, accountability for all involved

- **Organisational requirements:**
 - it is crucial that cameras are used in a way that is consistent with the law and organisational policies
 - body worn cameras must be clearly visible when in use
 - cameras must only be used when necessary and the organisation states

- they must be used in a way that is respectful of the privacy and dignity of the people being recorded
 - the camera does not replace the need to complete documentation such as incident reports
 - according to the United Kingdom College of Policing, the use of body-worn cameras should be clearly advertised, and the cameras should be used with reasonable discretion
 - the wearer does not require a CCTV operator licence, but the images must be downloaded by an authorised person
 - images must be stored securely on an approved system, and the principles of the Data Protection Act apply:
 - storage limitation
 - accuracy
 - data minimisation
 - purpose limitation
 - processed lawfully, fairly and in a transparent manner
 - security, integrity and confidentiality
 - the owner (business) of the camera must have approval with the Information Commissioners Office (ICO) to use this equipment, and the storage system and length of storage is stated on the ICO approval
- **Physical security measures** are crucial to protect people, property, and assets from harm and damage. Traditional physical security measures include locks, gates and security guards. Gaps in physical security measures can be mitigated by:
 - implementing key card access control systems
 - installing security cameras in key areas
 - adding motion detectors to the inside of properties
 - physically seeking identification from individuals
 - **Monitoring equipment** can be used to mitigate gaps in physical security measures. This may include:
 - access control systems:
 - used to limit access to authorised individuals and resources
 - can be used to restrict access to sensitive areas of a facility and monitor behaviours and movements
 - motion detectors:
 - used to detect movement in a facility

- they can be used to trigger alarms or alert security personnel when unauthorised movement is detected
 - they can also be used in conjunction with other monitoring equipment such as video surveillance and temperature sensors
- video surveillance:
 - an effective way to monitor and record activities in a facility
 - it can be used to detect and deter criminal activity, monitor employee behaviour, and identify potential security breaches
 - it can also be used in conjunction with other monitoring equipment such as motion detectors and temperature sensors
- temperature or heat sensors:
 - used to monitor the temperature in a facility
 - they can be used to detect fires, overheating equipment and other potential hazards
 - it can also be used in conjunction with other monitoring equipment, such as video surveillance and motion detectors
- alarm systems:
 - used to alert security personnel when a security breach is detected
 - they can be used to detect unauthorised entry, motion or temperature changes
 - they can be used in conjunction with other monitoring equipment, such as video surveillance and motion detector
- **Importance of checking ID cards and access credentials:**
 - it is crucial to ensure that only authorised individuals and vehicles access restricted areas
 - employees may be issued with identification cards – it will be the role of the security operative to visually inspect the ID card, alternatively the card may contain a microchip or barcode that will be read by equipment to allow the employee to enter and exit
 - the operative may need to check ID cards inside the premises – this may be instigated by the individual being in an unusual area at an unexpected time of day
 - operatives should be aware of which credentials are acceptable for the site, these typically will be government issued documents
 - visitors may be required to book an appointment and produce recognised identification – verification should be sought from the individual or their company to ensure they should be attending the sight
 - operatives should deny access to those that have expired ID cards until a valid one is presented
- **Methods for gathering and storing images:**
 - Drones:

- Requires the flyer to hold flyer identification, take a test and the drone must enable the identification of the operator.
 - Drones are regulated by the Civil Aviation Authority, in addition to the Information Commissioner's Office.
 - CCTV:
 - Operational security operatives who are employed directly by business, also known as 'in house' operatives, are not required to hold SIA licences to view CCTV systems live. However, they must have received training in the use of the equipment and understand relevant legislation such as Data Protection Act 2018.
 - Operational security operatives who are contracted in from another company must hold a security officer or door supervisor SIA licence and an additional CCTV SIA licence to be able to view live CCTV footage or incidents that they are not directly involved in.
 - Body worn cameras:
 - The wearer of a body worn camera is not required to hold a CCTV SIA licence, regardless of their employment status.
 - The person who downloads the footage or is watching the live recording is bound by CCTV legislation.
 - The National Police Chiefs' Council (NPCC) has issued guidelines for organisations to establish how long they should store recorded CCTV images. The guidelines advise that the length of time CCTV footage should be stored should be based on the purpose of the surveillance, the cost of storage and the need to protect people's personal information.
 - The Information Commissioners Office (ICO) regulates the storage of images.
- Images and recordings can be used for **evidential use**. These:
 - may be used to prove or disprove an action.
 - must be admissible to the courts.
 - must be clear, good quality and contain an accurate date and time stamp.
 - Must be gathered and stored in compliance with the Data Protection Act.
 - require operatives to be trained in the procedures that should be used to prevent the potential loss of images, and to safeguard the integrity of evidential material. They should be authorised or licenced, if applicable, to undertake the role.
 - can be stored onsite or offsite - onsite storage refers to storing the footage locally within the premises, while offsite refers to storing the footage remotely.
 - **Identifying prohibited items:**

- it is vital that a security officer can recognise what is 'normal' and what is not in their place of work - this will help them to identify what is abnormal and therefore may be suspicious
 - security officers should use the HOT protocol (hidden, obviously suspicious, typical)
 - if in any doubt the security officer should contact their supervisor and seek further guidance
 - if a security officer finds an item or substance to be suspicious to them, they must trust their instincts and report it immediately to the relevant person within their organisation
 - assignment instructions will advise of any items which are prohibited on the site and the procedures to be followed, should they be found or declared
- **Explosive and incendiary items:**
 - Improvised explosive devices (IED) can be made from many different materials and substances, therefore, there is no fail-safe guide to be able to identify all components of an IED or firearm
 - IEDs are created using everyday items and substances
 - Recognised items that are often used in explosive items include, wire, a trigger, a power source, an explosive charge and an initiating mechanism
 - Gasoline and fuses are commonly associated with incendiary items
 - When identifying the components of firearms, operatives will typically look for cartridge cases

Communication and customer service

Knowledge	Skills	Behaviours
K12 The importance of communications and its impact on customer service, the organisation	S7 Deliver customer service to all stakeholders, responding to the needs of the individuals	B2 Be professional, calm and positive role model to others in attitude to work

<p>(including subversive activity) and its stakeholders</p> <p>K14 Methods to identify the needs of others and communication strategies for different situations</p> <p>K15 How to use communication methods and technology systems to enable appropriate work and statutory information to be recorded or transmitted (for example, technology and methods for handover)</p>	<p>S10 Use digital communication applications and information management systems to communicate, learn, share, and record information</p> <p>S12 Use verbal and non-verbal communication skills (for example the 'Power of Hello') when interacting with individuals</p> <p>S13 Use an appropriate tone of voice in all communications that reflect the organisations or client's values</p> <p>S15 Defuse potential conflict situations</p>	<p>B4 Respectful to colleagues and stakeholders always</p> <p>B5 Act reliably and responsibly</p> <p>B6 Committed to continued professional development (CPD) to maintain and enhance competence and share learning with others</p> <p>B8 Build appropriate working relationships and respect boundaries. Be co-operative and flexible</p>
Observation with questions		
To pass, the following must be evidenced		
<p>CC1 Communicates respectfully with stakeholders using verbal and non-verbal means to establish a rapport and deliver customer service (K12, K14, S7, S12, B4)</p>		
<p>CC2 Acts responsibly to diffuse potential conflict situations by communicating in a calm and professional manner with others in a way that reflects the organisation's values (S13, S15, B2, B5)</p>		
To gain a distinction, the following must be evidenced		
<p>CC3 <i>Adapts their language and behaviour, in a calm and professional manner, in response to individual needs to exceed stakeholder expectations</i> (K12, K14, S7, S12, B2)</p>		

