



Pearson

Centre Management Handbook

2021-22

Security

- Door Supervision
- Security Officer
- CCTV
- Close Protection
- NVQ Spectator Safety
- BTEC Security Specialist

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Introduction

If you have recently achieved centre or qualification approval with Pearson, welcome and thank you for choosing our qualifications. This handbook contains guidance to help you in delivering your courses. Please read this document and provide a copy to the Test Manager and administrative staff at your centre.

Where visits are referred to in this handbook, these may continue to take place remotely. Please refer to Appendix 15 for further information and support.

This version of the handbook is Version 4.0, which has been updated in line with the Level 3 Close Protection qualification that became available from April 2022. Please note that this handbook is reviewed throughout the year and updated as required. *Please ensure you are using the latest version of the handbook, which can be found on the [Pearson website](#).*

Working with the Security Industry Authority (SIA)

The Security Industry Authority (SIA) works with us to ensure the training that forms part of the licensing process meets national standards. We are responsible for ensuring that our qualifications meet their standards, and that their processes and procedures are upheld. This means that our licenced qualifications have additional requirements to standard Pearson qualifications, as detailed in this handbook.

As part of the SIA Security Audit process, the SIA conducts unannounced visits (these could be virtual) to centres as specified in the [Annual Terms & Conditions](#). The SIA have the right to conduct unannounced visits (these could be virtual) and audits to Security centres.

Following their unannounced visits, the SIA produces a written report that they send to Pearson within 10 working days of the audit. Pearson will share the outcomes and any actions that may be required with the centre/training provider in due course.

Please refer to the Frequently Asked Questions (FAQs) at the end of this document for further clarification.

Working with you

We aim to work with you to supply qualifications that support your training and development strategies. We hope that our relationship can be a partnership to achieve best practice and the highest of standards.

Quality Assurance model for Pearson Security Programmes

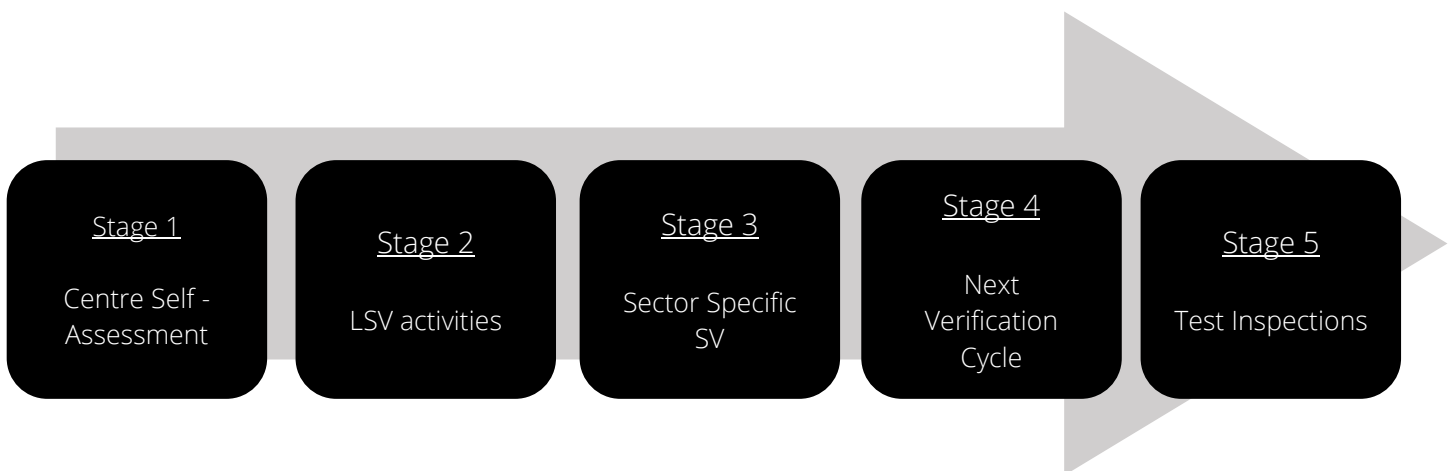
Pearson Security qualifications come under the Work-Based Learning external quality assurance model. This ensures that centres are provided with as much support as possible in the form of a Lead Standards Verifier (LSV), who works with sector-specific Standards Verifiers (SVs) to act as a single point of contact for problems and questions. The Lead Standards Verifier allocation simplifies the sampling activity that sector-specific Standards Verifiers conduct, allowing them to focus on sampling assessments, providing judgements and giving simple and specific feedback.

The WBL Lead Standards Verifier model includes all Security programmes (knowledge programmes, SIA programmes, NVQ/Competence programmes). Where possible, Pearson will appoint one Standards Verifier (SV) to report across all Pearson Security programmes running at your centre.

Your allocated Security Standards Verifier may also be appointed as your centre's Lead Standards Verifier (LSV), and Pearson will try to arrange for this where possible. It is hoped that your appointed Lead Standards Verifier (LSV) and Standards Verifier(s) (SV) will work with your centre for up to 4 years which will ensure continuity of support and advice.

The timings suggested in the description below may vary depending on when you are delivering your Security programmes and when certification needs to be released.

Your Lead Standards Verifier and Standards Verifier(s) will work with you to plan an annual sample schedule in advance.



Stage 1: Centre Self-Assessment

Centres complete annual self-assessments for each programme area using the Centre Self-Assessment form. This is a short and quick review of your programme area(s). It allows you to undertake an objective analysis of your delivery and quality assurance systems. The best time to complete this is in October or November prior to your Lead Standards Verifier (LSV) activity. The new updated Centre Self-Assessment form can be found on our [Quality Assurance webpage](#).

Stage 2: A verification activity from our Lead Standards Verifier

Pearson will allocate your LSV in October; they will introduce themselves and ask that you complete your Centre Self-Assessment per programme area and send this to them (this will allow them to plan and tailor their activity to your needs).

Your **LSV activity** should take place before December, but this will depend on your needs. The LSV will mainly be reviewing your management systems across all programme areas, with a view to remove any duplication and reduce your administrative burden.

After the LSV activity, you will be provided with a report outlining the findings. This will include good practice, and any actions to help improve programme delivery or your quality assurance systems.

The LSV aims to identify any 'risk to valid certification'; therefore, unless significant failings are evident, the findings should be used to prepare for your standards verification activities later on in the year. This means, if any 'risks' are identified in one of your programme areas, you will be able to mitigate these ahead of your sector specific standards verification activities.

You should also work with your LSV to plan sector specific verification activities. This ensures we complete the right number of checks before we release certification.

Stage 3: Sector specific Standards Verifications

Your sector specific SV will review Direct Claims Status during sampling activities. For 2021-22, all sampling activity will continue to be conducted remotely until further notice.

The number of SV samples is subject to the type of programme, volume of registrations, number of assessors and cohorts, and your centre needs. This is because your LSV will work with your sector specific SVs throughout the year and provide them with sufficient information regarding your management systems. As a result, your sector specific SV will focus more on sampling standards and supporting you with sector specific issues.

Once your sector specific SV has completed standards verification, they will be responsible for releasing certification as usual.

Stage 4: Next Verification Cycle

LSVs will then use the outcomes of your standards verification to complete a final report and provide recommendations for your verification cycle for the following year.

Sectors such as Security, Emergency Care and Construction are subject to a minimum of two samples. However, Pearson will endeavour to ensure your LSV is also your SV for one of those sectors.

Stage 5: Test Inspection

Centres are to complete the [test notification form](#) at least 5 days before the planned test. Centres will then be subject to either an announced virtual inspection or an unannounced visit. For more

information refer to the Test Inspection webpage [here](#).

Inspections will work to confirm that centres are adhering to the test procedures as covered in this handbook. Colleagues from the SIA may also join our inspectors with these inspections.

Customer Service

Contacting us

If you require assistance, please contact your Account Specialist and they will help you with any administrative processes or general enquiries. Full contact details can be found on our [Contact Us](#) page.

We value the feedback we receive. If you wish to provide any feedback about our tests, please contact us at btectestfeedback@pearson.com. Please note that these tests are considered secure and questions themselves must **not** be sent via email.

Changes to centre details

Centre address and contact details

We hold details of your Principal/Head of Centre, Quality Nominee and Test Manager, including their name, telephone number and email address. Please email any changes to these details to your Account Specialist. Please also ensure that all contact information is correct and up-to-date on the Edexcel Online.

If you wish to change the name or address of your centre, please notify our Approvals team via the [Customer Service Portal](#), who will then send you the 'change of details' form to complete. You will be informed of any additional requirements.

Centre and programme closures

If you plan to close your centre or stop offering the Pearson Security programmes, you need to inform us in writing. Please include a plan for your learners who are registered and active as well as those who are enrolled but not yet withdrawn.

A progression plan will need to be proposed and agreed with us. Your learner records should be kept for three years and, where this is not possible, a plan made of where they will be stored. Records should be kept as an audit trail of the process from registration to certification, including records of Assessors and internal verification activities.

Where there is an unexpected closure, it is important that you inform us in writing as soon as the remedial actions are identified.

Centre mergers, de-mergers and sub-site additions

It is not normally possible to merge or de-merge centres during the academic year because all details held, such as registrations, external verification decisions and approvals are linked to your centre number. This activity will usually take place in August/September.

If you want to make such changes, please notify your Centre Quality Manager (CQM) via the [Customer Service Portal](#). This should include details of current centre number(s) and proposed new centre number(s) along with details of where live registrations should be transferred. Upon receipt of your request, we will contact you to discuss your requirements.

It may be possible to make some short-term changes, for instance you may wish to change the name of your centre to be in-line with that of the merged centre name before the full merger is initiated in August/September.

Centre and qualification approval

You must gain approval from us in order to offer our Pearson Security qualifications. Approval is given at centre level and then subsequently for each qualification that you wish to offer and each site you will be delivering/assess at. If you are an employer or private training provider seeking qualification approval, please contact our Work-Based Learning Sales team through your Accounts Specialist. Further information on approvals may be found on our [website](#).

Please note that if you wish to deliver and assess security programmes at additional sites you must gain approval for those sites prior to any delivery.

In addition, if you wish to use permitted remote/virtual delivery for SIA qualifications, that must also be approved by Pearson prior to any remote delivery taking place.

Before you start delivering training

Resources to support training delivery

You must read the relevant specifications and be familiar with the requirements to deliver the course. These documents can be found on our [website](#).

Centres are advised to read the JCQ (website link [here](#)) conditions for storing test papers and answer sheets (*box within a box*) and to comply with those requirements.

Storing test materials securely

Part of your approval as a Pearson centre requires that you have adequate facilities for the safe custody of all confidential materials, including the secure storage of tests. Your facilities will be subject to audit. You must also have centre policies in place for the administration, storage and transport of secure materials.

If test papers are printed in advance, they should be locked away in a lockable safe (a filing cabinet is only acceptable if bolted to the wall or floor) - it is recommended that a secure bar is in place for extra security. Any safe used should not be easy to remove – for example, a hotel type safe is not acceptable. The safe or container must be in a securely locked room with access restricted to a minimum of 2 to 6 authorised persons.

Centre Insurance

In line with general insurance requirements and the Employers Liability (Compulsory Insurance Act) 1969, the minimum for an approved centre offering this unit of qualification is;

- Employers Liability- £5 million
- Public Liability
- Professional Indemnity

Your Standards Verifier will check this as part of their verification.

IT system requirements

You will need to obtain and upload photographs and signatures of your learners. To do this, you will require a colour scanner capable of 200 dpi. It is likely you will need to edit the images so basic image software is also recommended. Please note that this is not required for centres offering **only** the Pearson BTEC Level 2 Certificate in Principles of Providing Security Services (QCF) and the Pearson BTEC Level 3 Award for Professional Investigators (QCF).

Joining instructions for learners

You should contact learners in advance of the start of the course to request that they bring appropriate identification documents with them. It is helpful if they bring colour photographs, and it is recommended that they use the same photographs for the Pearson registration process and for the SIA licence application form.

Qualification user interface

Your centre will use Edexcel Online to make registrations, book tests and claim certificates. Please ensure that you are familiar with the interface used by your centre. Should you have any issues with this please contact your Accounts Specialist through the “Customer Service” section listed above.

Qualification Structures

The table below lists all current specialist security qualifications and summarises key aspects. For information on age restrictions, please refer to the Get Training document published by the SIA.

Qualification title	Level	Sector code	SV process	External assessment	Licence to practise
Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry	2	186	SV sample	U1 U2	Yes
Level 2 Award for Door Supervisors in the Private Security Industry	2	353	SV sample	U1 U2 U3 U4	Yes
Level 2 Award for Door Supervisors in the Private Security Industry (Top up)	2	353	SV sample	U1 U2 U3	Yes
Level 2 Award for Security Officers in the Private Security Industry	2	186	SV sample	U1 U2 U3	Yes

Level 2 Award for Security Officers in the Private Security Industry (Top Up)	2	186	No SV	U1 U2	Yes
Deliverers of Physical Intervention Training within the Private Security Industry	3	353	SV Sample	U2	No
Delivery of Conflict Management Training	3	353	SV sample	None	No
Level 3 Certificate for Close Protection Operatives in the Private Security Industry	3	354	SV sample	U1 U3 U4 U5 U6 U7	Yes
Professional Investigators	3	186	No SV sample	U1 U2	No

NB: Direct Claims Status will be valid for 12 calendar months subject to review by a Standards Verifier. The frequency of sampling activities from your Standards Verifiers will be based on risk, and will be agreed by the Lead Standards Verifier, the Standards Verifier and the Quality Nominee at your centre. For Security programmes, two annual sampling activities are normally required.

Common units

Key: I = internally assessed; E = externally assessed; DS = Door Supervision; CP = Close Protection

Qualification title	Security Officer	Security Officer Top Up	Door Supervision	Door Supervision Top Up	Deliverers of PI	CP	CCTV Operations
Licence to practice?	Yes	Yes	Yes	Yes	No	Yes	Yes
	Unit 1 Principles of working in the Private Security Industry I & E		Unit 1 Principles of working in the Private Security Industry I & E			Unit 5 LO10 E	Unit 1 Principles of Working within the Private Security Industry I & E
			Unit 2 Principles of working as a Door Supervisor in the Private Security Industry I & E	Unit 2 LO7 I & E		Unit 5 LO5 LO6 E	

	Unit 2 Principles of working as a Security Officer in the Private Security Industry I &E	Unit 2 LO4 E					
							Unit 2 Principles and Practices of working as a CCTV Operator in the Private Security Industry I &E
	Unit 3 Application of Conflict Management in the Private Security Industry I &E		Unit 3 Application of Conflict Management in the Private Security Industry I & E			Unit 3 Application of Conflict Management	

						within the Private Security Industry I & E	
			Unit 4 Application of Physical Intervention Skills in the Private Security Industry I & E	Unit 2 Application of Physical Intervention Skills in the Private Security Industry I & E	Unit 2 Application of Physical Intervention Skills in the Private Security Industry I & E	Unit 7 Application of Physical Intervention Skills in the Private Security Industry I & E	
		Unit 1 Principles of Terror Threat Awareness in the Private Security Industry I & E		Unit 1 Principles of Terror Threat Awareness in the Private Security Industry		Unit 4 Principles of Terror Threat Awareness in the	

				E		Private Security Industry E	
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Minimum contact time

Standard delivery times for units in licence-linked qualifications are set by the SIA and are stipulated below.

Contact time is defined as time where the learner is in the same physical or virtual learning environment as the tutor or invigilator and receiving training or undertaking assessment. This time **does not** include:

- breaks in the delivery of the course
- assessing English language skills
- course registration / checking ID
- familiarity with the IT used to deliver the programme (in the case of remote delivery)

The table below details the minimum number of days over which the learning for the qualifications must be delivered with and without the use of self-study and awarding organisations must ensure that centres are delivering over the correct number of hours and days if self-study is not used.

Each day should not exceed **eight hours** of contact time (except for Close Protection).

Centres should retain detailed registers that include start/end times of training for each day and should be signed daily by the learners. This should include a record of any late arrivals/early leavers and how these learners made up the required hours which they missed. These should be retained for audit purposes.

The Standards Verifier will check that centres are delivering the units over the correct number of hours and days.

Delivery hours for licence-linked qualifications

Qualification Title	Minimum delivery hours if self-study is <u>not</u> used	Minimum number of days	Minimum delivery hours if self-study <u>is</u> used	Minimum number of days
Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry	30 hours	4 days	22 hours	3 days
Level 2 Award for Door Supervisors in the Private Security Industry	52 hours	7 days	44 hours	6 days
Level 2 Award for Security Officers in the Private Security Industry	38 hours	5 days	30 hours	4 days
Level 3 Certificate for Close Protection Operatives in the Private Security Industry	194 hours	18 days	194 hours	18 days

Delivery Hours for top up qualifications

Qualification Title	Minimum delivery hours if self-study is <u>not</u> used	Minimum number of days	Minimum delivery hours if self-study <u>is</u> used	Minimum number of days
Level 2 Award for Door Supervisors in the Private Security Industry (Top Up)	17 hours	3 days	15 hours	2 days
Level 2 Award for Security Officers in the Private Security Industry (Top – Up)	4 hours	½ day	3.5 hours	½ day

SIA total learning time – this is the minimum time, as stipulated by the SIA, that learners must be engaged in learning and assessment, and which must be evidenced. In some units, this includes permitted self-study as well as time spent under the immediate guidance or supervision of a tutor, assessor or invigilator (including assessment). The difference between these hours and SIA minimum contact time may be delivered by self-study.

SIA minimum contact time (see SIA Get Training documentation) – this is the minimum time, as stipulated by the SIA, that a learner must spend under the immediate guidance or supervision of a Tutor, Assessor or Invigilator (including assessment). It does not include time spent checking ID or assessing English language skills, or breaks. This time is monitored by Awarding Organisations.

SIA permitted self-study- self-study is only permitted for the 'common unit' Principles of Working in the Private Security Industry for the new 2021 versions of the Level 2 Licence to Practice qualifications. Such self-study could be, for example, pre-course workbooks that learners are required to work through and complete, or, suitable e-learning programmes. Where self-study is used, centres must ensure that there is auditable evidence confirming that learning has taken place. This will be monitored by your Pearson Standards Verifier.