Professional discussion
To pass, the following must be evidenced
<p>CC4 Explains how they use digital communication systems to record and share information for statutory and security purposes, in line with legislation and organisational procedure (K15, S10)</p> <p>CC5 Describes how they demonstrate a commitment to CPD, how they share this learning with others in a cooperative manner and how this can benefit the organisation (B6, B8)</p>
To gain a distinction, the following must be evidenced
<p>CC6 <i>Evaluates the importance of following guidance and procedures in the use of digital communication applications and information management systems and the possible impact on the individual, and organisation, if these are not followed</i> (K15, S10)</p>
Amplification and guidance
<ul style="list-style-type: none"> • The importance of communication: <ul style="list-style-type: none"> ○ it is important to tailor and adapt communication styles to each customer, such as: <ul style="list-style-type: none"> ▪ younger customers tend to favour digital channels like text and social media ▪ older customers often still prefer phone conversations and emails ▪ some individuals prefer short and direct communication while others want more detail and conversation ○ poor communication can lead to bad customer service and health and safety issues • Its impact on the organisation: <ul style="list-style-type: none"> ○ by developing effective communication strategies, organisations can ensure that they meet the needs of their stakeholders, customers and staff. This can: <ul style="list-style-type: none"> ▪ encourage repeat business ▪ create returning custom ▪ create new business ▪ encourage a buy in from staff

- organisations should empower employees to handle enquiries in a thoughtful and empowered way, using soft skills and emotional intelligence
- the needs and expectations of the customer should be balanced with the organisation's values and goals

- **Identify the needs of others by:**
 - choosing the correct means of communication, leading to better customer relationships
 - understanding the receiver's style and preference
 - listening actively, being empathic and being mindful of tone and body language

- **Communication strategies and skills include:**
 - verbal:
 - information is exchanged using words spoken out loud
 - written:
 - information is wrote down on paper or typed out using technology
 - when using this method tone of writing and selection of words is crucial to ensure the reader gets the information right
 - non-verbal:
 - information is transferred through gestures, posture, tone of voice, and eye contact
 - visual:
 - information is displayed through signs, drawings, illustrations and pictures
 - this method is often used to support both verbal and written communication to make information more understandable

- **Communication methods and technology systems:**
 - methods to record, communicate and share information between colleagues and stakeholders:
 - emails
 - reports
 - daily occurrence books
 - notebooks

- methods to share information immediately:
 - radios
 - face-to-face
 - telephone
 - loudspeakers
- communication should be accurate, brief and clear
- when information is recorded the General Data Protection Regulation (GDPR) should be adhered to

- **Deliver customer service by:**

- being responsive to concerns and requirements
- being proactive and empathetic
- listening actively, recognising the needs of the customer and their concerns
- understanding the customer's perspective and providing a solution
- treating customers with dignity and respect even if they are angry or upset - by doing this, the situation can be diffused and potentially prevent further escalation

- **Responding to the needs of the individuals by:**

- being responsive, promptly responding to your customer's complaints, queries, questions and feedback
- having a thorough understanding of the products and services offered so the correct information, advice or guidance can be given to customers
- providing a personalised service by relating to the specifics of the customer's situation and avoiding generic responses

- **Digital communication applications** are used to exchange information, messages and ideas using digital technologies and platforms. Some of these include:

- text messages
- emails
- internet messaging systems

- these applications can make information more accessible to staff working in remote areas or lone workers

- **Sharing and recording information:**
 - when using applications to record information the General Data Protection Regulation (GDPR) must be adhered to
 - all information that is recorded must be correct, comply with legislation and provide a clear audit trail of an incident

- **The 'Power of Hello':**
 - it is a technique used when initially approaching a customer.
 - By speaking to someone, it gives an opportunity not only to demonstrate good customer service but to show that we are attentive, and observant of the customer's/visitor's needs.
 - this can also demonstrate to those with bad/criminal intentions that they have been observed and can alter their behaviour. It may make them feel wary and vulnerable, making them less likely to continue with malicious plans at the location.

- **Use an appropriate tone of voice:**
 - people often pay more attention to tone and body language than the words that are said
 - when communicating with clients or customers, it is important to use a tone of voice that is respectful and professional
 - avoid emotionally charged language, being calm and thoughtful influences the customer to do the same
 - mastering tone with customers is an ongoing journey that requires self-awareness, empathy and alignment with company values

- **Defuse potential conflict situations:**
 - people often become frustrated if they feel something is not going their way. This may be because they do not understand one of the rules or the reasons for it and may not wish to accept a decision that has been made. Steps to take to diffuse conflict may include:
 - listening actively:
 - give the customer full attention and focus, don't interrupt or jump to conclusions.
 - showing empathy:
 - let them know that their frustrations have been recognised and that they will be resolved together.

- owning the situation:
 - take responsibility of the issue, regardless of where fault lies.
- finding the root cause:
 - ask thoughtful questions to understand all the underlying factors that are causing the customers dissatisfaction.
- presenting solutions:
 - offer options, alternatives and solutions focused on resolution. Set appropriate expectations.
- thanking the customer:
 - however the interaction concludes, thank the customer for their time and feedback.

- **Be professional, calm and a positive role model** by:
 - maintaining a positive attitude in the workplace
 - encouraging optimism and implementing ideas that contribute to a positive environment
 - using and promoting encouraging language
 - being respectful and courteous to colleagues and customers
 - demonstrating accountability

- **Be respectful to colleagues and stakeholders** by:
 - treating co-workers and leaders courteously and fairly
 - valuing their beliefs, contributions and ideas
 - respecting everyone in the workplace, no matter their role
 - behaving in this way prevents conflict, fosters a positive culture and enables cooperation

- **Act reliably and responsibly** by:
 - being punctual and ready to work with the correct mindset
 - completing tasks on time
 - following the organisation's policies and upholding its values
 - following legislation and regulations to prevent harm to others and self

- promoting security, safety and service
- behaving in this way builds trust among the public, encourages respect and promotes professionalism

- Being **committed to continued professional development (CPD)**:
 - Shows a commitment to ongoing learning and development of skills and understanding
 - Refreshes and updates knowledge in line with current legislation and regulation
 - This can be done by:
 - completing courses
 - watching others in the profession
 - attending workshops and lectures
 - sharing and discussing this learning with others to encourage development in the workplace
 - CPD fosters:
 - up-to-date knowledge
 - enhanced skill sets
 - advanced career prospects
 - alignment with industry standards

- **Build appropriate working relationships** by:
 - being cooperative and flexible
 - being respectful, honest and transparent
 - listening actively and communicating effectively

- **Respect boundaries** by:
 - understanding what is appropriate in a situation
 - avoiding behaviour that could be perceived as inappropriate or unprofessional
 - adapting to circumstances

Security operations		
Knowledge	Skills	Behaviours
<p>K3 Impact of reputational damage for the individual, organisation, and security industry</p> <p>K9 The movements and behaviours of people</p> <p>K10 Awareness of working environment and areas</p> <p>K24 Negative impact of allowing certain behaviours, items or objects into certain areas and the reputational damage they may cause</p> <p>K25 The unique threats and risks across a wide range of sites or locations</p> <p>K26 Dynamic Risk Assessments for visits to a site or location</p>	<p>S1 Follow assignment instructions relevant to operational duties</p> <p>S6 Challenge suspicious activities on or around the site and apply SCaN principles (see, check, and notify)</p> <p>S8 Navigate a site plan or map of their working environment and areas</p> <p>S9 Carry out observation of designated areas, report and record any irregularities mitigating security and safety threats</p> <p>S11 Use personal protection equipment (PPE) correctly</p> <p>S14 Contribute to review and improve the daily operating processes and procedures</p> <p>S17 Carry out dynamic risk assessments at sites or locations</p>	<p>B1 Be vigilant, always paying close attention to detail</p> <p>B7 Follow employer's or client's code of conduct relating to behaviour, appearance and conduct</p>

Observation with questions
To pass, the following must be evidenced
SO1 Navigates a site plan and assesses risk at the site or location by carrying out an observation of the designated area, and reporting and recording any irregularities to the site risk assessment (K26, S8, S9, S17)
SO2 Follows the assignment instructions and the clients or employers code of conduct and policies for behaviour, appearance, and the use of PPE (S1, S11, B7)
SO3 Identifies and challenges suspicious activity across sites and locations, in line with SCaN principles, by being vigilant and aware of the area, and the movements and behaviours of people (K9, K10, K25, S6, B1)
To gain a distinction, the following must be evidenced
SO4 Uses their knowledge of the site and usual movement and behaviour of people to recognise and check anomalies, showing awareness of the possible implications of these, reporting in line with procedures (K25, K26, S17, B1)
Professional discussion
To pass, the following must be evidenced
SO5 Explains how they contribute to the review and improvement of processes and procedures to support organisational improvement and how these reviews minimise the risk of reputational damage by improving the removal of certain items, objects or behaviours in particular areas (K24, S14)
SO6 Explains how allowing some behaviours or items in certain areas can have a negative impact on the organisations reputation, why this is important, and how they contribute to improving processes and procedures (K3, K24, S14)
To gain a distinction, the following must be evidenced
<i>No distinction criteria</i>

Amplification and guidance

- The **impact of reputational damage on individuals** may include:
 - a loss of trust, credibility and respect from peers and colleagues
 - a significant impact on the individual's personal and professional life due to a loss of income and future employment
 - short or long-term reputational damage depending on the severity
- The **impact of reputational damage on organisations** may include:
 - a loss of business, as clients may lose confidence in the ability of the security provider to protect them and their assets
 - a loss of credibility, trust and revenue
 - short or long-term reputational damage depending on the severity
- The **movements and behaviours** of individuals should be monitored as:
 - behavioural detection can be used as a first line defence in countering threats
 - recognising movement patterns can help in early detection of anti-social behaviour
 - these are key in identifying threats at the earliest opportunity
- Having an **awareness of the working environment**:
 - having a comprehensive understanding of the area of work will help to identify potential threats
 - it is crucial to check all areas of the environment for any damage and security breaches
 - by assessing employees' awareness, organisations can adapt their policies and training programmes to accommodate to the constantly changing threat landscape
 - being aware of 'what looks right' will help employees when completing patrols, lock-up checks and movement around the site
- The **negative impacts** may include:
 - feeling a lack of safety by those working or using the area socially

- a negative perception of the area
- people avoiding the area
- the level of impact may depend on the behaviour or item, for example, someone bringing a weapon into the area, or demonstrating loud, aggressive behaviour towards the occupants
- a loss of trust if service users see unruly, illegal, or dangerous behaviour go unchallenged

- **The unique threats and risks:**
 - each location, site and workplace bring their own unique risks, depending upon the sector that the business sits, will determine the types of threats and risks, but these typically include:
 - threats - burglary, theft, criminal damage, terrorist attacks, industrial espionage, physical or verbal assaults
 - risks - lone working, mental health of employees and general health and safety risks such as slips, trips and falls

- **A dynamic risk assessment** is a continuous safety practice that allows officers to quickly identify and analyse risks and hazards, on the spot and remove them if possible. They:
 - are completed with the information gained at the time so decisions are made in real time and done 'on the spot'
 - are usually carried out by workers as a situation, job, or location changes to be able to identify risks that were not covered in the formal risk assessment
 - should complement and fill in any gaps that could not be predicted when completing a standard risk assessment
 - do not replace formal risk assessments that are prepared in advance

- **Following assignment instructions:**
 - it is crucial to read and understand the assignment instructions for the role
 - the assignment instructions will have a list of duties and potentially a timescale
 - ensure that all duties are carried out as described and any incidents, issues or alarms are recorded and reported in the correct way

- **SCaN:**

- See, check and notify (SCaN) aims to help organisations maximise safety and security using their existing resources
- This principle empowers staff to correctly identify suspicious activity and what to do when they encounter it
- It helps to ensure that individuals or groups seeking to cause an organisation harm are unable to get the information they need to plan their actions
- It can also help to disrupt threats that may originate from inside an organisation
 - See – recognise what is normal and what is not, and to be vigilant of suspicious behaviour
 - Check – use the ‘power of hello’ and friendly conversation to find out if the activity is suspicious or not
 - Notify – know how and when to report suspicious activity, and what to do if it is reported to them by another individual

- **Navigate a site plan or map** by being able to:
 - demonstrate an understanding of the layout of the site and use a map to plan a route to another area, or to demonstrate to a site visitor the route they need to take
 - find and plan a route to a destination requested by a third party
 - consider any accessibility issues

- **Carry out observation of designated areas:**
 - officers will be expected to conduct regular and random searches
 - monitoring the assigned areas to act as a deterrent, identify hostile reconnaissance, identify suspicious items, people, or vehicles, and respond to alarms, incidents, and emergencies

- **Report and record any irregularities:**
 - any irregularities or breaches to security must be reported following site instructions
 - officers must be able to demonstrate the procedure to do this and have knowledge of the reporting process to be completed

- **Personal protection equipment (PPE)** is dependent upon the site requirement, but the following may be issued:
 - waterproof clothing

- high-visibility clothing
 - headwear
 - gloves (needle/slash resistant)
 - rubber gloves
 - face-shields
 - stab-resistant vests
 - ear defenders
 - eye protection
 - safety footwear
 - these should all be worn correctly, stored appropriately and checked prior to use
- **Contribute to review and improve processes and procedures:**
 - if staff have an idea which would improve practices or support the service delivery, then they should put this forward to their manager
 - managers should also speak to staff and gain an insight into their role and encourage suggestions for improvement
- **Carry out dynamic risk assessments:**
 - dynamic risk assessments follow the formal risk assessment steps
 - if an officer recognises a risk, they need to ensure that the correct procedures are followed to ensure a safe working environment
- **Be vigilant and pay close attention to detail by:**
 - not falling into a state of unconscious incompetence
 - carrying out duties in line with security procedures and reporting any breaches
- **Follow employer's or client's code of conduct by:**
 - wearing the correct attire – uniform should be clean and worn in the correct manner with no additions or substitutions
 - adhering to and promoting the employer's/client's values and beliefs

- behaving in a professional and courteous manner
- promoting safety, security and service

Security technology and equipment

Knowledge	Skills
K4 The security systems, applications, technology, and equipment used, how to identify faults or errors and the remedial action to take	S3 Use security systems , applications and software, technology and equipment in line with organisational and operational requirements
Observation with questions	
To pass, the following must be evidenced	
<p>ST1 In line with organisational procedures, uses security systems, applications, and technology to support security operations, and identifies faults with equipment taking remedial action where necessary (K4, S3)</p>	
<i>To gain a distinction, the following must be evidenced</i>	
<i>No distinction criteria</i>	
Amplification and guidance	
<ul style="list-style-type: none"> • Security systems, applications, technology, and equipment: <ul style="list-style-type: none"> ○ on commencing duty, staff should run through checks of the systems to ensure that they are working correctly ○ systems should be routinely checked to ensure that they are working and operating as required – for some systems this is carried out by the manufacture of their representatives 	

- maintenance should be documented and carried out on a regular basis

- **How to identify faults or errors:**

- any faults or issues should be reported following the on-site procedure
- staff may be alerted to faults in the system by alarms, either visual or audio
- appropriate actions to take may include:
 - identifying the problem – where it is and what it is, depending on the system the staff will be alerted, and a check of the system should be made to confirm the fault
 - depending on the system, there may be a back-up power facility process, and staff should be aware of this and how to implement, if not automatically done
 - contacting engineers and making a fault report
 - making an entry into the operator log - this will demonstrate if there is a pattern to the faults, which could highlight criminal activity
 - if access control fails manually managing entry – keeping a written record of any people or vehicles that enter or leave the site