Ofqual Total Qualification Time – this value is based on consultation with deliverers of the qualifications and represents the total time a learner may take to achieve the qualification, including both guided learning and all other learning. Other learning includes self-study, independent research and preparation. TQT is also provided as a recommendation as to the time an average learner may take to achieve a qualification under the supervision of a tutor and through completion of any other independent learning.

However, it is recommended as good practice that the additional 28 hours (14 hours per unit) identified by the TQT time is provided to the learner. This can be delivered by self-study or by any other method as deemed most appropriate by the centre.

Use of Remote/Virtual learning and/or Self-study in the Delivery of Licence-linked qualifications

Self-Study

The SIA and Pearson recognise that there is some learning that contributes to the achievement of the licence-linked qualifications that can be delivered by remote/virtual learning and/or via self-study. Where a centre wishes to use self-study in this way, they must inform Pearson, and detail within their quality management processes each of the following:

- which areas of learning are to be delivered by self-study
- the method of self-study to be used
- the number of hours to be covered by the self-study material
- a robust and auditable method for determining that learners have undertaken the self-study.

It is important the materials used clearly show learners how many hours learning they are expected to undertake and that they are given sufficient time to allow them to complete it before their course begins. It is also the requirement of the centre to check these during training to ensure appropriate learning has occurred. The Standards Verifier will check this

during the sampling activity.

Suitable methods of self-study include prepared, high quality:

- on-line learning materials or courses that the learner must navigate
- workbooks that the learner must work through and complete
- learning materials that the learner can use to cover specified areas of content

Self-study can be used prior to starting a course for up to **eight** hours of the unit Principles of Working in the Private Security Industry (PWPSI).

Learning Outcomes that can be delivered via self-study

LO1: Know the main characteristics and purposes of the Private Security Industry (2 hours)

LO2: Understand legislation as it applies to a security operative (2 hours)

LO4: Understand the importance of safe working practices (2 hours)

LO5: Understand fire procedures in the workplace (1 hour)

LO11: Understand good practice for post incident management (1 hour)

Learning Outcomes that can be delivered via self-study Top up DS

LO1: Know how to use equipment relevant to a door supervisor (1.5 hours)

LO2: Know what actions to take in relation to global (or critical) incidents (0.5 hours)

(up to 0.5 hours of Principles of Minimising Personal Risk for Security Officers in the Private Security Industry)

Learning Outcomes that can be delivered via self-study Top up SO

LO2: Know what actions to take in relation to global (or critical) incidents (0.5 hours)

Learners should be supported if they have any questions or need a recap on topic following completion of the self-study.

Centres are reminded that if self-study is not used or appropriate evidence is not retained for audit purposes for every learner, the full delivery days must be completed as detailed in the tables on page 17.

Virtual/Remote Learning

Where a centre wishes to use virtual/remote learning they must gain approval and submit the following to the awarding body:

A detailed breakdown of the delivery and assessment times to meet the required minimum contact time for the qualification.

The breakdown must include:

- the split between virtual learning and face to face delivery of training
- the split between remote online invigilated exams and face to face assessment
- the delivery time should include rest breaks for learners
- time should be factored in for technical issues.

Centres must register every course and/or learners with Pearson where they are proposing to use virtual learning.

Centres must submit course details to the SIA at least 5 working days before delivery commences via email to virtualclassroom@sia.gov.uk using the 'virtual classroom submission form'. This form can be downloaded from www.gov.uk/guidance/teaching-sia-licence-linked-training-courses

Where blended learning is used, the table below details the suggested minimum contact time:

Qualification	Face to face contact including examinations
CCTV	1 day
Door Supervision	2.5 days
Door Supervision Top Up	1.5 days
Security Officer	1.5 days
Security Officer Top Up	1 hour

Training providers must use an online platform which enables live and interactive delivery of training via a 'virtual classroom'. The platform must be approved by the Pearson and give access to personnel from Pearson and SIA allowing them to 'drop in' and/or review at any time.

In other words:

- Learners within a course run will all 'attend' training at the same prescribed times, via their PC/laptop/tablet (not smart phone) which must have a camera. The learners must have access to devices compatible with both the virtual classroom and online invigilated exam packages (if an online invigilated exam package is being used as part of the virtual learning). The trainer delivers the training from their own PC/laptop/tablet (not smart phone) with

camera.

- The trainer must be able to see all learners live on their own screen. It is recommended that the trainer has two screens so they can see all learners during PowerPoint delivery.
- All the learners must be able to see the trainer live on their screen (but not necessarily the other learners).
- The learners must be able to speak to the trainer. The trainer's responses to questions must be audible for every learner.

If at any point during the virtual delivery learners are not engaged with the learning, struggling to keep pace with the delivery and/or not visible on camera due to connectivity issues this needs to be addressed and the learner may need to attend all of the delivery face to face.

Centres must provide Pearson with the normal course paperwork such as:

- Scheme of Work / Lesson Plans
- Daily Registers
- Notification of delivery and assessment in line with minimum contact time requirements as required for face-to-face delivery.

ID checking must be completed via secure electronic means. These must be rechecked during the face-to-face element of the training.

Unannounced visits will be carried out by AOs, SIA and SQA Accreditation (if Scottish qualifications). Both Pearson and the SIA must be issued a log-in to each course by the centre, so that their representatives can 'drop in' at any time during training. Recorded copies of practical assessments must be available for review by Pearson and SIA staff at any time if requested. Pearson/SIA representatives may require documents to be submitted electronically for their review.

A maximum number of 12 learners can be present in a virtual classroom if there is only one tutor present. Class sizes can be extended to up to 16 learners if the centre is also using an online producer or trainer as support, however if Office 365 'teams' is used as the delivery platform the maximum number of learners is 9.

All recordings relating to course delivery and assessment must be retained by the centre for a minimum of 90 days after certification.

The tables below explain which content can be delivered through virtual learning and which cannot.

Unit	Learning Outcome	Virtual Delivery Acceptable	
		Yes	No
Principles of Working as a Security Officer in the Private Security Industry	LO1 Understand the roles and responsibilities of security officers	All ACs	
	LO2 Understand the control of access and egress.	All ACs	
	LO3 Know the different types of electronic and physical protection systems in the security environment.	All ACs	
	LO4 Know how to minimise risk to personal safety at work.	All ACs	
	LO5 Understand drug-misuse legislation, issues and procedures relevant to the role of a security officer.	All ACs	
	LO6 Know how to conduct effective search procedures.	All other ACs	6.7 Demonstrate how to search people, and their property.
	LO7 Understand how to patrol designated areas safely.	All other ACs	7.5 Demonstrate effective use of communication devices.

Unit	Learning Outcome	Virtual Delivery Acceptable	
		Yes	No
Principles and Practices of Working as a CCTV Operator in the Private Security Industry	LO1 Understand the purpose of a surveillance (CCTV) systems and the roles and responsibilities of control room team and other stakeholders.	All ACs	
	LO2 Understand the different types of legislation and how they impact on Public Space Surveillance (CCTV) operations.	All ACs	
	LO3 Understand the importance of operational procedures in public space surveillance (CCTV) operations.	All ACs	
	LO4 Understand how public space surveillance (CCTV) systems equipment operates.	All ACs	
	LO5 Understand Surveillance techniques	All ACs	
	LO6 Understand different types of incidents and how to respond to them	All ACs	
	LO7 Understand health and safety in the CCTV environment.	All ACs	
	LO8 Demonstrate operational use of CCTV equipment		All ACs
	LO9 Produce evidential documentation		All ACs

Unit	Learning Outcome	Virtual Delivery Acceptable	
		Yes	No
Principles of Working in the Private Security Industry	*LO1 Know the main characteristics and purposes of the Private Security Industry	All ACs	
	*LO2 Understand legislation as it applies to a security operative	All ACs	
	LO3 Understand arrest procedures relevant to security operatives	All ACs	
	*LO4 Understand the importance of safe working practices	All ACs	
	*LO5 Understand fire procedures in the workplace	All ACs	
	LO6 Understand emergencies and the importance of emergency procedures	All ACs	
	LO7 Understand how to communicate effectively as a security operative	All ACs	
	LO8 Understand record keeping relevant to the role of the security operative	All other ACs	8.4 Demonstrate the accurate completion of an evidential statement (Section 9 Statement)
	LO9 Understand terror threats and the role of the security operative in the event of a threat	All ACs	
	LO10 Understand how to keep vulnerable people safe	All ACs	
	*LO11 Understand good practice for post incident management	All ACs	

Unit	Learning Outcome	Virtual Delivery Acceptable	
		Yes	No
Principles of Working as a Door Supervisor in the Private Security Industry	LO1 Understand crimes relevant to door supervision	All ACs	
	LO2 Know how to conduct effective search procedures	All other ACs	2.7 Demonstrate how to search people and their personal possessions
	LO3 Understand drug-misuse legislation, issues and procedures relevant to the role of a door supervisor.	All ACs	
	LO4 Understand preservation of evidence relevant to the role of a door supervisor	All ACs	
	LO5 Understand licensing law relevant to the role of a door supervisor	All ACs	
	LO6 Understand queue management and venue capacity responsibilities relevant to a door supervisor	All ACs	
	LO7 Know how to use equipment relevant to a door supervisor	All other ACs	7.5 Demonstrate effective use of communication devices

Unit	Learning Outcome	Virtual Delivery Acceptable	
		Yes	No
Application of Physical Intervention Skills in the Private Security Industry	LO1 Understand the legal and professional implications of using physical interventions	All ACs	
	LO2 Understand the risks associated with using physical intervention	All other ACs	2.3 State the specific risks associated with positional asphyxia
	LO3 Understand how to reduce the risk associated with physical intervention	All other ACs	3.2 Identify how to deal with physical interventions on the ground appropriately 3.5 State how to manage and monitor a person's safety during physical intervention
	LO4 Personal safety awareness and techniques		All ACs
	LO5 Escorting techniques		All ACs

Unit	Learning Outcome	Virtual Delivery Acceptable	
		Yes	No
Principles of Minimising Personal Risk for Security Officer in the Private Security Industry	LO1 Know how to minimise risk to personal safety at work	All ACs	
	LO2 Know what actions to take in relation to global (or critical) incidents	All ACs	

Unit	Learning Outcome	Virtual Delivery Acceptable	
		Yes	No
Principles of Using Equipment as a Door Supervisor in the Private Security Industry	*LO1 Know how to use equipment relevant to a door supervisor	All ACs	
	*LO2 Know what actions to take in relation to global (or critical) incidents	All ACs	

* Denotes content that can alternatively be taught through self-study.

Unit	Learning Outcome	Virtual Delivery Acceptable	
		Yes	No
*Principles of Terror Threat Awareness in the Private Security Industry	LO1 Understand terror threats and the role of the security operative in the event of a threat	All ACs	

*RPL can be used in place of the learning (not assessment) of this unit if a learner has completed the ACT e-Learning and ACT for Security (available from July 2021) e-Learning and provides certificates for both, dated after January 2021.

Unit	Learning Outcome	Virtual Delivery Acceptable	
		Yes	No
Application of Physical Intervention Skills in the Private Security Industry	LO1 Understand the legal and professional implications of using physical interventions	All ACs	
	LO2 Understand the risks associated with using physical intervention	All other ACs	2.3 State the specific risks associated with positional asphyxia
	LO3 Understand how to reduce the risk associated with physical intervention	All other ACs	3.2 Identify how to deal with physical interventions on the ground appropriately 3.5 State how to manage and monitor a person's safety during physical intervention
	LO4 Personal safety awareness and techniques		All ACs
	LO5 Escorting techniques		All ACs

*

Denotes content that can alternatively be taught through self-study. Self-study: studying a subject during the learner's own time using specially developed material without the live assistance of a tutor.

Unit	LO	Virtual Delivery Acceptable	
		Yes	No
Principles of Working as a Close Protection Operative in the Private Security Industry	1. Understand the roles and responsibilities of a close protection operative.	All ACs	
	2. Understand current law and legislation within a close protection context.	All ACs	
	3. Understand the importance of threat and risk assessment	All ACs	
	4. Understand the importance of threat and risk management	All ACs	
	5. Understand personal and professional skills within a close protection environment	All ACs	
	6. Understand the importance of teamwork within a close protection environment.	All ACs	
	7. Understand surveillance, anti-surveillance and counter-surveillance methods	All ACs	
	8. Understand search procedures within a close protection operation for people, vehicles and buildings/venues	All ACs	

	9. Understand close protection foot drills	All ACs	
	10. Understand venue security operations and requirements	All ACs	
	11. Understand the importance of planning, route selection and additional licence considerations	All ACs	
	12. Understand reconnaissance within a close protection environment	All Other ACs	12.5
	13. Understand the importance of operational planning.	All ACs	

Unit	LO	Virtual Delivery Acceptable	
		Yes	No
Working as a Close Protection Operative in the Private Security Industry	1. Undertake a dynamic risk assessment.	All Other ACs	1.3
	2. Demonstrate use of surveillance, anti-surveillance and counter surveillance	All ACs	
	3. Be able to search people, vehicles and venues	All ACs	
	4. Demonstrate close protection foot drills.	All ACs	
	5. Be able to demonstrate venue security skills	All ACs	
	6. Be able to manage transport arrangements within a close protection environment.	All Other ACs	6.10, 6.11
	7. Be able to prepare and carry out a close protection operation.	All ACs	
	8. Be able to deal with a range of incidents within a close protection environment.	All Other ACs	8.1

Unit	LO	Virtual Delivery Acceptable	
		Yes	No
Principles of Working as a Door Supervisor for Close Protection Operatives in the Private Security Industry	1. Understand how to keep vulnerable people safe	All ACs	
	2. Understand licensing law relevant to the role of a door supervisor	All ACs	
	3. Understand queue management and venue capacity responsibilities relevant to a door supervisor	All ACs	

SIA requirements for delivering licence-linked programmes

Facilities

- Training and assessment for approved licence-linked qualifications must be undertaken in an environment approved for training and assessment by Pearson
- The environment must be adequately equipped for training, conducive to effective learning and must comply with current Health and Safety requirements
- Equipment for practical demonstrations must be readily available and fit for purpose
- For practical scenarios, it may be necessary or desirable to set these up in a real or realistic work environment. This includes ensuring a minimum of three stairs are available for the demonstration of escorting an individual up and down stairs for the physical intervention skills unit
- Training facilities must comply with ongoing approval arrangements for Pearson Security centres
- Risk assessments must be completed to confirm the suitability of training venues for Physical Intervention.

Trainers and assessors involved in the delivery of licence-linked qualifications

Qualification requirements for trainers and assessors

All trainers seeking to deliver licence-linked qualifications must either have achieved as a minimum the Level 3 Award in Education and Training (QCF/RQF) or a teaching or training qualification at Level 3 (or equivalent), which has been accredited by SQA/QCA/Ofqual or validated by a HEI, or equivalent such as:

- PTLLS, CTLLS or DTLLS
- Certificate in Education
- Post Graduate Certificate in Education
- SVQ Levels 3 and 4 in Learning and Development

- Scottish Training Qualification for Further Education (TQFE)
- Masters in Education
- Level 4 Award in Education and Training (QCF/RQF)

and a National Counter Terrorism Security Office (NaCTSO) / SIA endorsed counter-terrorism programme such as the ACT (Action Counters Terrorism) Awareness training which must be done every year. This also includes trainers delivering Close Protection.

Assessors must hold any of the following qualifications:

- Level 3 Award in Understanding the Principles and Practices of Assessment (RQF)
- Level 3 Award in Assessing Competence in the Work Environment (RQF)
- Level 3 Award in Assessing Vocationally Related Achievement (RQF)
- A1 Assessing Learners Using a Range of Methods
- D32 Assess Learner Performance
- D33 Assess Learner Using Different sources of Evidence

Or the following unit from an assessor qualification:

- Unit 1 Understanding the Principles and Practices of Assessment

Or the following units from a teaching qualification:

- Understanding Assessment in Education and Training unit from a Level 3 Award in Education and Training
- Understand the Principles and Practices of Assessment from a 12 credit Preparing to Teach in the Lifelong Learning Sector Page 9 of 31
- Principles of Assessment in Lifelong Learning from a 12 credit Preparing to Teach in the Lifelong Learning Sector
- Understanding the Principles and Practices of Assessment from a Level 3 Certificate/Level 4 Diploma in Learning and Development
 - Assess Occupational Competence in the Work Environment from a Level 3 Certificate/Level 4 Diploma in Learning and Development
 - Assess Vocational Skills, Knowledge and Understanding Level 3 Certificate/Level 4 Diploma in Learning and Development

If assessors do not hold any of these qualifications/units, they will have until 30 September 2022 to achieve them.

Trainers who are unsure about their current qualifications or who wish to check their eligibility may do so by contacting Pearson.

Qualifications for trainers of Conflict Management

Trainers are required to hold a qualification at or above NQF/ QCF/RQF Level 3 in The Delivery of Conflict Management Training.

Additional criteria for trainers wishing to deliver and assess Physical Intervention skills for Door Supervisors

All trainers delivering physical intervention skills training for the door supervisor licence-linked qualifications must also hold the following:

- A suitable Level 3 qualification in conflict management training
- Level 3 Award for Deliverers of Physical Intervention Training in the Private Security Industry (QCF/RQF)

A current certificate (updated annually) from an approved Level 3 programme provider that confirms the trainer's ability to deliver the skills in that approved Level 2 programme. It is the responsibility of the trainer to submit this (the annual Physical Intervention trainer certificate) to the training provider/centre. The Standards Verifier will then review the original certificate during their activity and take a copy, which will then be stored by Pearson.

Only those physical intervention programmes that appear on the SIA website on the list 'Physical Intervention Skills: Trainer Training' can be used to train learners registered to achieve the licence-linked physical intervention unit.

Centres are advised to check the list on the SIA website on a regular basis.

Additional criteria for Application of Physical Intervention Skills for Close Protection Operatives in the Private Security Industry

In addition to the qualifications required for trainers who wish to offer the Door Supervisor Physical Intervention training listed above, and the core training and teaching qualifications, you must also hold the following:

- A Level 3 Award for Deliverers of Physical Intervention Training for Close Protection Operatives
- A current certificate (updated annually) from an approved level 3 programme provider for Close Protection Intervention that confirms your ability to deliver the skills in the approved level 2 programme

If you hold a Level 3 Award for Deliverers of Physical Intervention Training in the Private Security Industry you can request for this training to be recognised against the Level 3 Award for Deliverers

of Physical Intervention Training for Close Protection Operatives in the Private Security Industry. You will then need to take the training for Level 2 Physical Intervention for Close Protection requirement to complete your training.

Only those physical intervention programmes that appear on the SIA website on the list 'Physical Intervention Skills: Trainer Training' can be used to train learners registered to achieve the licence-linked physical intervention unit.

Centres are advised to check the list on the SIA website on a regular basis.

Sector competence for approved Trainers and Assessors

- Trainers delivering the learning leading to licence-linked qualifications must demonstrate that they have the necessary experience, knowledge and understanding of the sector in which they are providing training.
- Pearson requires sufficient information about a trainer's occupational experience for consideration in the approval process and staff CVs may be reviewed during Quality Assurance activities. For example, experience of working in the private security industry or working in a role that can be mapped to the requirements of the private security industry, working in the Police or prison service or the armed services.

To ensure that Trainers/Assessors have the right occupational expertise, the SIA and Pearson require trainers new to the sector (i.e. this is their first role as a trainer in the security sector as identified from their CV) to have 2 years relevant frontline operational experience in the last 5 years, relevant to the qualifications they are delivering (including close protection). This should have been gained in the UK, although it is recognised that some overseas experience in close protection may also be relevant. It is the responsibility of the centre to review the information provide to ensure new trainers meet the requirements for occupational competence. This evidence must be provided to the Standards Verifier who will confirm this during standards verification.

Continuing Professional Development

Existing trainers must demonstrate to us that they are taking sufficient steps to keep their occupational expertise up to date. Suitable steps would include attendance at relevant conferences and seminars, and continuing work experience in the sector.

Trainers must be able to demonstrate evidence of a suitable level of professional development in the sector, which should include the equivalent of at least **40 hours** every year spent in a combination of training, increasing professional knowledge through other means or working in the industry. CPD records must show that a National Counter Terrorism Security Office (NaCTSO) / SIA-endorsed counter terrorism programme such as the ACT (Action Counters Terrorism) awareness training has been completed on an annual basis (the training for this can be accessed through the SIA website).

Our Standards Verifiers will check staff qualifications, competence and CPD when they sample the Pearson Security programmes to ensure all trainers have correct occupational competence. Centres are responsible for keeping the CPD information of trainers and assessors. Pearson/SIA reserve the right to spot-check this information for accuracy and quality assurance (QA) purposes. This evidence must be kept for a minimum of 3 years for audit purposes.

Verifiers involved in the delivery of licence-linked qualifications

All those seeking to undertake internal quality assurance activities for licence-linked qualifications must have achieved as minimum the following:

- Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practices (RQF)
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practices (RQF)
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Process and Practices (RQF)
- V1 Conduct Internal Quality Assurance of the Assessment Process • D34 Internally Verify the Assessment Process

Or the following unit from an IQA qualification:

- Unit 2/Unit 4 Understanding the principles and practices of internally assuring the quality of assessment

If IQAs do not hold any of these qualification/units, they will have until **30 September 2022** to achieve one

Sector competence for IQAs of Conflict Management programmes

The IQA does not need to hold a formal conflict management qualification but should have appropriate competence in conflict management. This could come from employment in:

- the armed services
- the police
- the security industry
- the prison service

Sector competence for IQAs of Physical Intervention programmes

The IQA does not need a formal qualification in physical intervention but does need to have appropriate competence in physical intervention. This may come from experience in the sector e.g. the private security industry, the armed services, or the police.

Internal Verifiers for SIA programmes must be able to demonstrate current sector competence, have a good understanding of the qualification(s) being sampled and experience of internal quality assurance of assessment. Pearson requires sufficient information about an IQA's occupational competence.

Registering learners

Responsibility for registration

When you have enrolled learners onto a Pearson programme the learners must then be formally registered onto our systems immediately. This means that we can apply quality assurance processes – you can report achievement or submit answer sheets for processing and we can issue the certificates. It is the responsibility of your centre to register learners and ensure the payment of fees.

Timing of registration

Registrations must be completed immediately at the point of enrolment. The registration number should be written on test answer sheets. Please be aware that failing to register learners before tests are taken may delay processing of your answer sheets or require the tests to be retaken.

Periods of registration

You must make registrations before the end of the qualification approval period. Registrations are normally valid for a period of up to five years or until the issue of certificates, whichever is the earliest. A learner may only be certificated during the stipulated period. For qualifications accredited by Ofqual, the final registration and certification dates are specified as shown on our website. If the registration expires before certification can be completed, the learner must be re-registered on a currently approved programme – an additional registration fee may be applicable.

Methods of registration

Edexcel Online

As BTEC Security now falls under the Work-Based Learning NVQ model, you will need to choose the “NVQ” dropdown from Edexcel Online in order to make learner registrations. Please refer to the “Registrations for BTECs/NVQs/KS” document [here](#).

QMA

QMA is no longer available for centres to make new registrations for Security qualifications.

Learner images

Requirement

The SIA requires Pearson to upload learner data to the SIA database once they have passed the course. The SIA then compares the image and signature we have provided with those that the applicant sends in with their licence application form.

We need you to upload your learners’ images onto Edexcel Online so that we can send them to the SIA. You must upload them when you register your learners so that we can send them to the SIA as soon as they pass the course.

Pearson have produced a bite-sized video to assist you with this process. Clicking this [link](#) will take you to the video.

This allows us to meet our requirement and prevent any delays in the licensing of your learners.

Image specification

It is your responsibility for ensuring that the images uploaded are representative of the learner's appearance and signature.

- The learner’s photograph and signature should be two separate jpeg format files
- The size of each file must be under 16KB
- The colour photograph should be of passport size (i.e. head and shoulders only) on a white background
- Guidance on the appearance of the images can be found on the SIA website
- The signature file should contain a signature and nothing else
- Images and signatures must be held for three years
- Uploading images

You will be required to upload images and signatures to Edexcel Online.

Edexcel Online

- Go to the Candidate details page on Edexcel Online. This can be found by using either the “Search by Learner” or “Search by Course” options found in the “Candidates”.
- On the Candidate details page click “Edit”. This changes the contents of the screen so that they can be updated.
- “Browse” under the relevant image file for the learner and click on the “open” tab.
- Press the “Upload” button to attach the selected file to the learner’s details.
- You can amend the learner’s images on the record using delete and upload as necessary.
- Click on the “Save” tab at the bottom of the screen to save your changes.

Bulk uploads

To save you time, we have created a bulk image upload facility for you, which allows you to upload individual or several images at once. You can find this under “BTEC > Candidates > BTEC Security Learner Image Upload”

The screenshot shows the Edexcel Online interface. At the top left is the Pearson logo. The main header area includes 'EDEXCEL ONLINE' and the date 'Monday 14 Jan 2019'. On the right, there are navigation links: 'Home', 'Mailbox', 'My Account', and 'Log-out'. Below the header, there are input fields for 'Centre number: 99999' and 'Site: C/O MS S J GRAY (99999 - Edexcel)'. A left-hand navigation menu lists various options like 'Candidates', 'Access Arrangements', 'OSCA', etc. The main content area is titled 'Upload Sia Images' and contains a warning message: 'The centre administrator accepts full responsibility for ensuring that the images uploaded are representative of the candidate's appearance and signature.' Below this are buttons for 'Select Files', 'Verify', 'Upload', and 'Clear', along with a checked 'Display Images' checkbox. At the bottom, there is a table with columns for 'Name', 'Status', 'Size(bytes)', 'Surname', and 'Forenames'.

This will allow you to upload as many images and signatures as you want simultaneously.

Note: All the images and signatures must be JPEG, less than 16kb and follow the below naming convention:

- **Picture:** EOL registration number-learner
- **Signature:** EOL registration number-learner name-

For example:

- example picture file: AA12345-albert
- example signature file: AA12345-albert student-*sig*

Click on 'select files' – browse to a location on your computer where you have saved the files. Select as many files as you want to upload then click 'open'. You will see the images appear on the screen. If the images are greater than 16kb or not JPEGs you will see an error message.

Next, click on 'verify' – this will check that the registration numbers are correct, and for a BTEC Security course, for your centre. If they are correct registration numbers it will return the name of the learner allocated with that registration number.

Finally, check that the name of the learner returned by the system is correct and matches the name of the file. The system is not able to check the name of the learner. Therefore, you must do this.

Once you are happy that the images are for the correct learner record, click upload to load them onto the learners' record. These images will now appear on the candidate details page.

If you need to make amendments, you may have to navigate to the candidate details page to change them.

Missing Images Report

To help you ensure you have uploaded all the images, we have created a handy reporting tool which you can use to check if images have been uploaded.

Transfers and changes to registration details

Changing learner's name, date of birth and other details on Edexcel Online.

Please note that any mention of QMA only applies to those registered on the 2015 suite. The 2021 suite is only offered on EOL, not QMA.

Learner details can be amended on the Candidate details page. In order to prevent the substitution of one learner for another, you are able to change **only one** of the forename, surname or date of birth fields and **only once**. Any further amendments should be emailed to your Account Specialist.

If for any reason the amendment cannot be made electronically then the request should be put in writing to your Account Specialist with all details including centre number, registration number, name and details of the required amendment.

Transfer of a learner between programmes at the same centre

A learner registration may be transferred between programmes approved at the centre with current open validity for registrations: the centre must ensure that the learner is able to complete the programme onto which transfer is made, e.g. that arrangements for accreditation of learning on the existing programme can be made.

No extra fee is payable, provided that the fee due for the new programme at the time of transfer is the same as, or less than, what was invoiced for the original registration.

Where the fee for the programme the learner is transferring to is higher than that invoiced for on the original registration, an invoice will be issued for the difference between the two fees.

A learner may not be transferred from an individual unit registration to a full programme (qualification). In such cases, the learner must be re-registered for a full programme. The special registration fee may be applicable.

All success reported under one registration number will appear on the final, cumulative Notification of Performance or Certificate of Unit Credit. If the learner does not wish the earlier unit success to appear on final award documentation, then it will be necessary for him/her to **re-register**.

Learners may not be transferred from or to an Apprenticeship Scheme and should be re-registered if they change to a new programme or scheme.

Transfers of registration between programmes of the same qualification type and level are made at no extra charge.

A new completion date is mandatory when transferring. Groups of 20 or more learners will be transferred overnight; all other transfers should take place almost immediately.

Transfer of a learner to another centre

A learner may transfer to another centre. Normally if a registration is being transferred, it is to enable the learner to complete the same programme of study.

For a certificate to be awarded, the learner's record at the final centre will have to show all the completed units required. Prior to transfer, it is therefore essential that a comparison of units previously undertaken is made against the requirement of the new programme.

The learner must be advised of any additional work that may be needed to meet in full the requirements of the receiving centre. The initial centre must ensure both, that all completed units are notified to us and that all the relevant assessment records are passed to the receiving centre. The receiving centre should not process the transfer until all previous achievement has been notified.

Transferring from a different centre

To validate the identity of a learner transferring into your centre, you will need to provide their date of birth along with their registration number. If these details match, you will be able to choose which currently approved Pearson programme you wish the learner to be transferred to.

It is important to ensure that any units completed by the previous centre are reported prior to the transfer. The receiving centre should confirm the units completed by the learner by viewing the unit certificate gained at the previous centre.

When you have selected the programme to be transferred to, click on "Transfer" to process the transaction.

Do not re-register the learner for the new programme. Re-registering will create a new registration number for the learner which, in turn, will cause problems on programme completion and delays in certification.

Programmes that are not compatible

If a learner, having completed some units of the programme for which he/she was initially registered, wishes to begin an entirely new and different programme where units already

completed may not be compatible with the new programme, then the transfer of the original registration may not be applicable.

Electronic Data Interchange (EDI) transfers and amendments (Edexcel Online Only)

Transfers and amendments can also be made via Electronic Data Interchange. Please refer to the Information Manual for more information.

Access to assessment

Equality of opportunity is a requirement of our provision and is embedded in our policies. There should be no artificial barriers to Pearson programmes and awards, which must:

- be available to everyone who can achieve the required standard
- be free from barriers which restrict access to progression
- be free from overt or covert discriminatory practices with regard to age, colour, creed, ethnic origin, gender, nationality, marital status, race or sexual orientation
- pay due regard to the particular requirements of individuals, including those who may require support to undertake learning and assessment
- be free from any restrictions that are not legally required.

Our policy on access arrangements and special considerations for Pearson qualifications aims to enhance access to the qualifications for learners with disabilities and other difficulties without compromising the assessment of skills, knowledge, understanding or competence being measured.

English competency

Security operatives are likely in the course of their work to be required to make calls to the emergency services or need to communicate to resolve conflict. It is essential that security operatives are able to communicate clearly in all aspects of English (reading, writing, speaking and listening).

It is the centre's responsibility to ensure that each learner is sufficiently competent in the use of the English language. All assessment must be conducted in the medium of English. Centres must ensure that learners have sufficient language skills before putting the learners forward for assessment.

As a guide, learners should as a minimum have language skills equivalent to the following:

- a B1 Level qualification on the Home Office's list of recognised English tests and qualifications
- a B1 Common European Framework of Reference for Languages (CEFR)
- an ESOL qualification at Level 1 on the Ofqual Register taken in England, Wales or Northern Ireland
- an ESOL qualification at Scottish Credit and Qualifications Framework Level 5 awarded by the Scottish Qualifications Authority (SQA) and taken in Scotland
- Functional Skills Level 1 in English
- SQA Core Skills in Communication at Scottish Credit and Qualifications Framework Level 5
- Essential Skills Wales Communication Level 1.

The Standards Verifier will require your centre to explain how you ensure each learner is sufficiently competent in the use of the English language before they commence any programme and how you record this. You are required to retain records of all learners' English assessments in reading, writing, speaking and listening with the other assessment documentation for a period of 3 years after certification and make these available for your Standards Verifier activity. Formal assessments in reading and writing must be completed by learners and copies of their responses retained for audit purposes.

As specified by the SIA, it is the centre's responsibility to ensure that each learner is sufficiently competent in the use of the English and/or Welsh language. All assessment must be conducted in the medium of English and/or Welsh as appropriate. Centres must ensure that all learners have sufficient reading, writing, speaking and listening language skills before putting the learners forward for assessment.

As a guide, learners should, as a minimum, have language skills equivalent to a level 1 qualification. Pearson SVs would expect the centre to have a published process in place for assessing English Language competence. Likely evidence would be:

- copies of English Language certificates held by learners demonstrating at least a L1 achievement (RPL) in reading/writing/speaking/listening
- copies of assessment completed at the centre eg BSK/ Sample Functional Skills papers that cover all reading, writing, speaking and listening language skills and have been

assessed to be at L1 or above. These must be completed by learners and assessed/scored by the centre (or electronically if an online testing system is used)

- written tests and interview notes

There should be a declaration signed by centres to confirm they have assessed the learner and in their professional opinion the learner is sufficiently competent in the use of the English language (reading, writing, speaking and listening) to meet the SIA's requirements. All evidence must be retained for inspection by Pearson/SIA/other regulators for 3 years post certification.

In line with SIA requirements, Pearson sets tests which are available in English only. Therefore, it is not appropriate for learners for whom English is their second language, to be provided with a scribe, reader or dictionary to assist them in their assessment. To do so would provide an unfair advantage to the learner. The policy on the use of English is available on the SIA website.

You are required to carry out an initial assessment of learners (reading, writing, speaking and listening) to identify their particular needs at the earliest stage. In the case of learners for whom English language communication skills are a weakness (and other particular special needs considerations do not apply), it would be appropriate to direct them to undertake additional learning to develop these skills. You are required to retain assessment records for English reading, writing, speaking and listening with the other assessment documentation for learners for a period of 3 years after certification and make these available for your Standards Verifier activity.

NB: Sample Functional Skills tests can be accessed by centres at the link [here](#) if required.

Pre-requisites for learners - First Aid Requirements

First Aid (Door Supervision and Security Officer including Top Up qualifications)

From 01 April 2021 learners taking their Door Supervision or Security Officer training for the first time will need to show that they hold a current and valid First Aid or Emergency First Aid certificate*. This must meet the requirements of the Health and Safety (First Aid) Regulations 1981. Training centres must confirm that each learner is sufficiently qualified in First Aid or Emergency First Aid. First aid is also a requirement for learners who completing top up training from 01 April 2021.

Learners should, as a minimum, have achieved an Emergency First Aid at Work qualification covering

the following outcomes:

- understand the role of the first aider, including:
 - the importance of preventing cross-infection
 - the need for recording incidents and actions
 - use of available equipment
 - assess the situation and circumstances in order to act safely, promptly, and effectively in an emergency
- administer first aid to a casualty who is unconscious (including seizure)
- administer cardiopulmonary resuscitation and use of an automated external defibrillator
- administer first aid to a casualty who is choking
- administer first aid to a casualty who is wounded and bleeding
- administer first aid to a casualty who is suffering from shock
- provide appropriate first aid for minor injuries (including small cuts, grazes and bruises, minor burns and scalds, small splinters)

Learners should present their First Aid or Emergency First Aid certificate* to their training provider before they start training. This certificate* must be valid for at least 12 months from the course start date.

Centres are responsible for checking the learner's First Aid certificate, and for keeping records of how a learner meets this requirement. Training centres must retain this information for a minimum of 3 years,

*Training centres are permitted to deliver suitable First Aid qualifications together with security qualifications as part of a training package. Learners must complete and pass all First Aid training before starting the security training.