- **Use security systems in line with organisational and operational requirements by:**

- logging all system access and data queries conducted during shifts to maintain auditable logs
- using communication, monitoring and recording equipment solely for legitimate public safety purposes
- supporting IT teams in scheduled security platform maintenance by reporting issues and seeking updates on known issues
- keeping up to date with best practices and legislative changes
- only using equipment per training guidelines and assignment instructions – this includes adhering to access control policies regarding authorised access

Security patrol, access, and searching – operational security operative pathway

Knowledge	Skills
<p>K29 The purpose and requirements of searching people, premises, vehicles, or items for operational security</p> <p>K31 Different search methodologies, techniques, and patterns and why a search methodology may change for operational security</p> <p>K32 Different patrol patterns and fixed post position requirements and what to look for when deployed in those positions</p> <p>K33 Methods to find alternative routes of work areas using a site map</p>	<p>S18 Carry out various searches (for example, of areas, people, vehicles, or items) in a operational security capacity</p> <p>S19 Apply operational security access control systems, procedures, and forms of authorisation in crowded space environments or publicly accessible locations.</p> <p>S20 Identify, handle or potentially confiscate sensitive material, dangerous or prohibited items</p> <p>S21 Patrol assigned areas for operational security to control access, detect and respond to unwanted activities, communicate, and report findings</p>
Observation with questions	
To pass, the following must be evidenced	
<p>SP1 Carries out various searches for operational security, apply and adapting a range of methodologies and techniques (K29, K31, S18)</p> <p>SP2 Applies operational security access control systems, including patrol patterns using alternative routes to navigate the site when necessary. Detects and responds to unwanted activities and accurately reports findings in line with procedures (K32, K33, S19, S21)</p>	
To gain a distinction, the following must be evidenced	
<i>No distinction criteria</i>	
Professional discussion	

To pass, the following must be evidenced

SP3 Explains how they identify and handle dangerous or prohibited items in line with organisational procedures, and in what circumstances they would confiscate the material (S20)

To gain a distinction, the following must be evidenced

No distinction criteria

Amplification and guidance

- **The purpose of searching people, premises, vehicles or items:**
 - people:
 - to ensure that prohibited items are not brought into the workplace at the point of access
 - to ensure that company property is not being removed at the point of exit
 - premises:
 - to ensure the safety and security of internal and external areas
 - vehicles:
 - to ensure that any occupants are safe if located in an unusual location
 - to ensure that the assignment instructions are being adhered to regarding the entrance and exit of goods, equipment and stock
 - items:
 - this may include the search of individuals' personal belongings, such as bags, to ensure that they don't contain banned equipment, like protest equipment and bladed weapons

- **Different search methodologies** include:
 - general – everyone is searched
 - random – a variable selection of individuals or vehicles, such as every fifth person (this should be recorded prior to the search starting)
 - specific – a targeted search based upon information received

- **Different search techniques** include:
 - search by hand:
 - this is often referred to as a 'pat-down' on a person, or the manual searching of personal belongings and vehicles
 - scanners:
 - the level of technology deployed can range from a handheld scanner/metal detector to archways that individuals walk through or conveyor systems that scan or X-ray an item
 - camera scanning technology that provides non-intrusive scans of people can also be used
 - scanners are also available for vehicles, ranging from cars to large goods vehicles

- **Search methodology may change for operational security operatives**, and this may be because:
 - deployment often varies during shifts, such as officers possibly being deployed to assist other colleagues during busy periods, for example, during the shift changes of site employees, or they may be carrying out searches and internal or external planned patrols of the premises
 - the gender of the searching operative and the person being searched - operatives must ensure that they have obtained permission from the search subject prior to the search commencing

- **Different patrol patterns:**
 - patrols are a combination of proactive and reactive.
 - the assignment instructions will stipulate any planned, mandatory patrols that must be carried out at a specific time and this may include locking and unlocking buildings.
 - outside of the stipulated patrols, the operational security operative may carry out random patrols to ensure that the site is safe and secure.
 - when on patrol, operatives need to be vigilant to look for any potential threats and be aware of the area and their surroundings. They should look out for anyone acting suspiciously, trying to hide or anyone/anything that appears out of place or in an area where they are not authorised to be.

- **Methods to find alternative routes:**
 - operational security operatives often patrol on foot – all journeys should be planned using the site map and by following the signage on the site. However, when driving:

- satellite navigation technology is an extremely useful tool until it is affected by an unexpected road closure or the loss of an internet connection
- it is important that, when driving in an unfamiliar area, the driver has familiarised themselves with the approximate route and possible alternatives should a road become unavailable
- control may be able to assist with updates on road closures and possible diversions

- **Carrying out searches of areas:**

- perimeter fencing, and the exterior of a building may be required to be visually searched either on foot or from within a vehicle
- the primary function of this search is to detect any breaches of exterior fencing or any attempts to gain unauthorised access to the premises

- **Carrying out searches of people:**

- the person being searched should choose which gender operative they are searched by.
- a witness, or at least a recording device, must be able to record the search to protect the operative from any malicious allegations. This is also likely to deter any attempts of physical violence.
- an individual who refuses a search will be requested to leave the site. If the individual refuses to leave, the operative must follow their assignment instruction as to what action to take next.

- **Carrying out searches of vehicles:**

- operatives may be asked to search abandoned vehicles.
- it is important that the vehicle is confirmed as empty prior to any entrance points being attempted to be opened.
- if the vehicle is unlocked and a suspected vulnerable person is inside, the operative should attempt to persuade the individual to open a window or access point.
- if the vehicle is suspicious from a terrorism perspective, the information regarding the vehicle should be relayed to the organisation's control and guidance should be sought from management. If no management is available, then guidance should be sought from the police.

- **Carrying out searches of items:**
 - operatives may encounter items that have been left by other employees or unauthorised individuals
 - operatives should be wary of any unattended items, as these items may be stolen, hazardous to health or, in the worst-case scenario, explosive
 - the operative should liaise with any CCTV operators to try and discover who left the item and its contents prior to taking any action other than monitoring from a safe distance.
 - further actions will be guided by control, management or an emergency service

- **Applying access control systems:**
 - these will be dependent upon the size and risk level of the location
 - some areas will have full access control, such as electronic passes or turnstiles, and others may require security to visually check tickets and passes at an entrance gate
 - operatives should understand the requirements of each area and the procedures that need to be followed

- **Applying forms of authorisation:**
 - security officers must be aware that their powers relating to offences, such as trespassing, are dependent upon whether it is a public or private area or whether the area holds a temporary or permanent premises licence

- **Identifying and handling prohibited items:**
 - security operatives should be aware of what items are prohibited to bring onto the site and to leave with
 - prohibited items will vary from premises to premises – the list of prohibited items will be stated in the assignment instructions
 - the procedures for handling and dealing with prohibited items will be detailed in the assignment instructions, but this typically involves confiscating the item, refusing the individual entry or contacting authorities

- **Patrol assigned areas:**
 - patrols may be random or at specific times.ma

- they may be at shift changes and other busy movement periods as these are common activities that will require additional monitoring.
 - locking or unlocking premises are also a common duty for operatives:
 - locking the premises:
 - ensure that all unnecessary electrical equipment has been turned off and internal doors and windows are closed.
 - once the premises are secure, the number of external patrols will be determined by the assignment instructions.
 - any detected unauthorised entry post locking down the premises must be reported to control.
 - unlocking the premises:
 - requires a visual inspection to ensure that no unauthorised access has been gained.
 - the operative should visually check that doors and windows have not been forced prior to unlocking the premises.
 - signs of unauthorised entry should be reported to the organisation’s control centre prior to entry.
 - control will instruct when entry should be made with the assistance of CCTV, a colleague or the police.
 - a specific patrol may be instigated by an alarm activation so an exterior patrol should be carried out to determine if the activation is accurate or a false alarm. An operational security operative must communicate with the control room staff to ensure their safety at all times.
- **Unwanted activities** may include drug users or antisocial behaviour, such as graffiti, occurring on a site. All unexpected/unwanted activities must be reported to control, and guidance received as to what actions to take.
- In all cases, the operative must **report** their **findings**. This will be in the daily occurrence log or similar documentation.