Learners undertaking a CCTV qualification do not need to hold any First Aid qualifications.

First Aid (Close Protection)

Training centres must confirm that each learner has a valid Level 3 (RQF/QCF) Level 6 (SQF) 3-day full First Aid qualification before they can begin any close protection training.

Training centres are permitted to deliver suitable First Aid qualifications together with the close protection qualification as part of a training package. Learners must complete and pass all First Aid training before starting the close protection training. Acceptable First Aid qualifications include:

- Level 3 (RQF/QCF) Level 6 (SCQF) First Aid at Work
- Level 3 (RQF/QCF) Level 6 (SCQF) First Person on Scene
- Level 3 (RQF/QCF) Level 6 (SCQF) First Response Emergency Care
- Level 3 (RQF) Level 6 (SCQF) First Aid Response

Training centres must confirm that each learner holds a valid First Aid certificate. It must comply with the following requirements, which have been taken directly from the Health and Safety Executive's guidance document:

Certificates

Do the certificates issued to students assessed as competent contain the name of the training organisation, the title of the qualification (eg FAW or EFAW), reference to the Health and Safety (First-Aid) Regulations 1981, the date of issue and confirmation the certificate is valid for three years?
(If training is neither FAW nor EFAW the certificate should also list the learning outcomes of the syllabus on which candidates have been assessed.)

Learners should present their valid First Aid certificate to their training provider before they start training. If the learner does not have a recognised First Aid qualification but can demonstrate an appropriate job role at or above the required level (e.g. paramedic) they need to provide evidence of this to the centre before being allowed on the course.

This is in addition to the minimum 194 hours knowledge and practical skills training.

Centres are responsible for checking the learner's First Aid certificate, and for keeping records of how a learner meets this requirement.

Training centres must retain this information for a minimum of 3 years.

Recognition of prior achievement

You may make claims for some units or a whole qualification based on accreditation of prior learning or experience. There are two distinct processes that are explained below: RPL and exemptions.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) was formerly known by different names, including Accreditation of Prior Learning (APL) and Accreditation of Prior Experiential Learning (APEL).

To apply RPL to claim a unit, you need to collect evidence that a learner has met each assessment criterion. Please note RPL is relevant only for internally-assessed units, not tested units.

Please note that there will be **No Recognition of Prior Learning (RPL)** from the old qualifications to the new qualifications. Any learners registering on the new Level 2 qualifications from 1st April 2021 or the new Close Protection Qualification from April 2022 need to complete ALL the new

units. This is because there is new content in the new units and the SIA requires all learners to take the new units to ensure they receive the most up to date training. This policy will be applied by all awarding organisations.

In the context of SIA licence-to-practise qualifications, training exemption is applicable only to the **Pearson Level 3 Certificate for Close Protection Operatives in the Private Security Industry**. Detailed guidance on how this process should be applied is available on the [SIA website](#).

Training exemption record form (Appendix 12) Level 3 Close Protection

This form should be completed by the centre for each learner who wishes to claim exemption from some or all of the training/ mandatory classroom attendance for Close Protection.

It must be kept securely for inspection by Pearson and presented for SV sampling. Please note there is NO process for exemption from a part of the assessment.

Exemptions (for L2 programmes)

The SIA has agreed exemptions from training or assessment for a number of qualifications where learners have passed relevant qualifications. For details of these qualifications, centres should refer to the [SIA website](#).

Please note that exemptions can only be applied to qualifications within the same suite. For example, a unit exemption on a 2021 qualification can only be made to another unit within the same 2021 suite.

Usually, exemptions will apply to the unit Principles of Working in the Private Security Industry 2021 only as this unit is common to all the Level 2 qualifications. The Conflict Management unit and the Physical Intervention unit also appear in a number of the qualifications.

Claiming exemption for licence-to-practice qualifications

If a learner is exempt from a unit, they must supply evidence of this exemption by informing us of the relevant qualifications/units achieved. If the units have been achieved **with us**, please send an email to your Account Specialist, including:

- the learner's registration number for the original certificated qualification
- the learner's registration number for the current qualification being taken
- unit(s) in the current qualification the learner wishes to claim by exemption.

If the units have been achieved **with another awarding organisation**, please send an email to your Account Specialist, including:

- a PDF attachment of the certificate showing the units already achieved. Please include in the file name the learner's registration for the current qualification
- unit(s) in the current qualification the learner is claiming exemption for.

Conducting tests

Tests are an assessment of the learner's knowledge and understanding. The test papers and test items are Pearson copyright and should not be reproduced or published without prior written consent from us. Any reproduction of test questions in revision documentation or student notes will be viewed as an infringement of copyright and will be viewed as malpractice to which sanctions, including the revocation of centre approval, may apply.

Roles and responsibilities

You will need a **Test Manager** and an **Invigilator** to administer the tests. These two roles **must** be performed by separate people. This is necessary as there may be a situation where a candidate needs to leave the room, or someone is required to leave the room to request assistance. During the test, the candidates must be monitored at all times. So if someone needs to leave the room, there will always be at least one person to ensure this criteria is met. In Work-Based Learning environments, where there are only two personnel at the centre, the tutor should take on the role of the Test Manager and **not** the Invigilator.

Test Manager (Centre Manager or the nominated person)

This person holds responsibility for test security and must ensure that the testing procedure is followed. Their responsibilities are:

- downloading and printing the **correct** tests from the secure website
- ensuring that any re-sit learners have been given a different test paper
- creating a seating plan before the start of the test
- completing test logs
- all test records – Pearson test logs, seating plans, test room checklist, test control sheet etc – **must** be kept for at least three years for audit purposes
- photocopying/scanning of the test answer sheets prior to returning the originals
- ensuring safe storage and dispatch of test papers
- preparing the Invigilator to undertake their role in line with the testing procedure (this may also include confirming the identity of learners and checking eligibility for exemption from a test or training).

Please Note: All responsibilities must be carried out, even if there is only one learner taking the test.

Important: You **must** ensure that you download the correct test for the qualification on which your learner is registered.

- If the learner is registered on or before 31 March 2021, they must take the test on the 2015

qualification test pages

- If the learner is registered on or after 1 April 2021, they must take the test on the 2021 qualification test pages

These instructions are also signposted on the website and the correct qualification pages include the title of the qualification followed by '2015' or '2021'.

The learner must complete the correct test according to their registration date as these are licence to practice qualifications. Tests submitted for the incorrect qualification cannot be processed.

Invigilator

The Invigilator has the following responsibilities:

- ensuring the test room meets the requirements specified in the procedure
- ensuring no reference material which might be helpful to candidates is displayed in the test room
- distributing and collecting test papers and answer sheets to the learners on the test day
- recording evidence of learners' identities
- recording any changes to the seating plan
- ensuring the test is conducted under examination conditions
- ensuring learners do not commit malpractice (e.g. cheat), copy or in any other way gain an unfair advantage when taking the test
- reporting any issues of learner malpractice or misbehaviour during the test to the Centre Manager
- they do not need any knowledge of the syllabus or be a qualified trainer.

Please Note: The Invigilator must be anyone **but** the trainer who delivered the training to the learners undertaking the test.

Test room selection and checking

All exam venues must comply with Joint Council of Qualifications (JCQ) or the qualifications regulator for Wales (ACCAC) or Scotland (SQA) policy, standards and regulations. Centres must comply with the requirements of the Disability Discrimination Act as specified in the relevant SIA Core Competency specification.

We recommend that your Centre Manager undertakes regular audits of test rooms to satisfy themselves that they continue to meet the requirements. We advise Invigilators undertake a pre-test check on each testing occasion when a new testing location is used.

You can find a supporting **Test Room Checklist** on our [website](#).

You can adapt this to fit your individual requirements. You must retain the signed and dated test room checklist for a period of 3 years. These may be reviewed by Pearson personnel as part of the centre audit process.

Onscreen tests

We offer onscreen Pearson Security tests. Our onscreen tests offer certain advantages over the traditional paper tests including additional benefits, these are listed below:

- on-demand testing
- schedule up to 365 days in advance
- free installation
- free support.

Additional information on onscreen testing can be found [here](#).

Paper tests

The following procedure should be used in conjunction with the current academic year's JCQ document **General, Vocational and Diploma Qualifications - Instructions for Conducting Examinations** available from [JCQ's website](#).

Supporting documentation is available on our [website](#).

Downloading test papers from Edexcel Online

You will only be able to download Pearson test papers once you are approved to run the qualification. You will need to use your Edexcel Online login details. For guidance on how to do this, please refer to the separate **User Guide for Test Download Facility** document.

These tests are secure material. The files must be held securely, deleted after printing and must not be copied onto mobile storage devices, media devices or sent via email. Any infringement or misuse of test files will be viewed as malpractice to which sanctions including the revocation of centre approval may apply.

Important: You **must** ensure that you download the correct test for the qualification on which your learner is registered.

- If the learner is registered on or before 31 March 2021, they must take the test on the 2015 qualification test pages
- If the learner is registered on or after 1 April 2021, they must take the test on the 2021 qualification test pages

These instructions are also signposted on the website and the correct qualification pages include the title of the qualification followed by '2015' or '2021'.

The learner must complete the correct test according to their registration date as these are licence to practice qualifications. Tests submitted for the incorrect qualification cannot be processed.

Producing test papers

- You must download new test papers and answer sheets for each test sitting and must delete the files once printed.
- Printing of test papers must be conducted in a secure environment
- You must use the correct answer sheet for the qualification on which your learner(s) are registered. These can be found alongside the test paper on the microsite. Failing to use the correct answer sheet will cause delays in marking.
- Tests must be downloaded no more than 10 days prior to each test sitting.
- Download the test paper and answer sheet from the secure website and print the required number of copies
- Once printed, test papers must be held securely. This is part of the conditions of centre approval. You will need to document printing of the papers using the Pearson Test Control Sheet
- A nominated individual (not involved in the provision of the training) needs to witness:
 - the time the test file was downloaded, printed and deleted
 - the copying of the required number of test papers
- The destruction of test papers following the test. It is recommended that you enter the learner details and proof of learner identification on the answer sheets at the start of the test, after checking identification documents brought by the learners on the day of the test, to reduce errors in the processing of the answer sheets. Ensure that the following details appear:
 - learner number, which is the Pearson learner registration number, created during the registration process. This is not a centre assigned number
 - centre ID, this may include a suffix letter if you have sub-sites. Please include this
 - date (the date the test is being taken)

- proof of ID is the type of evidence seen, please see the section on checking learner ID
- Once you have printed/photocopied the correct number of test papers you need, the papers, answer sheets, test log, “Procedure for the Invigilation of Tests” and “Guidance to Learners” must be stored securely and they must be in a sealed envelope. The test papers **MUST NOT** be opened until the time of the test and then only opened in front of the learners
- The Invigilator should be prepared for the invigilation, and have a copy of the “Procedure for the Invigilation of Tests”, the “Test Room Checklist” and the “JCQ Instructions for conducting examinations” so they can document the invigilation.

If the test is being held at an external location, and test papers are printed before arriving at the location, the Invigilator should ensure that test papers are transported in a secure bag and retained with them at all times. Test papers should **not** be secured in hotel room safe during transportation. The centre must have an appropriate policy to support the secure transportation of any test papers.

Booking Tests through the Qualifications Management Application

These tests were previously offered through the Qualifications Management Application (QMA) but the new test suite (April 2021) **cannot** be booked through the Qualifications Management Application.

Storing test materials securely

The Test Manager at your centre is responsible for the security of test papers.

- The door leading to the secure storage unit should be of solid construction and should have a security lock
- Secure room should exams office staff
- Secure room should have:
 - Walls, ceiling and floor of strong, solid construction
 - If windows are easily accessible they must be fitted with bars or the room alarmed
 - 2 – 6 key holders
- The safe or cupboard/filling cabinet should be secure and not easily removable
 - Cupboard/filling cabinet should be metal and have a secure bar fixed

- Only accessible to 2-6 exams staff
 - Includes key or electronic code
- Appropriate arrangements must be made for the collection and dispatch of test scripts
 - Completed papers are to be securely stored until dispatched to Pearson
- Live examination material must be transferred securely from storage to the test venue
- For onscreen tests, the Invigilator must check to ensure that the assessments have been uploaded to Pearson
- More details about the secure storage of exam materials are available in the JCCQ guidance and “Conditions for Storing Exam Material”.

Enabling learners to take the test

- Use the “Test Room Checklist” to ensure that your test centre has adequate accommodation and facilities for seating the learners. You should give due consideration to features such as heating, lighting, ventilation and the level of noise. This Checklist should be completed before you deliver any tests.
- Ensure that the seating arrangements prevent learners from overlooking, intentionally or otherwise, the work of others. The minimum distance in all directions (from centre to centre) of learners’ chairs must be 1.25 metres
- Ensure that all learners face in the same direction and each learner has a separate desk big enough to accommodate test papers and answer sheets
- Follow the “Instructions for Invigilators and learners” (Appendix A)

Guidance to the Test Manager

- The Test Manager or nominated individual should ensure that suitably experienced people carry out invigilation.
- “Experienced” is defined as people who thoroughly understand the “How to Conduct and Run Tests” section of this document and all associated documents
- Make sure that sufficient Invigilators are appointed to ensure that the test is conducted in accordance with the requirements
 - 1:30 paper tests
 - 1:20 onscreen tests
- The Invigilator must be certain of the identity of every learner sitting the test. The Test Manager should ensure that the Invigilators are able to carry out checks on the identity of all the learners
- The invigilator must open question papers in front of learners
- You must give learners enough time to check that the details on their answer sheet are correct. Any errors will result in delays to the processing of answer sheets and/or the

SIA licence application

- The Invigilator should give the answer sheets a visual check to ensure they are properly completed prior to the learners leaving the test room
- The Invigilator should complete the “Pearson Test Log”. Retain this document at your centre for 3 years so it can be inspected by a Pearson auditor
- The Invigilator must separate out answer sheets and test papers, placing them in two envelopes, sealing them, and returning them to the nominated individual or Test Manager. The Test Manager should then destroy the test papers and record this on the Test Log.

Returning the answer sheets to us for marking

- The Test Manager should check that the answer sheets are all completed correctly
- Please note that all fields must be completed
- Scan or photocopy the answer sheets, and store these copies securely
- Complete the “Test Paper Checklist” and include a copy with the answer sheets
- If the tests were booked through Edexcel Online, send the original answer sheets and the “Test Paper Checklist” to the following address:
 - Pearson, Fretwell Road, Hellaby, South Yorkshire, S66 8HN
- You should send the test papers using recorded or special delivery within 48 hours of completion of the second test. Delays to this process will delay the marking of the tests, reporting of test results and licence processing. We will check the length of time you take to return the test answer sheets and may consider delays as evidence of malpractice
- Answer sheets for all units should be submitted together. If there is a gap between tests, the answer sheets should be stored securely until they are ready to be returned to Pearson for marking.

Informing the learner of their test results

- We will process the answer sheets onto the learners’ record on a weekly basis, usually by Friday afternoon. We will make the results available on Edexcel Online as soon as the results are processed. Please inform your learners of their test results as soon as possible once you have the results
- You should have an appeals procedure as part of your centre approval. Please also see the Appeals Procedure section of this document
- You also need to have a system in place to support learners who have not passed the test. This may include additional training and the opportunity to retake a different version of the test, as appropriate.

Administering re-sits

- It is your decision if you wish to allow an unsuccessful learner to retake the test and the appropriate number of re-sits. It is also the centre's responsibility to suitably prepare learners retaking the test and to identify any special requirements which may have led the learner to be unsuccessful in the first instance
- The centre must ensure that the learner sits a different test paper on the re-sit
 - Invigilators are to be made aware of re-sits to ensure learners get a different test paper.

Please Note: We reserve the right to take appropriate action in the event of the misuse of the test, serious lapse of security arrangements or failure to adhere to the procedures outlined in this guide. This could include removal of centre approval.

Appeals Procedures

Internal: at your Centre

You should have an appeals procedure for learners as part of your centre approval. The appeals procedure should be communicated to learners at the start of the training. You should keep a written record of all appeals and keep these records for three years. Your records should describe the grounds for the appeal, who dealt with it and how, and what actions were taken to address it.

External: to Pearson

If a learner wishes to appeal a result and the centre supports the claim, please contact your Account Specialist. We will investigate your claim and respond in writing. If an investigation into the result is necessary we reserve the right to make a charge for the service.

Reporting learner achievement for internally assessed units

Responsibilities

You are responsible for reporting the achievement of internally assessed units, where the learners have evidenced the assessment requirements. You are also responsible for reporting success for interim and/or final certification. For more information, please refer to the qualification specification.

Unit grades

Pearson Security Qualifications are Pass/Fail only. Unlike some other Pearson qualifications, there are no Merit or Distinction grades.

Methods of reporting

Edexcel Online

You may report results for internally assessed units and claim certification using Edexcel Online. Electronic Data Interchange (EDI) transmission (Edexcel Online only). It is possible to report achievement using EDI. For details, please refer to the [Information Manual](#).

Assessing Individual Units

Assessing individual units

Pearson provision for the assessment of these units and qualifications is summarised below. Copies of secure Mandatory Internal Assessment materials can be downloaded from the Pearson website by centres.

All knowledge and practical assessment evidence (including visual recordings) must be retained for a minimum of 1 year for audit purposes. All internal assessments must be internally quality assured and are subject to external quality assurance by your Pearson Standards Verifier.

These rules apply to the units in use in England, Wales, and Northern Ireland.

The ratio of trainers to learners should be 1 trainer to a maximum 12 learners for units where there is an assessment of practical skills.

Each learner must be assessed individually when undertaking the practical demonstrations.

Unit title	Knowledge assessment	Practical assessment
Principles of Working in the Private Security Industry	Externally set and marked MCQ exam made up of 72 questions (110 minutes) Pass mark = 70%	Externally set, internally assessed activity based on the completion of an evidential statement
Principles of Working as a Security Officer in the Private Security Industry	Externally set and marked MCQ exam made up of 60 questions (90 minutes) Pass mark = 70%	Externally set, internally assessed observation of searching with observation sheet and Externally set and internally assessed observation of using communications devices The practical assessment for each learner must be visually recorded and should take approximately 15 minutes per learner Pass mark = 100%
Principles and Practices of Working as a CCTV Operator in the Private Security Industry	Externally set and marked MCQ exam made up of 40 questions (60 minutes) Pass mark = 70%	Externally set and internally assessed practical CCTV scenario with portfolio and observation sheet The practical assessment and portfolio completion should take approximately 25 minutes per learner Pass mark = 100% and Externally set and internally assessed workbook Pass mark = 80% for the short answer element of workbook
Principles of Working as a Door Supervisor in the Private Security Industry	Externally set and marked MCQ exam made up of 50 questions (75 minutes) Pass mark = 70%	Externally set, internally assessed observation of searching with observation sheet and Externally set and internally assessed observation of using communications devices

Unit title	Knowledge assessment	Practical assessment
		The practical assessment for each learner must be visually recorded and should take approximately 15 minutes per learner Pass mark = 100%
Application of Conflict Management in the Private Security Industry	Externally set and marked MCQ exam made up of 20 questions (30 minutes) Pass mark = 70%	Externally set, internally assessed of one practical scenario with observation sheet per learner The practical assessment for each learner must be visually recorded and should take approximately 15 minutes per learner Pass mark = 100%
Application of Physical Intervention Skills in the Private Security Industry*	Externally set and marked MCQ exam made up of 30 questions (45 minutes) Pass mark = 80%	Externally set, internally assessed observation of each learner performing every technique with observation sheet and Q/A session to cover critical areas of PI knowledge The practical assessment for each learner must be visually recorded and should take approximately 15 minutes per learner Pass mark = 100%
Principles of Using Equipment Relevant to Working as a Door Supervisor in the Private Security Industry	Externally set and marked MCQ exam made up of 5 questions (10 minutes) Pass mark = 70%	Externally set, internally assessed observation of using communication devices with observation sheet The practical assessment for each learner must be visually recorded and should take approximately 5 minutes per learner Pass mark = 100%
Principles of Terror Threat Awareness in the Private Security Industry	Externally set and marked MCQ exam made up of 10 questions (20 minutes) Pass mark = 70%	N/A
Principles of Minimising Personal Risk for Security Officers in the Private Security Industry	Externally set and marked MCQ exam made up of 16 questions (25 minutes) Pass mark = 70%	N/A

Unit title	Knowledge assessment	Practical assessment
Principles of Working as a Close Protection Operative in the Private Security Industry	Externally set and marked MCQ exam made up of 52 questions (80 minutes) Pass mark = 70%	Externally set, internally assessed workbook. Portfolio of evidence.
	Externally set, internally assessed workbook	
Working as a Close Protection Operative in the Private Security Industry	Externally set, internally assessed workbook	Externally set, internally assessed workbook. Portfolio of evidence.
Knowledge of Door Supervision Responsibilities for Close Protection Operatives	Externally set and marked MCQ exam made up of 29 questions (45 minutes) Pass mark = 70%	N/A
Application of Physical Intervention Skills for Close Protection Operatives in the Private Security Industry*	Externally set and marked MCQ exam made up of 30 questions (45 minutes) Pass mark = 80%	Externally set, internally assessed observation of each learner performing every technique with observation sheet and Q/A session to cover LO8 The practical assessment for each learner must be visually recorded and should take approximately 15 minutes per learner Pass mark = 100%

* The trainer will only pass a learner when they have demonstrated all techniques successfully. Each learner should introduce themselves and state the date and the techniques they are demonstrating.

Claiming certificates

You can claim an award and grade for internally assessed units using Edexcel Online. It is not necessary to make any claims if the qualification is purely externally assessed.

Claim type

- **Full Award.** If the learner has completed all the required units, click the “Full Award” button. If the learner is eligible for the full award, it is important that a full award claim is made or a final qualification will not be issued. Please ensure that all the requirements for the programme have been satisfactorily completed and all units are showing on the screen, as this entry closes the registration. Please note, only full certification from an SIA approved awarding organisation such as Pearson, will be acceptable evidence of successful achievement of licence-linked qualifications.
- **Interim.** If a learner has not completed all the requirements of the qualification you can claim an interim certificate. This will issue a notification of performance, listing all currently completed units. The notification of performance is not a full certificate. The learner registration will remain open. To do this, click the “Interim” button.
- **Fallback.** If a learner has not completed the qualification and does not intend to continue studying you can issue them with a fallback. This will issue a “Certificate of Achievement”.
- Clicking this button will close the learner’s registration, so you should only do so where you are sure that the learner will not be returning to continue the qualification at a later date. The Certificate of Unit Achievement does not state the title of the original programme of registration: it only lists units that have been successfully achieved.

Withdraw/Re-instate Learner

If the learner has withdrawn from the programme, or they are transferring to another centre, you can put the registration on hold. This does not permanently close the registration but will remove them from your reports. A Notification of Performance will be issued for any units that have so far been achieved.

Centre declaration

When you claim certification online you are declaring that you attest to the authenticity of the information and claims submitted and you confirm that you are authorised to make the statement on behalf of your centre.

Timing of claims

Data should be submitted for all learners on these occasions:

- Immediately after completion. It is essential that you report promptly so that the licensing process is not delayed.
- On transfer of the learner to another programme/centre.
- For all learners who have withdrawn from the programme, even where no success has been achieved.

Eligibility (Edexcel Online)

We can only issue a full certificate if the eligibility requirements have been met for that qualification. You can view the eligibility requirements on Edexcel Online for all the Pearson programmes that you have been approved to offer.

To do this, select the “Qualifications” option from the menu on the left of the screen, and then select “Reports”. Once requested, you can obtain the programme definition in your Edexcel Online mailbox which you can find at the top of the screen above your centre number.

If you claim a learner’s full award and they have not met the eligibility requirements we will contact you.

Certificate deferrals

Your certificates may be deferred (held back) if you have not yet had a Standards Verifier sample or we have not received a report from your Standards Verifier.

We check our system to see if you have claimed any awards and they are deferred and may contact you if this is the case. We reserve the right to withhold certification when undertaking investigations, audits and quality assurances processes. You will be notified within a reasonable period of time if this occurs.

Making amendments

Getting an internally assessed unit result changed

If you realise you have incorrectly claimed a unit, then please contact us. We may ask you to take corrective action to prevent a recurrence, if the incorrect result was due to maladministration.

Re-opening a registration after a fallback has been issued

We are happy to re-open fallback registrations if a learner resumes their study. Please email your Account Specialist with your request. Please note we may charge for processing of your request.

Queries raised by Pearson: form queries

If we cannot issue a certificate for a learner because they are not eligible we may query it with you through Edexcel Online.

The query will be sent in the form of an email to your Edexcel Online mailbox. You can then reply to the query online by clicking the "Reply" button. Our query will explain the problem and any information or documentation we need in order to issue the certificate. Please help us by responding to these queries so we can issue your certificates.

Award documentation

Certificates

We send certificates out every week. We send them by recorded delivery or by courier service. You must give the certificates to learners as soon as possible once you have received them. You are responsible for giving them to your learners. It is not acceptable to withhold certificates from learners for non-payment of course fees.

Evidence of achievement

Once a learner has successfully completed the course we will issue you with their certificate, together with a Notification of Performance.

The Notification of Performance lists all units that the learner has achieved. It will show the title and details of each unit studied at each centre and the grade achieved, together with an indication of the current status of the learner.

This Notification of Performance should be given to the learner, so that he/she has evidence of achievement to offer for entry to a further programme, for employment purposes or for transfer to another centre.

Certificate of Unit Achievement

If your learner does not obtain the full award you can claim a Certificate of Unit Achievement, which shows details of the units they have completed. This document does not state the title of the programme for which the learner was originally entered and is not a full certificate.

The issue of a Certificate of Unit Achievement closes the learner's registration. It should be noted that a Notification of Performance will automatically be issued for all units reported, so a request for a Certificate of Unit Achievement should not be necessary unless specifically requested by the learner.

Award date

The award documentation will show the month and year in which a programme was completed. If, for any reason, results were submitted late to us, or the programme was of unusual duration, the centre can backdate the month on the final award by up to six months. You cannot backdate certificates by more than a year without a written explanation.

Funding

There is funding available for security officer and door supervision qualifications needed to obtain a Security Industry Authority licence (SIA). These qualifications are available to learners who need help to move into work, or remove a barrier to getting into work. For a definition of 'unemployed' please refer to the Adult Education Budget Funding Rules for 2016 to 2017. The SFA will only fund the security qualifications if a local employer, individual, work programme provider or Jobcentre Plus commits to funding the SIA licence which allows the learner to enter a job. *N.B. The Pearson CCTV qualification is not currently funded.*

Retention of certificates

If your learners do not collect their certificates, it is your responsibility to retain the documents for 12 months. After this point you can destroy them in a secure manner. If a replacement is then required after you have destroyed them we may have to charge a replacement fee. You do not need to send uncollected certificates to us.

Outstanding financial obligations to the centre

Centres may be permitted to withhold certificates from candidates or learners only in very exceptional circumstances, but only with the prior consent of Pearson. For further guidance, please refer to Pearson's Withholding Results and Certificates from Candidates and Learners Policy.

The charges you make to learners are your own, and you may charge additional fees for late registration or other costs incurred at your centre if you wish. We recommend that you obtain payment from your learners before you register them.

Incorrect and invalid certificate claims

If you have claimed a certificate in error, please return it to Customer Services with an explanation in writing. Please explain the nature of the error, how the error occurred, and detail any steps taken to prevent a recurrence of the error.

Replacement certification

Lost between Pearson and centre

While every care is taken to deliver certificates safely, sometimes certificates may be lost in the post. If you inform us of missing certificates within one month of issue we will happily replace them free of charge. If you notify us more than one month after issue we may charge you a fee for the replacements.

If you need to return any certificates to us, please use recorded delivery or some other proof of posting obtained from the post office. Either will be accepted as satisfactory evidence.

Lost by centre

Please take due care when distributing certificates and award documents. If you misplace award documents in your centre, please contact Customer Services for replacements (a replacement certificate form is not needed).

Learner name changes

You need to ensure that the learner's names and dates of birth reported at registration are correct, and match their evidence of identity. These are the details that will appear on the certificate.

When you receive your certificates, please check them for accuracy. You should receive an "Awards Receipt Acknowledgement" (SA6) form with each package of certificates. If you need any changes to any certificates please complete this and return it to us and we will make the necessary corrections and send replacement certificates to you.

A replacement certificate fee will be charged if the request is received by us more than one month after the certificate was issued. No change of name that has taken place later than the award date can normally be taken into account. Learners should be made aware of this policy.

Damaged documents

If you receive damaged certificates please return them to Customer Services and we will be happy to replace them for you.

Lost or damaged between centre and learner

We make every effort to pack documents securely and advise you to do the same when giving the certificates to your learners. We cannot accept responsibility if they are damaged between your centre and the learner. We recommend that you either arrange for personal collection or use recorded delivery for dispatch of original documents.

If the documents have been lost between your centre and the learner, please apply in writing to your Account Specialist, enclosing details of any information you have from the Post Office regarding the loss. A duplicate certificate fee per learner may be charged for replacements.

Duplicate documents

Replacement certificates

If required, you may apply for replacement award documents for a learner, following the instructions in the Information Manual.

Replacements, whilst of precisely the same standing as the original they replace, may not be exactly the same style or format of the original.

There is a fee for replacements, which covers the certificate and the Notification of Performance. Payment from learners will be needed in advance and should be included with the application.

Notifications of Performance, Certificates of Achievement or Unit Credit

Replacement copies of these documents will be produced on payment of the appropriate fee and completion of the application form.

Quality assurance

Our quality assurance processes are built into your centre approval and we carry out ongoing quality checks once you are approved. These may include:

- statistical monitoring of your centre performance (e.g. test performance)
- planned quality activities undertaken by a Pearson Auditor
- spot checks undertaken by a Pearson Auditor (at any time without notice)
- A minimum of **2 Standards Verifier samples** each year for all Pearson Security programmes with internally assessed units including Door Supervision, Door Supervisor TopUp, CCTV, Delivering Physical Intervention Training, Close Protection, Security Operatives
- For centres with large numbers of registrations the number of standards verification activities may be increased based on risk
- Test inspection activity.

As mentioned at the beginning of this handbook Pearson will ensure your Lead Standards Verifier will also act as your Standards Verifier, where they are occupationally competent and it is possible to do so. This will reduce the number of personnel assigned to your centre.

If we are concerned about your centre's quality procedures we may impose sanctions such as:

- working with you to create an improvement action plan
- requiring staff members to receive further training
- remove your access to test materials
- placing temporary blocks on your certificates
- placing temporary blocks on registration of learners
- removing your centre from the SIA website training provider listing
- debarring staff members or the centre from delivering Pearson qualifications
- withdrawing your centre approval status (subject to our investigation).

When your centre gains approval you will be notified of our quality management procedures.

If for any reason, an LSV or SV is unable to carry out a sampling activity, please escalate this to Pearson immediately via the [Customer Portal](#).

Guidance for Internal Verification / Internal Quality Assurance (Requirements for the Security Sector)

Having an effective internal quality assurance process in place is an integral aspect of the partnership between Pearson and security centres approved to deliver Pearson Work-Based Learning programmes.

Centres must employ internal verifiers who are suitably qualified and experienced with occupational expertise to ensure centre internal verification procedures are robust. The internal quality assurance process should be informed by best practice, such as that described in the Joint Awarding Body Guidance on Internal Verification and the Pearson Delivery Guidance & Quality Assurance Requirements published on the Pearson website.

Internal Verifiers for SIA programmes must be able to demonstrate both current sector competence, (having a good understanding of the qualification(s) being sampled) and experience of internal quality assurance of assessment.

The SIA has introduced new requirements for those conducting internal quality assurance at centres from 01 April 2021.

Qualification requirements for internal quality assurers (IQA)

All those seeking to undertake internal quality assurance activities for SIA licence-linked qualifications must have achieved as a minimum the following:

Internal quality assurer (IQA) to hold any of the following qualifications:

- Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practices (RQF)
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practices (RQF)
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Process and Practices (RQF)
- V1 Conduct Internal Quality Assurance of the Assessment Process
- D34 Internally Verify the Assessment Process
- L&D 11 Internal Quality Assurance

Or the following unit from an IQA qualification:

- Unit 2/Unit 4 Understanding the principles and practices of internally assuring the quality of assessment

If IQAs do not hold any of these qualification/units, they will have until 30 September 2022 to achieve one.

Each centre must have access to at least one qualified IQA by 30 September 2022.

IQAs should have security sector competence relevant to the area they are quality assuring.

They should also be familiar with the course content of the units that they are quality assuring.

Centre personnel who want to check their eligibility to act as an IQA for SIA qualifications can do so by contacting their allocated centre Lead Standards Verifier.

Pearson supports approved centres in developing an internal quality assurance process based on managing risk. This should lead to an internal quality assurance strategy and an internal quality assurance process which includes:

- a) IQA sampling strategies, plans and records.
- b) IQA monitoring of assessment judgments and signing off completion of any actions set.
- c) observation of the assessors/assessment practice.
- d) standardising of assessors and assessment judgments.

Part of the role of the internal quality assurance process is to raise the quality of assessment practice through:

- a) encouraging assessors to raise the standards of the assessment process.
- b) identifying and encouraging participation in training opportunities for assessors.
- c) arranging for the standardisation of assessors.

For security programmes, most of which are classroom-based and of short duration, it is recommended that all cohorts of learners are sampled, but not necessarily all learners. The amount of IQA sampling should be informed by the risk rating of the centre's assessors based on factors such as experience and outcomes of previous IQA sampling.

As part of the external quality assurance process (SV Sampling), Pearson will ensure that centres comply with the requirements for internal quality assurance through reviewing the processes,

procedures, documentation and records in place at the centre to ensure internal quality assurance is effective.

The Pearson EQA process will also check the qualifications and sector competence of any centre personnel undertaking an IQA role.

Where the requirements for internal quality assurance are not met, standards verifiers will apply the appropriate sanctions and set actions for the centre.

Refer to [Appendix 7](#) for additional guidance and exemplars on the internal verification / IQA process.

The role of the Test Inspector

Unannounced test inspections are additional quality assurance measures to give you and your learners added confidence in how the tests are conducted.

Our requirements for the delivery of Pearson BTEC Security tests are included in this handbook and the JCQ Instructions for Conducting Examinations documents.

The test inspector will be in possession of a test inspector ID letter which will allow you to verify their identity and give you an opportunity to call us directly to confirm that the inspector has been scheduled to visit your centre. You must allow the test inspector access to your test venue and provide them with the information they require. If using paper-based tests, you must provide the test inspector with photocopies of the answer sheets used during the exam.

The test inspector will complete a test inspection visit report which will outline the findings from the test inspection activity. You will be issued with a copy of the test inspection visit report within five working days of the activity.

How to view your standards verification allocations & reports

As BTEC Security qualifications now sit under the Work-Based Learning NVQ quality assurance model, all Security programmes (BTEC and NVQ) will be reported on the eQRF SV report form if registrations are made on Edexcel Online. *The Qualifications Management Application (QMA) is no longer available for Security qualifications.*

In order to view these reports and Standards Verifier allocations please follow the instructions below.

Edexcel Online

Click [here](#) and then on the PDF document labelled “How to find SV details and reports”. Detail of how to locate your Standards Verifier allocations and completed eQRF reports can be found from pages 4-7.

How to describe our courses accurately

Please ensure that any marketing that you undertake to promote our qualifications is clear and accurate. You can describe the courses with your own preferred title, but please inform your learners of the full name of the qualification as it will appear on their certificate. For example, you may promote the Pearson BTEC Level 2 Award for Door Supervisors in the Private Security Industry as “door supervisor’s course” but please make the full title of the qualification clear to applicants as it will appear on their certificate.

We also advise you to make it clear that successful completion of the course does not guarantee the provision of an SIA licence. You should inform prospective learners that they are also subject to the SIA checks including disclosure, barring (DBS) and identification checks.