Legislation, regulation, and procedures

Knowledge	Skills	Behaviours
K1 Relevant industry and operative specific regulations, legislation, guidance, and procedures (for example assignment instructions, SOPs, EOPs)	S2 Carry out work in compliance with all regulations, guidance, legislation and organisational policies and procedures	B3 Solution-focused displaying problem solving attributes

<p>K2 The importance of following legislation, monitoring risk, compliance, control, and the completion of legal documentation</p> <p>K5 Organisational structure, vision, values, and business needs</p> <p>K6 Own role within the team, the team’s role within the organisation and how it contributes to achieving organisational objectives</p> <p>K17 The channels to communicate ideas for improvement</p> <p>K28 Internal and external factors that can affect systems/equipment performance</p>	<p>S5 Complete and maintain accurate documentation or reports to meet current legislation, guidance, or organisational requirements</p>	<p>B9 Act honestly and with integrity</p>
Professional discussion		
To pass, the following must be evidenced		
<p>LR1 Describes how they apply industry regulation, legislation, guidance, and procedures in their role, acting with honesty and integrity, when monitoring risk and completing security documentation (K1, K2, S2, S5, B9)</p> <p>LR2 Explains how their role within the team, and their teams role within the organisation contributes to achieving the organisation's objectives, vision, and values (K5, K6)</p> <p>LR3 Describes the range of internal and external factors that can affect performance of security systems and equipment, and how they have demonstrated a solutions focused approach in communicating ideas for improvement within the organisation (K17, K28, B3)</p>		
To gain a distinction, the following must be evidenced		
<p>LR4 <i>Analyses the potential impact of not following industry regulation, legislation, guidance, and procedures on security outcomes, including when monitoring risk and completing security documentation (K1, K2, S2, S5)</i></p>		

Amplification and guidance

- **Specific regulations and legislation:**
 - security officers must have a good understanding of the relevant legislation which effects their role, including:
 - The Private Security Industry Act 2001
 - The Human Rights Act 1998
 - The Health and Safety at Work etc. Act 1974
 - Equality legislation
 - The Health and Safety (First Aid) Regulations 1981
 - The Licensing Act 2003
 - General Data Protection Regulation (GDPR)

- **Guidance:**
 - security officers should also discuss with their employer what they are being asked to carry out as part of their role. This includes being issued with:
 - assignment instructions
 - risk assessments

- **Procedures:**
 - arrest
 - searching
 - crowd control
 - confiscation policy
 - patrol procedure
 - dealing with electric systems
 - fire evacuation
 - counter terrorism awareness

- **The importance of following legislation:**

- security officers should ensure that they follow any appropriate legislation which may be relevant to their place of work
- failure to do so could lead to criminal investigation and/or prosecution, or civil litigation
- also, a loss of individual or business reputation is likely

- **Monitoring risk:**

- security staff should always conduct a dynamic risk assessment to assess hazards and remove risks while completing a task. To do this they should:
 - stop the unsafe task
 - immediately report this verbally and in writing to their immediate line supervisor or manager
 - take part in the reporting and investigation process
 - always be fair and transparent

- **Organisational structure:**

- reporting structures are critical to the success of any business and all staff members should know who in their organisation they should be directly reporting to and who they can seek support from
- a typical business structure will include:
 - group directors, CEOs and managing directors
 - operational directors
 - operational managers
 - area managers
 - area supervisors
 - site supervisors
 - team leaders

- officers

- **Vision, values:**

- security officers should be aware of and have a clear understanding of adhering to the vision of the company they are working for, and how that might specifically affect their daily role
- the values and needs of a company should be made available to security officers through the employee handbook and assignment instructions

- **Business needs:**

- employers must balance the needs of staff members and the needs of the business at the same time, such as granting several staff members annual leave at the same time when the company has a contractual requirement to meet

- **Own role within the team:**

- security officers should understand how they 'fit' into the team and the overall structure of the organisation, such as identifying individual strengths and weaknesses, recognising tasks they complete, and acknowledging how colleagues can be supported

- **Security team's role within the organisation:**

- security teams are often made up of permanent staff who work together all year round
- teams will be given a specific direction to work within the organisation's vision

- **Organisational objectives:**

- within a company's vision there will be defining objectives - these will be a set of standards which the team must adhere to and actively work towards achieving

- the following documentation may drive these standards:

- assignment instructions
- employee handbook
- risk assessments
- company policies

- **Channels to communicate** include:

- Written reports
- Incident logs
- Emails
- Calls/texts
- Duty registers
- GPS tracking systems
- Health and safety incident reports

- **Improvement:**

- employers are responsible for assessing and improving any practice or procedures, therefore, it is crucial for employees to communicate any improvements they deem necessary, for example, reporting incidents

- **Internal factors** include:

- poorly trained staff
- staff unable to adhere to system and equipment operating procedures
- poorly implemented procedures
- hardware failure due to poor maintenance
- staffing and human resources issues

- **External factors** include:
 - power outage
 - cyber-attack
 - incidents such as a power cut or fire evacuation
 - overcrowding which leads to internet failure
 - criminal incident increase in area which causes a resource pull on CCTV systems and reporting

- **Work in compliance:**
 - officers must ensure that all work tasks are completed to standard and to the satisfaction of the employer and client

- **Regulations, guidance, legislation and organisational policies and procedures:**
 - an officer's work should comply with the following:
 - Health and Safety Regulations, for example, wearing the correct PPE, and using equipment correctly
 - General Data Protection Regulation – following data and security policies to prevent data breaches
 - Health and Safety (First Aid) Regulations 1981 – responding correctly to medical issues, threats to life and knowing how to deliver first aid
 - The SIA Code of Conduct – all SIA holders must adhere to this, as breaching the code can result in a loss of licence

- **Documentation or reports:**
 - should be completed to comply with the General Data Protection Regulation, which includes keeping personal information secure and confidential
 - evidence and audit trails should be sound
 - officers should have clarity on how information is passed from one party to another

- **Organisational requirements:**
 - all paperwork should be accurate and clear

- **To display problem solving attributes** security officers are expected to behave in the following way:
 - positive communication on approaching the customer
 - assertive non-verbal and verbal communication
 - greet the customer
 - actively listen to the problem
 - maintain a calm and confident manner
 - provide options and offer potential solutions to the issue
 - build rapport
 - use de-escalation techniques

- **Act honestly by:**
 - a security officer should act honestly at all times by doing the following:
 - not accepting bribes
 - being transparent with the customers and the client
 - not making false promises

Security incident response	
Knowledge	Skills
<p>K7 Methods for identifying weapons (for examples explosive and incendiary items, firearms, bladed weapon) and other prohibited items that can cause security risks</p> <p>K8 Emergency procedures, incidents and disruptions that may occur in a security environment and the appropriate action or reporting process to take in the event of an incident</p>	<p>S4 Take action in the event of an incident, disruption, alarm activation or emergency, liaising with relevant people, escalating when necessary and recording actions and outcomes to meet guidance or organisational requirements</p>
Professional discussion	
To pass, the following must be evidenced	
<p>S11 Describes the methods for identifying weapons and other prohibited items, and how to apply these methods in line with organisation procedure (K7)</p> <p>S12 Explains how they apply organisational procedures in the event of an incident or emergency, the actions they take in response and how they ensure the relevant people are engaged (K8, S4)</p>	
<i>To gain a distinction, the following must be evidenced</i>	
<p>S13 <i>Justifies their response to an incident or emergency, and how they ensured public safety in rapidly changing circumstances</i> (K8, S4)</p>	
Amplification and guidance	
<ul style="list-style-type: none"> • Identifying weapons: <ul style="list-style-type: none"> ○ searches can be conducted on site which will act as a means of identifying items - these may be either illegal, or prohibited under the admissions policy of the venue ○ depending on the specific site assignment instructions and risk assessment, a number of methods can be employed to identify these 	