Use of the BTEC logo

If you are an approved centre then you may use the BTEC logo. Please contact our Marketing Team at brandhelp@pearson.com for more information.

Use of the SIA logo

Pearson approval does not give you permission to use the SIA logo. Please contact the SIA for further information on the use of their logo.

Listing of approved training providers on the SIA website

We are able to place your centre’s name on the SIA website listing once you are approved. You can request for this to happen by filling in the Security centre details to SIA – Request Form available under the course materials tab on each qualification page. If you are listed and do not

want to appear, than please contact the Approvals team via the [Customer Service Portal](#).

Centres that have not undertaken any training/testing in any of the areas, for which they are approved for more than one year, may be removed from the SIA website listing.

Applying for a Security Industry Authority (SIA) licence

The individual, not the centre, should apply for an SIA licence.

If you or any of your learners have any queries regarding the completion of the SIA Licence Application Form you need to contact the SIA. We will be unable to answer queries about the SIA licensing process and the application forms.

We are unable to provide learners with confirmation of their record or information about the upload of their record to the SIA, and we will direct learners to contact your centre to resolve any problems.

Important to note

Please note that we send learner achievement data for all Security licence linked qualifications to the SIA. The SIA then match this up to individuals' licence applications on the SIA portal to confirm that individuals hold the required licence linked qualification.

Please note that it can take up to 15 working days for qualification achievement data to be reconciled on the SIA portal and for licence applications to progress. The SIA have asked if centres can please advise learners not to contact the SIA within 15 working days of completing their qualification, as they are unlikely to be able to resolve any queries before then.

It is essential that learners ensure the details they provide for their qualification registration are identical to those they use for their SIA licence application. As above, the SIA reconcile learner data with licence application data, and if the details are not identical, the licence application will not be processed. The SIA are reporting that an increasing number of applications cannot be processed because the data does not match.

Common errors include:

- Names not matching e.g.
- First name and Family name are mixed up/transposed in one system, so records do not match
- Shortened version of First name is used in one system and the full version in the other e.g. Andy and Andrew, so records do not match

- Individuals enter their date of birth incorrectly in one system, so records do not match
- If there is a discrepancy between the registration and the licence application and the learner wishes to amend their registration details, or an error has been made on the learner registration, please contact Customer Services to request the change.

If the learner has confirmed that all information is correct and the same on both the qualification registration and the licence application, 15 working days after completing the qualification the learner can contact the SIA to query the progress of their licence application. If the SIA advise they are unable to reconcile the qualification achievement with the licence application please contact [WBL Customer Services](#) and we will investigate further.

Appendix 1: Procedure for the invigilation of tests

Please note that this process must be followed for all tests

1. One Invigilator is allowed to invigilate a maximum of 20 learners for onscreen and 30 learners for paper-based.
2. Invigilators should be aware of the process for latecomers as well as the process in the event of malpractice.
3. Where there is a sole Invigilator he/she must have the facility to summon help without disturbing learners taking the test. An active use of a walkie-talkie or mobile phone is permitted only in this situation
 - Mobile phone or walkie-talking use should not disrupt learners.
4. Learners should be seated with a minimum gap of 1.25m between them.
5. For onscreen tests, the workstations should be set up so as to ensure that no learners' work can be seen by others eg. Stations are a minimum 1.25 meters apart (or greater if required to support social distancing), positioned back to back/separated by dividers/protected by privacy screens.
6. Learners may only take pens into the examination room and any pencil cases must be transparent. Dictionaries are not permitted. Mobile telephones, pagers and other electronic equipment are not permitted.
7. When preparing your examination room you should consider making provision for candidates to securely store their personal belongings outside of the room. If this is not possible, determine how bags and other items could be stored within the examination room so that they are out of the reach of candidates and access to them can be monitored by the Invigilator.
8. Notices must be displayed outside the examination room with warning to

candidates, no mobile phones.

9. Learners must be informed they are under exam conditions and learners have no prohibited items on them (including watches - these can be kept on the candidate's desk or removed from the candidate completely).
10. There must be a procedure for emergency evacuation of the examination room which is explained to learners before the start of the test.
 - This is to cover evacuating the examination room under exam conditions (including separation outside).
11. A seating plan should be completed for each test and retained for three years. The seating plan should also contain the names of the candidates sitting the qualifications.
12. A seating plan should be completed for each test, even if there is only one learner.
13. A reliable clock must be visible to learners at all times.
 - For onscreen tests only the computer clock can be used (if displayed)
14. The start and finish times must be written up clearly for all to see. Please refer to the times printed on the exam cover sheet (written paper).
15. Identification codes should be entered on the answer sheets after checking the identity of learners **before** they start the test.
16. Test answer sheets must be completed in black pen; test answer sheets completed in pencil are deemed invalid.
17. Invigilators are required to issue each learner with a reference number (Centre Managers are responsible for allocating reference numbers in the first instance). This number is entered on the test answer sheet and later on the Pearson BTEC Test Log. The test number should also be recorded on the Pearson BTEC Test Log. Invigilators must check and record the identity of all learners before they take the test.
18. Pearson BTEC Test Logs, seating plans, Test Room checklists, TestControl sheets must be retained for three years for audit purposes.
19. The Guidance to Learners relating to the test must be read out prior to the commencement of the test.
20. A copy of the JCQ Instructions for Conducting Examinations & Procedure for the Invigilation of Tests should be retained in the test room during the test.
21. The envelope must be opened immediately before the start of the examination, in the presence of the learners and be recorded on the Pearson BTEC Test Log.
22. Once the test has started learners may not ask questions about the test. In exceptional circumstances they may seek the attention of the Invigilator, for example if they need to use the toilet. Invigilators must not talk to or distract

learners during the test.

23. If a learner wishes to leave the room for any reason and intend to return to continue their exam they must be accompanied. The Invigilator must remain with them at all times and ensure that they cannot access restricted material. The learners remaining in the exam room must continue to be invigilated.
24. Any issues of ambiguity as identified by the learner must be recorded on the Pearson BTEC Test Log. These issues must NOT be addressed with the learners at the time of the test.
25. No requests for help from learners in relation to the test can be dealt with during the test.
26. Learners arriving late for the test should be seated near to the door and the disturbance to other learners kept to a minimum.
27. Late learners must not be allowed entrance to the examination room if more than fifteen minutes late. In such cases, a Fail must be recorded.
28. Under no circumstances must the tutor / trainer that has prepared the learners for the test be the sole Invigilator.
29. Test Managers **must not** be the Invigilator. In cases where the Test Manager and Invigilator cannot be separate persons, centres should seek to combine their learners with those from other centres or 'swap' personnel with another centre for testing purposes.
30. For paper-based tests: Learners must be reminded verbally when there are only ten minutes of the test remaining.
31. For onscreen tests: Learners do not require a verbal reminder that there are only ten minutes left. A reminder will appear on their screen.
32. At the end of the test the learners must be told to stop writing and ensure that their answer sheet is correctly marked with their name and reference number.
33. Test papers and test answer sheets must be collected in immediately at the end of the test. The Invigilator must check that the learners have completed their details correctly before the learners have left the test room.
34. The Invigilator must put the test papers and test answer sheets into separate envelopes and then seal the envelopes.
35. The Invigilator has 2 envelopes; one for test papers and one for answersheets. The test papers should be returned to the Test Manager for destruction and the answer sheets stored securely prior to dispatch to the address given in the Centre Management Handbook.
36. The test answers must not be changed, checked or altered in any way between the

time of collection and dispatch for marking.

37. Where the centre has an issue with a question that is considered misleading or incorrect, this should be recorded on the Pearson BTEC Test Log and reported to Pearson as instructed on the Log.
38. When transporting test papers to and from an external location the test papers and answer sheets should be secured in a secure bag and retained at all times.
39. Completed papers should be securely stored until dispatched to Pearson.

Your adherence to this process will be checked by Pearson.

Appendix 2: BTEC Test Log

This must be retained at the centre for your records and should be made available for inspection by Pearson appointed staff. These records must be kept for **three years**.

Centre name	
Centre number	
Name of person managing the issue of test papers	
Test name	
Test number	
I confirm the test papers have been locked securely prior to the examination, signed	
Date and time test started	
Time test finished	
Name(s) of Invigilator(s)	
I/We confirm the envelope was opened five minutes before the start of the examination and in front of the candidates. Signature(s)	
Please give details of any unusual incidents, which occurred during the invigilation of this examination.	
Please record the paper reference number as well as the number of any questions that have given cause for concern, for example for reasons of ambiguity, inaccuracy or typographical errors. You should then email the issue to btectestfeedback@pearson.com , heading the email; "Security BTEC Test Issue".	

PLEASE DO NOT SEND THE CONTENT OF ANY QUESTIONS OR ANSWERS.	
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Names of Candidates who sat this examination	Registration number

I confirm that all the information contained in this report is accurate and that all the test papers (except for the answer sheets) have been destroyed after the completion of the examination process.

Signature Please PRINT Name Date

Appendix 3: Identification Codes – learner identification requirements

Recording of identification documents

<https://www.gov.uk/guidance/apply-for-an-sia-licence#check-you-have-the-right-document>

Check the learner to be registered has the right documents to prove their identity
During the application process, the learner will need to provide documents to prove their identity.

You will need to check and record details of

- 1 document from group A
- 2 documents from group B
- a photo of the learner

The record of identification documents checked should be retained and made available for Pearson or SIA audit for 3 years post certification.

Each document **must be the original, physical document**. You cannot accept a scan or photocopy.

If any of the documents are not in English, the learner will need to provide both:

- the original document
- an English-language translation from an approved translator

The learner will need to arrange the translation of the document(s) into English and pay any costs.

Only accept translations from the following:

- embassies, high commissions or consulates
- translators who are accredited by the Institute of Translation and Interpreting (ITI) and hold qualified or corporate membership
- translators who are fellows (FCIL) or members (MCIL) of the Chartered Institute of Linguists (CIOL)
- translation companies that are accredited by the Association of Translation Companies (ATC) and hold full or overseas membership

Group A documents

The learner will need to provide **1 document from group A.**

Acceptable documents are:

- a passport that is signed, current, and valid
- a driving licence photocard issued by the Driver and Vehicle Licensing Agency (DVLA) in the UK
- a driving licence photocard and its paper counterpart issued by the Driver and Vehicle Agency (DVA) in Northern Ireland
- a UK original birth certificate issued within 12 months of birth
- a UK biometric residence permit card

Group B documents

The learner will need to provide **2 documents from group B.**

Each of these documents must show the learner's current address.

You cannot accept 2 of the same type of document. For example, 2 council tax statements. You can only accept 1 council tax statement and 1 document of a different type.

You can accept:

- a bank or building society statement from the last 3 months (you can accept 2 statements, but only if they are from different banks or building societies)
- a utility bill (for example: gas, electric, telephone, water, satellite TV or cable TV) from the last 3 months
- a credit card statement from the last 3 months (you can accept 2 statements, but only if they are from different credit-card providers)
- a council tax statement from the last 12 months
- a mortgage statement from the last 12 months
- a letter from the last 3 months from any of the following:
 - HM Revenue and Customs
 - the Department of Work and Pensions
 - a Jobcentre Plus – or any other employment service
 - a local authority
- a P45 or P60 tax statement from the last 12 months
- a paper version of a current UK driving licence (not the paper counterpart to a photocard)

- a driving licence photocard issued by the DVA in Northern Ireland (not the paper counterpart)
- a pension, endowment or ISA statement from the last 12 months
- a valid UK firearms licence with photo

Learner Photo

The learner will need to provide a passport-style photo so that you can check it against the photo in the learner's group A identity document.

Use it to register the learner with Pearson

The photo must be

- in colour (not black and white)
- 45mm high by 35mm wide
- clear and in focus
- a true likeness
- a close-up of full head and upper shoulders
- taken against a white or cream background
- not changed using computer software

In the photo, the learner must:

- be facing forwards and looking straight at the camera
- have a plain expression, with closed mouth
- have eyes open and visible
- not have hair in front of their eyes
- not have a head covering (unless it's for religious or medical reasons)
- not have anything covering the face
- not wear sunglasses or darkened lenses (clear glasses are permitted)
- not have any shadows on the face or behind

Important to note

Please note that we send learner achievement data for all Security licence linked qualifications to the SIA. The SIA then match this up to individuals' licence applications on the SIA portal to confirm that individuals hold the required licence linked qualification.

Please note that it can take up to 15 working days for qualification achievement data to be reconciled on the SIA portal and for licence applications to progress. The SIA have asked if centres can please advise learners not to contact the SIA within 15 working days of completing their qualification, as they are unlikely to be able to resolve any queries before then.

It is essential that learners ensure the details they provide for their qualification registration are identical to those they use for their SIA licence application. As above, the SIA reconcile learner data with licence application data, and if the details are not identical, the licence application will not be processed. The SIA are reporting that an increasing number of applications cannot be processed because the data does not match.

Common errors include:

- Names not matching e.g.
- First name and Family name are mixed up/transposed in one system, so records do not match
- Shortened version of First name is used in one system and the full version in the other e.g. Andy and Andrew, so records do not match
- Individuals enter their date of birth incorrectly in one system, so records do not match
- If there is a discrepancy between the registration and the licence application and the learner wishes to amend their registration details, or an error has been made on the learner registration, please contact Customer Services to request the change.

If the learner has confirmed that all information is correct and the same on both the qualification registration and the licence application, 15 working days after completing the qualification the learner can contact the SIA to query the progress of their licence application. If the SIA advise they are unable to reconcile the qualification achievement with the licence application please contact [WBL Customer Services](#) and we will investigate further.

Appendix 4: Test Room Checklist

Test Room Checklist

All examination venues must comply with Regulator standards and regulations.

Test room address (including room number and postcode)

Physical requirements of the examination room

General surroundings	Yes/No
A board or flipchart and pen is available to record the start time and finish time of the test	
A reliable clock is visible to learners at all times	
Due attention must be paid to such matters as heating, lighting, ventilation and the level of extraneous noise	
Seating	Yes/No
Learners can be seated with a minimum gap of 1.25 meters from the next learner's chair	
All desks or tables face in the same direction	
Each learner has a separate desk or table of sufficient size to accommodate test papers and answer sheets	
There is a place for Invigilator(s) to sit	
Fire and Emergencies	Yes/No
Emergency exit routes are clearly visible	
Fire exits are unobstructed	
Documents	Yes/No
Pearson BTEC Test Log completed	
Seating plan completed	

Printing of test papers logged on Test Control sheet

NB One Invigilator is permitted to invigilate a maximum of 20 learners for onscreen and 30 learners for paper-based.

Invigilator name	Signature	Date checked	Date of last inspection

Appendix 5: Guidance to Learners

Guidance to learners

To be read aloud to the learners in the testing room prior to the start time of the test.

General information

- This paper contains multiple-choice questions. You have (THE TIME PRINTED ON THE FRONT OF THE TEST PAPER) to complete the test.
- Please ensure that all personal electric devices are switched off and kept in your bag.
- Watches are to be removed though can stay in front of you on your desk, or they must be moved away from you completely.
- Your bag must be placed in the secure area until the exam is completed.
- Check that you have been given the correct test paper.
- You must not communicate in any way with, ask for help from or give help to another candidate while you are in this exam room. You should put up your hand to attract the Invigilator's attention.
- If the fire alarm sounds, please stay seated – wait for instructions from the Invigilator.
- Please remember you are under exam conditions
- You are now under exam conditions.

Examination information

- Write in block capitals in black pen in the space provided on the answer sheet. Do not use pencil. If not already entered by your Test Manager please complete the following details in the boxes provided on the test answer sheet:
 - learner number as supplied to you by the Invigilator or Test Manager
 - date of birth - enter as DAY, MONTH, YEAR (DDMMYY), omit hyphens and slashes
 - name - enter only forename and surname as it appears on your birth certificate.
- Read the questions carefully before answering them.
- Answer as many questions as you can; marks will not be deducted for any questions left unanswered.
- Questions offer either four or two choices, only one of which is correct – encircle your answer on the answer sheet.
- If you make a mistake or want to change an answer draw a line through the wrong answer and circle your new answer. See the example in the right hand corner of the test answer sheet.

FAILURE TO COMPLY WITH THE ABOVE INSTRUCTIONS WILL RESULT IN THE LEARNER'S ANSWER SHEET BEING INVALIDATED

Appendix 6: Test Control Sheet

Pearson BTEC Test Control Sheet

Centre name:

Centre number:

Name of course	Location	Test no.	Test date	Date file accessed (EOL only)	Copies made (EOL only)	Witnessed by (EOL only)	Date test papers destroyed	By whom	Witnessed by

Appendix 7: Internal Verification: Guidance & Exemplars

Example: Internal Verification/ Quality Assurance Policy

This is what an Internal Quality Assurance Policy might look like. You may use this as a starting point for your own policy by using those sections relevant to your centre. Customise and badge it for your centre.

Specific procedures, based on your centre policy and relevant to your centre's procedures, should be developed, supported by recording documentation.

Internal Quality Assurance Policy

Aims:

- To ensure that internal verification is valid, reliable and covers all assessors, cohorts and programme activity
- To ensure that the internal verification procedure is open, fair and free from bias
- To ensure that there is accurate recording of internal verification decisions

In order to do this, the centre will:

- ensure all staff have access to this centre policy and related procedures
- ensure staff are briefed and trained in the requirements for the centre's internal verification process
- ensure effective internal verifier roles are defined, maintained and supported
- ensure all staff undertaking IQA activity meet SIA requirements in terms of qualifications and sector competence
- ensure internal verification is promoted as a developmental process
- verify an appropriately structured sample of Assessor work from all cohorts, programmes and sites to ensure centre programmes conform to Pearson and SIA external verification requirements
- plan an internal verification schedule
- define, maintain, and support effective internal verification roles
- ensure that identified staff maintain secure records of all internal verification activity
- provide standardised internal verification documentation
- use the outcome of internal verification to enhance future assessment practice
- observe assessor practice
- ensure no certification is claimed until the cohort has been signed off by the IQA.

This policy will be reviewed every year by the Head of Centre.

IQA SAMPLING PLAN - Exemplar

Programme & Unit	<i>Pearson Level 2 Award for Door Supervisors in the Private Security Industry: Application of Physical Intervention Skills</i>				
Cohort start/end dates and Learner Names	Assessment date	Internal Verification of Assessment Decisions Date	Internal Verification Review date (if actions)	Assessor Name	Internal Verifier Name
Start: 14 April 2021 End: 25 April 2021	25 April 2021	27 April 2021	30 April 2021	Assessor 1	IQA 1
LEARNER 1					
LEARNER 2					
LEARNER 3					
Internal Verifier Signature			Date		

INTERNAL VERIFICATION – ASSESSMENT DECISIONS Exemplar			
Programme title and unit		<i>Pearson Level 2 Award for Door Supervisors in the Private Security Industry: Application of Physical Intervention Skills</i>	
		Assessor 1	Internal Verifier
			IQA 1
Assessor	List which criteria the Assessor has awarded.	Assessment Decision Accurate (Y/N)	List where inaccurate decisions have been made and state issue identified
LEARNER 1	LO 4/5; Oral Question and Answer Session	Y	
LEARNER 2	LO 4/5; Oral Question and Answer Session	N	Learner has given incorrect answers to some of the oral questions
LEARNER 3	LO 4/5; Oral Question and Answer Session	Y	Limited assessor feedback to confirm assessment decisions No learner authentication statement signed
Assessment Decision Accurate (Y/N)		Y/N	
List where inaccurate decisions have been made and state issue identified			
LEARNER 2		Learner 2 has not responded correctly to all oral questions	
LEARNER 3		The Assessor has provided limited guidance and feedback.	

COMMENTS			
<p>It is important to give learners feedback and recognise achievement and to allow the IQA to confirm assessment outcomes.</p> <p>Where learner oral responses are incorrect please re-assed and visually record the retest session.</p> <p>Please ensure all learners have authenticated each internal assessment.</p>			
ACTION REQUIRED		TARGET DATE FOR COMPLETION	
<p>Learner 3 We need to meet to discuss outcomes where your feedback to the learner is limited Please request learner 3 signs the authentication statement</p> <p>Learner 2 Please reassess asking the oral questions and visually recording the responses. Resubmit to me for IQA sign off by 29 April 2021</p>		29 April 2021	
I will check the next cohort to see that more detailed feedback has been provided.		Next full cohort	
INTERNAL VERIFIER SIGNATURE	Assessor 1	DATE	27 April 2021
ASSESSOR SIGNATURE	IQA1	DATE	27 April 2021
Final Internal Verifier sign off (if appropriate)		DATE	

Appendix 8: IQA Observation Report Sample

INTERNAL QUALITY ASSURANCE – OBSERVATION OF ASSESSMENT REPORT			
Centre name:		Programme Unit and Title	<i>Pearson Level 2 Award for Door Supervisors in the Private Security Industry: Application of Physical Intervention Skills</i>
Assessor:	ASSESSOR 1		
IQA:	IQA 1	Date and Time of observation.	23 April 2021 2pm
Learner name(s)	Learner 1		
	Learner 2		
	Learner 3		
Observation context:	<p>I observed Assessor 1 during a practical Physical Intervention training and assessment activity.</p> <p>There were 10 learners in the group.</p> <p>The assessment was taking place after the delivery of Conflict Management and Physical Intervention knowledge and skills development.</p> <p>I joined the group for the final briefing session before the formal assessment was undertaken.</p> <p>I observed the 3 learners named above being assessed as they demonstrated the practical techniques they had been taught. This included moving on stairs.</p> <p>I also checked that the Assessor had completed a risk assessment of both the training room and the stairs before the session and checked the 3 learner files to ensure they had a signed medical declaration included.</p> <p>All learners were suitably dressed for the session and the assessor confirmed he had checked to ensure none of them were wearing jewelry during the physical intervention training and assessment. I interviewed the 3 learners at the end of the assessment session and their feedback was positive.</p>		

Did the assessor:	IQA comments
give the learner(s) clear information on the assessment process?	Assessor 1 had briefed the learners before the assessment commenced and repeated the briefing as the formal assessment activity commenced. As the assessment was being video recorded each learner was asked to clearly state their name before their assessment commenced.
refer to the specific assessment criteria being assessed?	The learners were asked to demonstrate assessment criteria/ techniques.
fully complete the Pearson assessment documentation?	The assessor recorded commentary on learner performance on the Pearson documentation.
confirm the outcome of the assessment and feedback as soon as practicable?	The assessor confirmed achievement for Learners 1 & 2. Learner 3 was asked to repeat 2 of the techniques after a brief discussion and demonstration to ensure he was fully competent in the use of these techniques.
accurately judge evidence against the requirements of the qualification?	All assessment decisions were correct and met the specification requirements.

Feedback to assessor

You managed the group well and had clearly built up a rapport with the learners. Your instructions to the learners were clear and your feedback supportive.

You handled the situation with Learner 3 well, explaining to him how to improve his use of the techniques, getting another learner to demonstrate and then reassessing.

You recorded this in detail on the assessor observation record.

All required health declarations and risk assessments have been completed/signed & dated as appropriate.

Comments from assessor

I have enjoyed working with this group.

They were keen to learn the PI techniques and we spent some time this morning practicing.

Assessor Name	Signature	IQA Name	Signature	Date
Assessor 1	Signed	IQA 1	Signature 1	23 April 2021

Internal Verifier Assessment Sampling Record

Internal Verifier: J DAVEY/ BETTY EDWARDS	Date of sampling Activity: 16/04/21; 17/04/21	
Formative or Summative Sampling:	Qualification title: Level 2 Award for CCTV Operator (Public Space Surveillance) within the Private Security Industry	
Candidate: M FORDLY	Assessor: J MAXWELL	
Principles of Working in the Private Security Industry Principles and Practices of Working as a CCTV Operator (Public Space Surveillance) in the private security industry		
Evidence must be Valid, Authentic, Reliable, Current , Sufficient		
Is the evidence produced easily accessible to sample?	Y	
Is the evidence clearly indexed?	Y	
Does the evidence show that all the assessment criteria have been met?	Y	
Is there appropriate written feedback to the learner?	Y	
Is all the documentation complete and signed by the Assessor?	Y	
General Comments: Principles of Working in the Private Security Industry <ul style="list-style-type: none"> The evidential (Section 9) statement is clearly written and includes all details required to be accepted as evidence in any potential police prosecution. Principles and Practices of Working as a CCTV Operator (Public Space Surveillance) in the private security industry <ul style="list-style-type: none"> I have sampled the assessor observation record, knowledge Q&A and completed documents in the workbook <p>I am satisfied that all internal assessments have been successfully completed and can be signed off.</p>		
Internal verifiers signature: Julian Davey		Date : 16/4/21
Action Points: n/a	Date Actioned	Assessor Initials
Assessor's Signature: J Maxwell	Date:	16/4/21
Internal Verifiers Signature:	Date:	
Lead IV comments if sampled As this is the first cohort of new specifications. I have 2nd checked and am happy to sign off		
Lead Internal Verifiers Signature: Betty Edwards, Head of Compliance	Date: 17/4/21	

<i>Internal Verification Documentation</i>		CANDIDATE INTERVIEW
<i>Monitoring assessor performance via candidate interview</i>		
Name of Assessor:	J MAXWELL	No of Candidates: 5
Name of Candidate:	Michael Fordly	
Name of Internal Verifier:	Julian Davey	
Date of Interview:	15/04/2021	
Question	Response	
When did you begin the programme?	I signed up to do this course a few months ago but was advised to wait until after April to do the new course	
Did you have any additional training / upskilling whilst working towards your portfolio?	I did a workbook before I came to cover some of the first unit and that was marked	
Was the assessment and verification process explained to you?	Yes, I was told there were exams to do, practical assessment and a writing task	
When, where and how did your assessments take place?	We have done the written task so far in the classroom. The exams will be in another room using computers. We are doing them tomorrow.	
What types of evidence have you collected / will be collecting?	I am going to do some practical CCTV assessment and fill in some questions and complete the control room logs The workbook I did before the course was marked	
Does your assessor give you constructive feedback after each assessment? How is this given?	We get feedback as we go along	
What documentation have you completed?	As listed above	
What tasks (if any) have you completed so?	As above	
What support & guidance have you received when compiling your evidence?	John has explained we have to do all the assessments by ourselves	
Do you have any other comments?	I hope to get a job in CCTV	
I agree that the contents of this form may be shared with my assessor		
Candidate Signature:	Michael Fordly	Date: 15/4/21
Internal Verifier Signature:	Julian Davey	Date: 15/4/21

Appendix 9: SV Remote Sample requirements and Centre declaration 2021-22

During 2021-22, all SV sampling activity will continue to be remote until further notice.

Centre should retain all evidence of assessment, assessment and internal quality assurance records and visual recording of practical activities so it is available for retrospective sampling once centre onsite visits can resume.

SV Activity Planner 2022 (remote and visit)
Security & Spectator Safety (including SIA and NVQ programmes)

Centre Name, number, Address		Centre Contact(s)	
Sample Date		SV Name & contact details	
Visit or remote sample		SV Number:	
Programme(s) to be sampled – Programme(s) Number and Title			
<i>In preparation for the SV sample, please arrange for the following to be available on site or forwarded electronically.</i>			<i>Notes</i>
List of sub-sites/all assessment sites used since last Pearson sample			

<p>Details of Trainers, Assessors and Internal Verifiers</p> <p>Trainers and Assessors for all SIA programmes must hold a teaching / training qualification at L3 or above</p> <p>Assessors must hold relevant assessor units or full assessor qualification</p> <p>Trainers and Assessors for all SIA programmes including Conflict Management must also hold an award in the Delivery of Conflict Management Training at or above L3</p> <p>Trainers and Assessors for Physical Intervention must also: Hold a current license with an endorsed PI provider</p> <p>Trainers and Assessors for Physical Intervention for Door Supervisors must also hold Level 3 Award in Delivering Physical Intervention Training</p> <p>Trainers and Assessors for Physical Intervention for Close Protection must also hold Level 3 Award in Delivering Physical Intervention Training (DS) and a level 3 Award for Deliverers of Physical Intervention Training for Close Protection Operatives (RQF)</p> <p>Internal Verifiers for SIA programmes must be able to demonstrate current sector competence, have a good understanding of the qualification(s) being sampled and experience of internal quality assurance of assessment They should also hold recognised units or full IQA qualification</p> <p>For Competence/NVQ programmes assessors and IQA must hold recognised assessor/IQA qualifications</p> <p>All trainers, assessors and IQAs must maintain a CPD log showing a minimum of 40 hours of professional development annually including annual update for Action Counters Terrorism (ACT) training</p>		<p>Evidence required Current CVs, authenticated copy certificates/licenses and current CPD records must be held on centre file and made available for LSV/SV inspection</p>
<p>Programme information given to candidates (for SIA programmes to include joining instruction & Appeals and Malpractice policies)</p>		<p>Appeals and malpractice policy to be provided and copies of information provided to learners</p>
<p>Learner checks (for SIA programmes English language pre-requisite) to be at L1 or above and to include read, writing, speaking, and listening and to be completed and assessed prior to the programme commencing</p>		<p>Evidence and declaration to be retained for 3 years after certification</p>
<p>For Door Supervision or Security Officer including Top Up training: evidence learners hold a current and valid First Aid or Emergency First Aid certificate prior to commencing the programme</p>		<p>Copies of First Aid certificate to be retained by the centre for 3 years after certification</p>
<p>For L3 Close Protection: Evidence candidates have First Aid competence/qualification at L3 or above Evidence used for fast track Close Protection (if applicable) recorded on Pearson documentation</p>		<p>Evidence to be retained for 3 years after certification</p>

<p>Details of specific resources Programme materials, including assessed copies of any self-study materials issued and results</p> <p>Training delivery rooms and stairs, including risk assessments conducted prior to each PI delivery</p> <p>Specialist resources for CCTV/Close Protection/ Searching/ Use of communication devices practical exercises</p> <p>For Physical Intervention the room has an unobstructed area of approximately 2 x 2 metres per person; access to BS 8599-1:2019 approved first aid kit/ ice packs/ water/ telephone</p>		
<p>Candidate Tracking Records (to include registration details/form and photo for SIA, copies of ID) Centres to ensure identical and accurate learner details (full name, spelling etc) are used to avoid delays to licensing</p>		Evidence to be retained for 3 years after certification
<p>IQA procedures and records: sampling strategy, sampling system, records, observation of assessment monitoring reports, feedback on assessment decisions. Note all cohorts and assessors should be subject to internal quality assurance checks.</p>		Copy of centre IV policy and procedures, recording documents for planning, sampling of assessment decisions and observation of training/assessment
<p>Minutes of meetings, including standardisation meetings (where assessment and IQA decisions are discussed and standardised)</p>		
<p>Procedures for ensuring authenticity of candidates' work</p>		Authenticity statement to be signed by the candidate
<p>External tests: The centre has a process for notifying Pearson at least 5 days in advance of any security tests.</p> <p>Test storage and transport: Test papers must be securely stored in a lockable safe or container (a filing cabinet is only acceptable if bolted to the wall or floor).</p> <p>Copies of test logs and all supporting documentation (including seating plan) for all completed SIA programmes</p> <p>Exams & Invigilation policy which is compliant with current JCQ ICE and shows evidence of invigilator training/induction</p>		<p>Exams & Invigilation policy to be provided and to include policy for safe transportation of secure material</p> <p>Invigilator list and evidence of training</p> <p>Records to be retained for 3 years after certification</p>
<p>For PI delivery that the centre/ trainers/assessors are using a currently endorsed PI training programme</p>		
<p>Insurance – centre has Employers Liability/ Public Liability/ Professional Indemnity</p> <p>For Physical Intervention under 'Business activity' must state cover for 'training in physical intervention'</p> <p>For Close Protection: centre confirms all vehicles used as part of Close Protection delivery are appropriately insured for business/training use</p>		Copy of current insurance documentation/policy

<p>Timetables, SoW and signed registers showing that the centre is delivering all SIA programmes to meet minimum days and hours required in <i>Get Training: Requirements for awarding organisations and training centres</i></p> <p>Centre to retain detailed daily registers that include sign in/out times, times of breaks taken and signatures of learners</p>		<p>Signed registers and any evidence of completion of distance learning to be retained for 3 years after certification</p>
<p>Video evidence is available for the assessment of all practical units (Physical Intervention; Conflict Management; Searching and Communication Devices) for all learners</p>		<p>Video evidence to be retained for 1 year after certification</p>
<p>All trainers, assessors and IQAs to be available for interview by phone or in person</p>		
<p>Any other requirements including copy last Test Inspection report and Lead Standards Verifier report</p>		
<p>Evidence that any action points from last Pearson sample (SV/LSV) have been completed</p> <p>Actions listed below</p>		

CENTRE REMOTE SAMPLING / REMOTE DELIVERY CONFIRMATION 2021/22

Security including NVQs, BTECs, SIA Licence to Practice programmes

Centre name & number	
<p>I confirm my centre will ensure</p> <ul style="list-style-type: none"> • Centre insurance continues to cover training delivery for all my approved programmes • Centre adheres to the latest government guidance • Centre has appropriate adaptations as explained in Pearson guidance documents • Centre is maintaining an up-to-date learner register with contact details and self-declarations that learners are symptom free (retained for at least 2 months post programme) • Centre undertakes and records temperature checks • Centre will ensure social distancing at all times • Centre has available handwashing facilities • Centre will complete the relevant risk assessments before every delivery and retain post programme with all other programme documentation • Centre has the facility for unannounced visits giving Pearson and the SIA right of access 	Yes/No
My centre has checked the identification ("ID") of every learner on enrolment/before any assessment and will keep records of the ID seen for 3 years after certification in line with the requirements of GDPR	Yes/No
My centre maintains delivery plans, timetables and daily signed attendance registers that confirm Pearson BTEC Security qualifications are delivered as required by Pearson/the SIA	Yes/No
My centre supplies suitable joining instructions to learners	Yes/No
My centre holds on file copies of current CVs, authenticated copy certificates/licences and current CPD records for all staff involved in the delivery, assessment and quality assurance of Pearson BTEC Security programmes (& where applicable all SIA requirements are met)	Yes/No
For all practical assessments I can confirm video evidence is available and will be retained for 1 year after certification	Yes/No/NA

My centre undertakes and maintains evidence that all learners meet the SIA English language requirement and are at L1 or above (reading, writing, speaking and listening)	Yes/No
*Signature of Head of organisation	
*Print name	
Position within organisation	
Date	

Appendix 10: Guidance to centres on complaints

Purpose/Scope

To support centres with their responsibility to:-

- have a clear written procedure in place for learners to raise concerns and complaints about examinations or assessment and have these addressed
- ensure learners are aware of the procedure and know where to find a written copy
- ensure learners are aware of how to escalate their concerns to the awarding body and appropriate regulator
- ensure complaints and all related correspondence are recorded and
- documented for an appropriate time period. This should be based on a centre's document retention policy.

Definitions/Terminology

- **Complaint:** An expression of concern or dissatisfaction from a learner which needs to be investigated and addressed by the centre via a formal complaints channel.
- **Complaints procedure:** a standard, time-limited, sequenced and documented process for the centre and learner to follow when a complaint is made.

Responsibilities

- **Learner:** responsible for invoking the complaints procedure, via the appropriate channel, when they have a complaint.
- **Centre:** to address the learner's concerns in accordance with its published complaints procedure, which should include timescales for acknowledgement and resolution of the complaint, and at least one point of escalation for the learner if they are not happy with the first review of their complaint. The centre should update the learner if it is not able

to meet the timescales published in its complaints procedure, and set a new expectation on the time frame for a response. The centre also needs to ensure learners know how to escalate their concerns to the awarding body and relevant regulator.