- **Methods** include:
 - self - searching - a softer approach which ensures compliance with a search standard, but also works to help disprove any possible allegation which may be placed against the staff member.
 - bag searches - it is best practice to ask customers to empty the contents of their bag onto a table. This combines the self-search with a bag search. Staff should be very careful when dealing with people's possessions and should not place their hands into someone else's bag.
 - pat down searches - this is the only element of a search where a staff member would be required to put their hands on a customer. This should be done systematically, usually from head to toe, and should not differ from person to person.
 - advanced search methods – usually involve a piece of equipment or a secondary resource, such as:
 - Handheld metal detectors - the use of a 'wand' to detect metal
 - X Ray scanners – used for detecting particular compounds, for instance, organics, electric or metal
 - Archway metal detectors - a 'walk through' scanner which picks up on various compounds including metal and organic material
 - Additional resources such as a canine unit to search for explosives and incendiary materials

- **Emergency** types:
 - incidents which occur on a site can vary widely, depending on the risk presented at that specific and particular event or site, and the possible impact factors which may affect behaviour
 - emergencies, incidents and disruptions can be classed as:
 - emergency, urgent or non-urgent
 - crime or non-crime
 - for example, there could be a fire on site which is big enough to cause major disruption - this fire could also be classed as a crime if arson is suspected

- **Incidents and disruptions** include:
 - fire
 - power cut
 - flood
 - chemical spillage
 - terror incident

- fight
- gas leak

- The **reporting process** to follow, depending on the circumstance but it typically involves:
 - preserving the scene and ensuring no one tampers with evidence
 - contacting the emergency services that are appropriate to the risk
 - informing your supervisor or line manager
 - taking action to prevent further harm
 - liaising with the in-house response teams, and adhering to the possible escalation procedures
 - dealing with the public, and ensuring smooth flow of pedestrians and possible members of the public

- Take action in the event of an **incident** by:
 - assess its position within the law hierarchy, for instance, is it a crime or a civil matter?
 - if it is a crime, is it common law or statutory?
 - if non-crime, what is the specific site procedures for dealing with this? For example, a fire evacuation.
 - security officers should get a clear understanding of the incident management plan before beginning shift - this could be via e-learning, toolbox talks or onsite briefing.

- Take action in the event of a **disruption** by:
 - immediate assessment of the disruption should take place to determine the following:
 - who is at risk?
 - is there any risk to life?
 - is a crime taking place? If so, what power of arrest do we have?
 - is there a serious disruption to the operations of the venue?
 - is there a requirement to call the emergency services?
 - do we need police support, or do we have our own internal response team who can assist?

- Take action in the event of an **alarm activation or emergency** by:
 - security officers should be expertly familiar with the procedure of how to respond to the activation.
 - fire regulations now dictate that certain criteria should be met, such as the number of individuals who attend the fire panel. There may be a requirement for security staff to attend the fire panel with management and attempt to locate and confirm the fire is genuine. There are also regional procedures too. For example, in Scotland, fire services will not attend unless you are confirming a real fire.

- **Take action** by doing the following (these are paramount):
 - act to preserve life, where it is safe to do so
 - liaise with supervisors and management on the smooth running of operations
 - preserve evidence
 - control the area
 - complete the incident reports fully and accurately

Security incident response – operational security operative pathway

Skills

S22 Deploy the correct type of barrier in an operational security context safely

Professional discussion

To pass, the following must be evidenced

SR1 Describes incidents that have required a barrier to be deployed, how they determined the correct type of barrier and how they ensured it was deployed correctly and in line with organisational procedure (S22)

<i>To gain a distinction, the following must be evidenced</i>
<i>No distinction criteria</i>
Amplification and guidance
<ul style="list-style-type: none"> • Deploying the correct type of barrier: <ul style="list-style-type: none"> ○ operatives may respond to incidents that require the restriction of access from other individuals, such as: <ul style="list-style-type: none"> ▪ first aid incidents when areas may be cordoned off to protect the dignity of the individual and the safety of the first aid/medical personnel. ▪ other health and safety-related incidents, such as a water leak, flood or a hole developing in an area. ○ areas may be cordoned off by using the vehicle as a barrier or by using mobile barriers carried within the vehicle. ○ operatives may also be responsible for the deployment and monitoring of queuing systems. This may be due to specific events, sales, book signings or other activities that attract significant numbers of people. ○ the type of barriers required will be specified in the assignment instructions and training will be taken on how to correctly deploy and monitor the barrier. ○ a barrier that can be used is Hostile Vehicle Mitigation (HVM) – this uses a blend of traffic calming measures to potentially slow down and stop hostile vehicles from progressing further. Vehicle security barriers (VSB) can also be used, these include: <ul style="list-style-type: none"> ▪ total traffic exclusion from an area using VSBs . ▪ temporary barriers at times of heightened threat . ▪ screening all vehicles entering the area. ▪ free flow of an area but with all critical assets protected by VSBs.

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Assessment summary

The end-point assessment for the Professional Security Operative apprenticeship standard is made up of **3** components:

1. A knowledge test consisting of **40** multiple-choice questions of **60-minute** duration
2. A **90-minute (+10%)** observation followed by **30-minutes (+10%)** of questioning, which will include a minimum of **5 questions**
3. A **60-minute (+10%)** professional discussion underpinned by a portfolio of evidence, of at least **8 questions**

As an employer/training provider, you should agree a plan and schedule with the apprentice to ensure all assessment components can be completed effectively.

Each component of the end-point assessment will be assessed against the appropriate criteria laid out in this kit, which will be used to determine a grade for each individual. The grade will be determined using the combined grades.

Knowledge test

All assessment methods are weighted equally. Total marks available are 40.

- To achieve a **pass**, apprentices will score at least 28 out of 40
- To achieve a **distinction**, apprentices will score at least 36 out of 40
- **Unsuccessful** apprentices will have scored 27 or below

The test may be delivered online or be paper-based and should be in a 'controlled' environment.

Observation with questions

Apprentices will be marked against the pass and distinction criteria outlined in this kit.

- To achieve a **pass**, apprentices must achieve **all** of the pass criteria
- To achieve a **distinction**, apprentices must achieve **all** of the pass criteria and **all** of the distinction criteria
- **Unsuccessful** apprentices will have **not** achieved all of the pass criteria

The observation with questions must take place in the apprentice’s normal place of work, for example, their employer’s premises or a customer’s premises.

Professional discussion

Apprentices will be marked against the pass and distinction criteria outlined in this kit.

- To achieve a **pass**, apprentices must achieve **all** of the pass criteria
- To achieve a **distinction**, apprentices must achieve **all** of the pass criteria and **all** of the distinction criteria
- **Unsuccessful** apprentices will have **not** achieved all of the pass criteria

The professional discussion may be conducted using technology such as video link, as long as fair assessment conditions can be maintained.

Grading

Grades from individual assessment methods must be combined to determine the overall EPA grade. The apprenticeship includes pass, merit, and distinction overall grades.

To achieve a **pass**, the apprentice must achieve a pass in all the assessments.

To achieve a **merit**, the apprentice must achieve a distinction in 2 assessments.

To achieve a **distinction**, the apprentice must achieve a distinction in all the assessments.

The overall grade for the apprentice is determined using the table below:

Knowledge test	Observation with questions	Professional discussion	Overall grading
Fail	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Pass	Pass	Pass	Pass
Distinction	Pass	Pass	Pass
Pass	Distinction	Pass	Pass
Pass	Pass	Distinction	Pass
Pass	Distinction	Distinction	Merit
Distinction	Distinction	Pass	Merit
Distinction	Pass	Distinction	Merit
Distinction	Distinction	Distinction	Distinction

Retake and resit information

If an apprentice fails an end-point assessment method, it is the employer, provider and apprentice's decision whether to attempt a resit or retake. If a resit is chosen, please call the Highfield scheduling team to arrange the resit. If a retake is chosen, the apprentice will require a period of further learning and will need to complete a retake checklist. Once this is completed, please call the Highfield scheduling team to arrange the retake.

The resit is normally expected to take place after all the required assessments have been taken and the individual assessment results and overall apprenticeship result has been given to the apprentice.

A resit is typically taken within **3 months** of the EPA outcome, and a retake is dependent on how much retraining is required but it is typically taken within **4 months** of the EPA outcome.

Failed assessment methods must be resat or retaken within a **6-month** period from the EPA outcome, otherwise the entire EPA will need to be resat or retaken.

Resits and retakes are **not** offered to an apprentice wishing to move from a pass to a higher grade.

The apprentice will get a maximum EPA grade of pass for a resit or retake, unless there are exceptional circumstances that are beyond the control of the apprentice as determined by Highfield.

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Assessing the knowledge test

The knowledge test will consist of **40** multiple-choice questions and last **60 minutes**. The pass mark is **28** out of **40** and the distinction mark is **36** out of **40**.

The test will consist of:

- **35** core questions
- **5** operational security operative pathway questions

The apprentice will have **at least 5 days'** notice of the date and time of the test.

The knowledge test may be delivered online or be paper-based and should be taken in a controlled and invigilated environment. The test is closed book which means that the apprentice cannot refer to reference books or materials.

Before the assessment

The employer/training provider should:

- brief the apprentice on the areas that will be assessed by the knowledge test.
- in readiness for end-point assessment, set the apprentice a mock knowledge test. A test is available to download from the Highfield Assessment website. The mock tests are available as paper-based tests and also on the mock e-assessment system.

Knowledge test KSB's

Knowledge test

- K11** Security industry regulators and associations and the role they play
- K13** The principles, processes, and technology for controlling access into an area
- K16** Principles of equality, diversity, and inclusion and the impact on the organisation
- K18** How to identify suspicious items and activities, and the principles of HOT and the 4C's
- K19** Why items are prohibited and how to identify them
- K20** Check calls and welfare check procedures for lone workers
- K21** The importance of operating body worn cameras in the appropriate setting and according to organisational requirements
- K22** Prohibited articles relevant to assignment instructions and how to deal with them
- K23** Working securely online (including password management) and recognising suspicious communication such as email, websites, social media, pop-ups
- K27** Methods to mitigate gaps in physical security measures using monitoring equipment
- K30** Importance of checking ID cards and access credentials for operational security
- K34** Methods for gathering and storing images (for example CCTV, mobile device recordings, drones) for evidential use in operational security
- S16** Identify the component parts of explosive and incendiary items, firearms, and other prohibited items

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Assessing the observation with questions

The assessor will observe the apprentice in their workplace completing their day-to-day duties under normal working conditions and ask questions. Simulation is not allowed. The assessor will only observe 1 apprentice at a time.

The apprentice will have **2 weeks'** notice of the observation with questions.

The observation with questions will last a total of **2 hours**, with **90 minutes** for the observation followed by **30 minutes** allocated for questions. The assessor can increase the time by up to **10%** to allow the apprentice to complete a task or respond to a question.

The observation with questions may be split into discrete sections held on the same working day, which is to accommodate for breaks and moving between locations. Breaks will not count towards the total assessment time.

The assessor will explain to the apprentice the format and timescales of the observation with questions before it starts. This briefing will not be included in the assessment time.

The observation with questions must take place in the apprentice's normal place of work, for example, their employer's premises or a customer's premises. The equipment and resources needed for the observation must be provided by the employer and in safe working condition.

The following activities must be observed during the observation:

- communicating with stakeholders
- using various equipment while carrying out their duties
- following instructions for security operations
- following procedures in the event of an incident
- completing appropriate documentation
- conducting searches
- patrolling
- access control

Questions will be asked after the observation to assess the apprentice's breadth and depth of competence against the grading criteria. As only naturally occurring work will be observed, the criteria that the apprentice did not have chance to demonstrate will be assessed through questioning. The assessor will ask a minimum of **5 questions**, with follow-up questions where required.

The observation with questions is marked against the pass and distinction criteria included in the following pages.

- To achieve a **pass**, apprentices must achieve **all** of the pass criteria
- To achieve a **distinction**, apprentices must achieve **all** of the pass criteria and **all** of the distinction criteria
- **Unsuccessful** apprentices will have **not** achieved all of the pass criteria

Before the assessment

Employers/training providers should:

- ensure the apprentice knows the date, time, and location of the assessment
- ensure the apprentice knows which professional security operative criteria will be assessed (outlined on the following pages)
- encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the standard and identify real-life examples
- be prepared to provide clarification to the apprentice, and signpost them to relevant parts of their on-programme experience as preparation for this assessment

Observation with questions mock assessment

It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment. Highfield recommends that the apprentice experiences a mock observation with questions in advance of the end-point assessment with the training provider/employer giving feedback on any areas for improvement.

In designing a mock assessment, the employer/training provider should include the following elements in its planning:

- the mock interview should take place in a suitable location.
- a **2-hour** time slot should be available for the observation with questions, if it is intended to be a complete mock observation with questions covering all relevant standards (outlined in the following pages). However, this time may be split up to allow for progressive learning.
- consider a video or audio recording of the mock observation with questions and allow it to be available to other apprentices, especially if it is not practicable for the employer/training provider to carry out a separate mock observation with questions with each apprentice.

- ensure that the apprentice's performance is assessed by a competent trainer/assessor, and that feedback is shared with the apprentice to complete the learning experience. Mock assessment sheets are available to download from the Highfield Assessment website and may be used for this purpose.
- use a minimum of **5 structured 'open' questions** that do not lead the apprentice but allows them to give examples for how they have met each area in the standard. For example:
 - communicating with stakeholders
 - Describe a time you have effectively communicated with a stakeholder.
 - using various equipment whilst carrying out their duties
 - Outline the equipment you would use on a daily basis and how you would do this safely.
 - following instructions for security operations
 - Explain a time when you have successfully followed instructions for a security operation.
 - following procedures in the event of an incident
 - Explain the procedures you would follow in the event of an incident.
 - completing appropriate documentation
 - Give an example of documentation that has to be completed and what this entails.
 - conducting searches
 - Describe a time you have successfully conducted a search by going through the steps you took.
 - patrolling
 - Explain why patrolling is necessary.
 - access control
 - Explain what procedures should be in place to stop unauthorised people from entering secure buildings.

Observation with questions criteria

Throughout the **2-hour** observation with questions, the assessor will review the apprentice's competence in the criteria outlined below.

Apprentices should prepare for the observation with questions by considering how the criteria can be met.

Communication and customer service
To pass, the following must be evidenced.
CC1 Communicates respectfully with stakeholders using verbal and non-verbal means to establish a rapport and deliver customer service. (K12, K14, S7, S12, B4)
CC2 Acts responsibly to diffuse potential conflict situations by communicating in a calm and professional manner with others in a way that reflects the organisation's values. (S13, S15, B2, B5)
To gain a distinction, the following must be evidenced.
CC3 <i>Adapts their language and behaviour, in a calm and professional manner, in response to individual needs to exceed stakeholder expectations.</i> (K12, K14, S7, S12, B2)

Security operations
To pass, the following must be evidenced.
SO1 Navigates a site plan and assesses risk at the site or location by carrying out an observation of the designated area, and reporting and recording any irregularities to the site risk assessment. (K26, S8, S9, S17)
SO2 Follows the assignment instructions and the clients or employers code of conduct and policies for behaviour, appearance, and the use of PPE. (S1, S11, B7)
SO3 Identifies and challenges suspicious activity across sites and locations, in line with SCaN principles, by being vigilant and aware of the area, and the movements and behaviours of people. (K9, K10, K25, S6, B1)
To gain a distinction, the following must be evidenced.
SO4 <i>Uses their knowledge of the site and usual movement and behaviour of people to recognise and check anomalies, showing awareness of the possible implications of these, reporting in line with procedures.</i> (K25, K26, S17, B1)

Security technology and equipment

To pass, the following must be evidenced.

ST1 In line with organisational procedures, uses security systems, applications, and technology to support security operations, and identifies faults with equipment taking remedial action where necessary. (K4, S3)

To gain a distinction, the following must be evidenced.

No distinction criteria

Security patrol, access, and searching – operational security operative pathway

To pass, the following must be evidenced.

SP1 Carries out various searches for operational security, apply and adapting a range of methodologies and techniques. (K29, K31, S18)

SP2 Applies operational security access control systems, including patrol patterns using alternative routes to navigate the site when necessary. Detects and responds to unwanted activities and accurately reports findings in line with procedures. (K32, K33, S19, S21)

To gain a distinction, the following must be evidenced.

No distinction criteria

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Assessing the professional discussion

The professional discussion will be a formal two-way conversation between the apprentice and assessor. It will give the apprentice the opportunity to make detailed and proactive contributions to affirm their competency against the criteria.

The apprentice must have access to their portfolio of evidence during the professional discussion. The apprentice can refer to and illustrate their answers with evidence from their portfolio of evidence (the portfolio of evidence is not directly assessed).

The professional discussion must take place in a suitable venue, for example, a quiet room, free from distractions and influence. It can be conducted by video conferencing.

The apprentice will have **2 weeks'** notice of the professional discussion.

The professional discussion must last for **60 minutes**. The assessor can increase the time by **10%** to allow the apprentice to respond to a question if necessary.

The assessor will ask a minimum of **8 questions**. Follow-up questions will be asked where clarification is required.

Employers will be allowed to be present during the assessment, however, in the interests of standardisation, they will **not** be permitted to ask questions or contribute to the assessment process. They may assist by allowing support in contextualising or using terminology that the apprentice better understands.

The professional discussion is marked against the pass and distinction criteria included in the following pages.

- To achieve a **pass**, apprentices must achieve **all** of the pass criteria
- To achieve a **distinction**, apprentices must achieve **all** of the pass criteria and **all** of the distinction criteria
- **Unsuccessful** apprentices will have **not** achieved all of the pass criteria

Before the assessment

Employers/training providers should:

- ensure the apprentice knows the date, time, and location of the assessment
- ensure the apprentice knows which professional security operative criteria will be assessed (outlined on the following pages)
- encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the standard and identify real-life examples

- be prepared to provide clarification to the apprentice, and signpost them to relevant parts of their on-programme experience as preparation for this assessment

Professional discussion mock assessment

It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment. Highfield recommends that the apprentice experiences a mock professional discussion in preparation for the real thing. The most appropriate form of mock professional discussion will depend on the apprentice's setting and the resources available at the time.

In designing a mock assessment, the employer/training provider should include the following elements in its planning:

- the mock professional discussion should take place in a suitable location.
- a **60-minute** time slot should be available to complete the professional discussion, if it is intended to be a complete professional discussion covering all relevant standards. However, this time may be split up to allow for progressive learning.
- consider a video or audio recording of the mock professional discussion and allow it to be available to other apprentices, especially if it is not practicable for the employer/training provider to carry out a separate mock assessment with each apprentice.
- ensure that the apprentice's performance is assessed by a competent trainer/assessor, and that feedback is shared with the apprentice to complete the learning experience. Mock assessment sheets are available to download from the Highfield Assessment website and may be used for this purpose.
- use a minimum of **8 structured 'open' questions** that do not lead the apprentice but allows them to express their knowledge and experience in a calm and comfortable manner. For example:
 - describe how your role in the team contributes to the organisation meeting its objectives.
 - explain the impact of an organisation not following industry regulations.
 - explain which digital communication systems you use to share information.
 - outline the methods you use for identifying prohibited items.
 - explain the ways you contribute to the improvement of processes to minimise security breaches.
 - describe a time that you have ensured public safety in a rapidly changing environment.

- describe an incident that required a barrier to be deployed.
- explain a circumstance where you would need to confiscate an item.

Professional discussion criteria

Throughout the **60-minute** professional discussion, the assessor will review the apprentice's competence in the criteria outlined below.

Apprentices should prepare for the professional discussion by considering how the criteria can be met.

Legislation, regulation, and procedures
To pass, the following must be evidenced.
LR1 Describes how they apply industry regulation, legislation, guidance, and procedures in their role, acting with honesty and integrity, when monitoring risk and completing security documentation. (K1, K2, S2, S5, B9)
LR2 Explains how their role within the team, and their teams role within the organisation contributes to achieving the organisation's objectives, vision, and values. (K5, K6)
LR3 Describes the range of internal and external factors that can affect performance of security systems and equipment, and how they have demonstrated a solutions focused approach in communicating ideas for improvement within the organisation. (K17, K28, B3)
To gain a distinction, the following must be evidenced.
LR4 <i>Analyses the potential impact of not following industry regulation, legislation, guidance, and procedures on security outcomes, including when monitoring risk and completing security documentation. (K1, K2, S2, S5)</i>

Communication and customer service
To pass, the following must be evidenced.
CC4 Explains how they use digital communication systems to record and share information for statutory and security purposes, in line with legislation and organisational procedure. (K15, S10)
CC5 Describes how they demonstrate a commitment to CPD, how they share this learning with others in a cooperative manner and how this can benefit the organisation. (B6, B8)
To gain a distinction, the following must be evidenced.
CC6 <i>Evaluates the importance of following guidance and procedures in the use of digital communication applications and information management systems and the possible impact on the individual, and organisation, if these are not followed. (K15, S10)</i>

Security incident response

To pass, the following must be evidenced.

SI1 Describes the methods for identifying weapons and other prohibited items, and how to apply these methods in line with organisation procedure. (K7)

SI2 Explains how they apply organisational procedures in the event of an incident or emergency, the actions they take in response and how they ensure the relevant people are engaged. (K8, S4)

To gain a distinction, the following must be evidenced.

SI3 Justifies their response to an incident or emergency, and how they ensured public safety in rapidly changing circumstances. (K8, S4)

Security operations

To pass, the following must be evidenced.

SO5 Explains how they contribute to the review and improvement of processes and procedures to support organisational improvement and how these reviews minimise the risk of reputational damage by improving the removal of certain items, objects, or behaviours in particular areas. (K24, S14)

SO6 Explains how allowing some behaviours or items in certain areas can have a negative impact on the organisations reputation, why this is important, and how they contribute to improving processes and procedures. (K3, K24, S14)

To gain a distinction, the following must be evidenced.

No distinction criteria

Security incident response – operational security operative pathway

To pass, the following must be evidenced.

SR1 Describes incidents that have required a barrier to be deployed, how they determined the correct type of barrier and how they ensured it was deployed correctly and in line with organisational procedure. (S22)

To gain a distinction, the following must be evidenced.

No distinction criteria

Security patrol, access, and searching – operational security operative pathway

To pass, the following must be evidenced.

SP3 Explains how they identify and handle dangerous or prohibited items in line with organisational procedures, and in what circumstances they would confiscate the material. (S20)

To gain a distinction, the following must be evidenced.

No distinction criteria

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