Procedures

- **Learner induction:** the learner should be informed of the centre's complaint procedure and where it is available.
- **Learner complaints procedure:** The procedure which will allow a centre to address its learners' concerns or complaints. The centre should have the opportunity to investigate and respond to a learner's concerns before Pearson becomes involved (with the exception of malpractice cases).
- **Possible complaints procedure stages:**
 - **Stage 1 – Informal:** learner lets an appropriate member of centrestaff (e.g. teacher or exams officer) know about their concerns and the member of staff attempts to satisfactorily resolve any issues. The outcome should be documented and if unresolved, move to Stage 2.
 - **Stage 2 – Formal review:** learner submits their complaint through the formal centre complaints channel and appropriate manager at the centre investigates and addresses their concerns. Learner notified of findings and outcome in writing. If remain dissatisfied, move to Stage 3.
 - **Stage 3 – Formal review at a point of escalation:** learner escalates their complaint through the formal complaints channel and appropriate senior manager at the centre investigates and addresses their ongoing concerns. Learner notified of findings and outcome in writing. If remain dissatisfied, move to Stage 4.
 - **Stage 4 – Formal review at final point of escalation:** learner escalates their complaint through the formal complaints channel and Board of Governors reviews the case to address the learner's ongoing concerns. Learner notified of findings and outcome in writing. If remain dissatisfied, move to Stage 5.
 - **Stage 5 – Escalation to Pearson or appropriate regulator for information on next steps*.** Information on the Pearson complaints procedure and regulatory bodies can be found [here](#).

*Please note that once a learner has exhausted a centre's complaints procedure, there will only be certain matters Pearson can then assist with. We cannot assist with matters which are between the centre and learner, for example, fee disputes.

- **Recording complaints:** all complaints correspondence should be recorded in writing and dated. Letters of complaint and their responses should be kept for the appropriate time

period based on the centre's own document retention policy.

- **Monitoring of complaints and outcomes:** undertaken by senior management at the centre to inform development and quality improvement.
- **Support with the resolution of complaints:** At any point during the investigation of a complaint, a centre can make contact with Pearson for information, support or advice. We would not normally get involved with a complaint until the centre complaints procedure has been fully exhausted, and there are some centre matters which we are not able to support with, for example, fees. A centre should also forward Pearson a copy of all complaints received related to Pearson qualifications, which are not resolved within 28 days of receipt, and co-operate with Pearson in respect of any action Pearson needs to take to resolve such matters.

Example: Complaints Policy

This is an example of what a centre's complaints procedure may include. Centres may use this as a starting point for their own procedure and tailor it so it's appropriate for their centre and learners. Specific procedures, appropriate for the centre, should be developed.

Complaints Procedure:

Aim:

- To give learners the opportunity to raise matters of concern about their examinations or assessment via a formal and documented process.
- To protect the interests of all learners.
- To facilitate a learner's ultimate right of complaint to Pearson, where it is appropriate

In order to do this, the centre will:

- inform all learners of the complaints procedure at induction and make it accessible to all learners
- have a staged complaints procedure
- record, track and respond to all complaints in line with the complaints procedure
- take appropriate action to try and resolve learner concerns
- monitor complaints to inform quality improvement
- forward the complaint to Pearson, should it not be resolved within 28 days of receipt
- keep complaints records for the appropriate document

retention period.

Procedure*

*Please refer to the 'possible complaints procedure stages' outlined above for an example of what your procedure may look like. Please note that all centre complaints procedures need to ensure learners know how to escalate their concerns to the awarding body and appropriate regulator.

This policy will be reviewed again on <<insert yearly date>> by <<owner>>.

Appendix 11: Training exemption record form

This form should be completed by the centre for each learner who wishes to claim exemption from some or all of the training/ mandatory classroom attendance for the 2022 L3 Close Protection programme. It must be kept securely for inspection by Pearson and presented for SV sampling.

Please note there is NO process for exemption from any part of the assessment.

1. Course Details	
Awarding Organisation	
Proposed date of training	
Qualification title	

2. Centre Details	
Centre name	
Centre number	
Address	

3. Candidate Details	
Candidate Pearson registration number	
Full Name	
Phone	
Address	

4. Basis of RPL Claim				
Please indicate the basis for this RPL claim. Only one 'yes' should be recorded – either in 4.1 or 4.2.				
4.1 Completion of one of the following prescribed training courses in the last 3 years	YES		NO	
Tick to indicate course taken				
1. Special Air Service Regiment Body Guard Course				
2. Royal Military Police Close Protection Course				
3. Metropolitan Police Royalty Protection/Special Branch Close Protection Course				
4. Police National Close Protection Courses (including Northern Ireland)				
4.2 Other training and/or previous experience of working in close protection:	YES		NO	

If you answered 'yes' to 4.1, please go section 5. If you answered 'yes' to 4.2, please go to section 6.1.

5. Information about prescribed training course taken	
Name of course	
Contact details of training centre	
Date course completed	
Address of location where training was delivered	

Documentary evidence to confirm that training has been completed within the last three years must be supplied and kept by the centre.

5.1 Information about prescribed training course taken				
Was the course completed in the last three years?	Yes		No	

Has the learner supplied documentary evidence of having completed the course?	Yes		No	
---	-----	--	----	--

If you answered 'yes' to both of these questions, please go to section 5.2. If not, then please go to section 6.

5.2 Outcome for learners who have completed a prescribed training course in the last three years.

Learners who have fully met the criteria in 5.1 are not required to complete further training (for the Principles of Working as a Close Protection Operative and the Working as a Close Protection Operative units. *The SIA is yet to confirm whether the 24 hour refresher is still recommended.*

They must complete all assessment for the Pearson BTEC L3 Certificate for Close Protection Operatives in the Private Security Industry (2022). Now go to section 7.

6. Other training and/or reasons for training exemptions.

Learners meeting both of the criteria below are permitted to take a 24 hour refresher course
Learners must have:

- at least two years' operational experience in a close protection role in the last four years (some of which may be from outside the UK)
- sufficient knowledge and skills that relate to the close protection course. This may be gained from operational experience and/or training courses

The SIA is yet to confirm whether the 24 hour refresher is still recommended.

6.1 Operational experience

Complete the following information to act as evidence of the learner's operational experience. The centre must satisfy itself that the details here are correct. Supporting documentary evidence should be requested from the learners and attached to this form to verify it.

6.1. Learners' Operational experience	
Operational starting date	
Operational end date	
Information about position(s) held:	Employer name:
	Dates when employed:
	Name of reference:
	Contact email of referee:
	Contact phone number of referee:
	Employer name:
	Dates when employed:
	Name of reference:
	Contact email of referee:
	Contact phone number of referee:

6.2 Knowledge and skills

A suitably qualified member of staff (referred to below as 'the assessor') at the centre must interview the learner. This person must meet the SIA requirements for delivering Close Protection.

The assessor must go through the learning outcomes for Pearson BTEC L3 Certificate for Close Protection Operatives in the Private Security Industry 2022 Units 1 & 2 and assess what the learner knows and what (for the practical skills) they know how to do.

A brief summary of the discussion should be recorded by the assessor in the space provided. It is not expected that the learner will have mastered all of the content, but the assessor must make a professional judgement about whether the learner's knowledge and skills are sufficient to allow the learner to take the 24-hour refresher course. The key consideration in making the judgement is this: will the learner be able to reach the same level of understanding and skills in 24 hours as an inexperienced learner would having taken the full 194-hour course?

The SIA is yet to confirm whether the 24 hour refresher is still recommended.

Unit 1: Principle of Working as a Close Protection Operative in the Private Security Industry		Summary of discussion	Sufficient (Y/N)
1	Understand the roles and responsibilities of a close protection operative		
2	Understand current law and legislation within a close protection context		
3	Understand the importance of threat and risk assessment		
4	Understand the importance of threat and risk management		
5	Understand personal and professional skills within a close protection environment		
6	Understand the importance of teamwork within a close protection environment		
7	Understand surveillance, anti-surveillance and counter-surveillance methods		
8	Understand search procedures within a close protection operation for people, vehicles and buildings/venues		
9	Understand close protection foot drills		
10	Understand venue security operations and requirements		
11	Understand the importance of planning, route selection and additional licence considerations		
12	Understand reconnaissance within a close protection environment		
13	Understand the importance of operational planning		
Unit 2: Working as a Close Protection Operative in the Private Security Industry		Summary of discussion	Sufficient (Y/N)
1	Undertake a dynamic risk assessment		
2	Demonstrate use of surveillance, anti-surveillance and counter surveillance		
3	Be able to search people, vehicles and venues		
4	Demonstrate close protection foot drills		
5	Be able to demonstrate venue security skills		

6	Be able to manage transport arrangements within a close protection environment		
7	Be able to prepare and carry out a close protection assignment		
8	Be able to deal with a range of incidents within a close protection environment		

Overall decision – tick as appropriate

Please tick as appropriate	Yes	No
The learner has sufficient knowledge and skills to be permitted to take the 24 hour refresher course		

The SIA is yet to confirm whether the 24 hour refresher is still recommended.

Please go to section 7.

7. Signature and date

Both the assessor and candidate must sign the following statement:
To the best of my knowledge at this point in time the evidence detailed in this form is confirmed as valid.

	Print name	Signature	Date
Assessor			
Candidate			

This form must be retained with the learner's records for inspection by Pearson for 3 years post certification issue.

Centre name		Centre No	
Qualification(s) to be delivered			
Staff member name			
Position at Centre (please indicate if employed on sessional basis)			
Assessing/ Internally Verifying units/qualifications			

Relevant Qualifications held by the staff member

Appendix 12: Assessor Observation Records

Assessor observation of practical performance

Observation records are used to provide a formal record of the observer's judgement of performance against specified criteria.

The context of the observation is important and should be highlighted at the start of the record.

A BTEC security centre should use **assessor observation** to support judgments about **performance by a learner/student**.

An Assessor observation record of learner performance must:

- relate directly to the requirements of the learning outcome and assessment criteria being assessed
- provide specific feedback to the learner about performance and achievement of the targeted assessment criteria
- provide evidence of performance to support subsequent assessment decisions
- be sufficiently detailed to enable others to make a judgement about the learner performance.

Observation by an assessor provides a key piece of evidence of performance.

Assessor observation records should:

- be accompanied by supporting/additional evidence such as videos (eg of physical intervention techniques, conflict management role play, searching and communication devices) or documents (such as logs for CCTV and route maps for Close Protection)
- be completed by the assessor who must have direct knowledge of the qualification and the security sector and provide detail of how the learner met the criteria or standard being assessed
- may include records of questions asked by the assessor and learner responses in support of the observed performance
- record the assessor's comments and feedback to the learner
- also include the learner's comments
- be signed and dated by the assessor and the learner (and the internal verifier if they sample the observation)
- be included in the learner's portfolio, along with any supporting evidence

Please note the assessor observation record is included within the Mandatory Workbook for units 1 and 2 of the Close Protection (2022) qualification.

Examples are provided below.

Assessor Observation Record 1 (Exemplar)

Extract from the Mandatory Workbook for Close Protection (2022) units 1 and 2 for exemplar purposes only:

Unit 1: Principles of Working as a Close Protective Operative in the Private Security Industry.			
Candidate Name	Jonathan Davey		
Course Title	Pearson Level 3 Certificate for Close Protection Operatives in the Private Security Industry		
Centre Name	XXXXXX		
Assessor Name	Malik Razak		
IQA Name	Jane Madden	Assessment Date	08/5/22

Unit 1: Principles of Working as a Close Protective Operative in the Private Security Industry.

Assessment Criteria			
LO.11	Understand the importance of planning, route selection and additional licence considerations	Assessor Comments Please provide details of how the learner has met each criterion	Achieved? Tick if yes
	<p>11.8 Produce a primary and secondary route plan using paper based and technology based resources.</p> <ul style="list-style-type: none"> Paper based: Atlas, A-Z Technological tools: Satnav, GPS, mobile phone Distance, time, location, terrain, environment, group, vehicle, safe havens, comfort stops <p>Evidence expected:</p> <ul style="list-style-type: none"> Primary route plan Secondary route plan 	<p>Jonathan and his team completed both primary and secondary route plans which they submitted individually for assessment as part of the evidence for their planning for both practical assignment exercises</p>	<p>Yes</p>

LO.12	Understand reconnaissance within a close protection environment	Assessor Comments Please provide details of how the learner has met each criterion				Achieved? Tick if yes
<p>12.5 Conduct reconnaissance activity</p> <ul style="list-style-type: none"> • Planning, preparation. • Teamwork, role allocation • Variety of methods: vehicle, foot, internet, opensource information, overt, covert. • Reporting, consolidation, summarisation, presenting • Complete a site/ venue report <p>Additional evidence expected:</p> <ul style="list-style-type: none"> • completed reconnaissance report/ presentation for venue(s). 		<p>Jonathan and his team conducted reconnaissance activities in preparation for their final assignment. Jonathan completed a detailed reconnaissance report which he presented to the group and handed in as a report.</p>				<p>Yes</p>
Assessor Feedback						
<p>Jonathan worked effectively as part of the team when planning both assignments He has produced and handed in the route plans, notes of his presentation and a detailed reconnaissance report</p>						
Unit 1 Observation Criteria Achieved		Yes	✓	No		
Learner signature	Jonathan Davey				Date	08/5/22
Assessor signature	Malik Razak				Date	08/5/22
IV signature	Jane Madden				Date	09/5/22

Assessor Observation Record 2 (Exemplar)

Centre	xxxxxxx
Learner name	Jonathan Davey
Assessor name	Malik Razak
IQA name	Jane Madden
Course	Pearson BTEC Level 3 Certificate for Close Protection Operatives in the Private Security Industry
Unit title	Unit 2: Application of Physical Intervention Skills in the Private Security Industry (Close Protection)

Learner Declaration

I declare that the work submitted for this assignment is entirely my own. I understand that false declaration is a form of malpractice.

Signed (learner):

Jonathan Davey

Date: *10/5/2022*

Assessor Declaration

I declare that the work for submitted for assessment is entirely the learner's own work. I understand that false declaration is a form of malpractice.

Signed (Assessor):

Malik Razak

Date: *10/5/2022*

Practical **activity will also be video recorded** and will be made available for the Pearson Standards Verifier to review.

	Assessment Criteria	Indicative Content	Pass/Fail (P/F)
9.1	Demonstrate soft skills to redirect others	Prompts Passive redirection – allowing the subject to approach and use their own momentum (shoulder turn, elbow turn) Body positioning (own) to restrict direction of travel Body positioning (own) to gently displace subjects centre of gravity from a static position Body positioning (own) to gently displace subjects centre of gravity to adjust direction of travel at slow pace.	Pass
9.2	Demonstrate soft skills to restrict a subject's movements	Assessment touch Subtle limb range restrictions Limit the movement of arms in a particular direction. Strategic Positioning Lowering of cameras or similar devices	Pass
9.3	Demonstrate non pain compliant skills to redirect others	Applied force to redirect the subject Hip or shoulder turns to actively redirect or move the subject Displacement of centre of gravity to encourage movement from the subject	Pass
9.4	Demonstrate non pain compliant skills to restrict a subject's movements	Active limb range restrictions Close down a potential fighting arc Restrict subject's ability to reach or withdraw from pockets, holders, bags, or holsters Active movement of limbs away from self or principal Leg positioning to restrict subject's ability to transition body weight Leg positioning to restrict subject's ability to rotate hips	Pass
10.1	Demonstrate skills to evade and protect self from blows	Proactive or pre-emptive hand positioning to protect disabling strike areas (head, jawline, throat) Proactive or pre-emptive stance and manoeuvrability Repositioning of self to transition from proactive or pre-emptive to positive positioning Blocks to kicks and blows Closing of fighting arc (body position and subject limb restriction) Protection against head butts and eye strikes	Pass
10.2	Demonstrate skills to protect self from choke holds and strangulation	No direct chokeholds/strangulation may be used (no force applied to neck region), this may be simulated by the hand position of person applying the hold being on/across the shoulder region. Protection of windpipe from rear naked choke Escape or reduction of impact when encountering chokeholds (front and rear) Escape from strangulation (open space and against immovable object e.g., wall or vehicle)	Pass
10.3	Demonstrate skills to make space and withdraw self from perceived or actual weapon intended to cause harm	Priority of alerting team and direct (non-contact) escape Body positioning outside of fighting arc (lateral and tight) Limitation of subject's limb movement to create temporary arc restriction as means of escape	Pass
10.4	Demonstrate methods of disengagement of yourself from grabs and holds	Handshake Lower arm grab (including wrist) front and rear Clothing grab belt and jacket/coat(rear) Clothing grab front	Pass
11.1	Demonstrate methods of preventing subject	Team block and redirection 3rd party take off Assertive commands (fluster)	Pass

	from penetrating inner cordon	Arm link	
11.2	Demonstrate methods of applying a restrictive hold	Standing non-turbulent	PASS
		Standing turbulent	
11.3	Demonstrate a method of removing a person	Restrictive with transition to movement	PASS
11.4	Demonstrate a two-person method of removing a person	Restrictive intervention with transition to movement – Standing start	PASS
		Restrictive intervention with transition to movement - From seated start (subject is seated)	
12.1	Demonstrate a method of disengaging the principal from unwelcome embraces and holds	Handshake	PASS
		Embrace	
		Lower arm	
		Upper arm	
		Head lock (front/rear)	
		Choke (front/rear)	
		Clothing single hand (front/rear)	
		Clothing double hand (front/rear)	
12.2	Demonstrate a method of protecting the principal from blows	Principal immediate positional displacement	PASS
		Body shield positions	
		Arm wrap, belt hold or of principal	
		Swift extraction	
13.1	Demonstrate effective communication with the subject throughout a physical intervention	Assertive	PASS
		Professional	
		Confident	
		Calm	

Assessor comments

Jonathan competently demonstrated all techniques.

He worked well with colleagues and the Principal and showed effective communication skills.

He was professional and calm throughout all practical demonstrations.

Oral Question and Answer Session

The assessor is required to ask the learner on a minimum of two occasions the following questions after demonstrating a technique to ensure the Learner is fully aware of critical knowledge areas of physical intervention.

The assessor must use their professional capacity to ascertain sufficiently full responses from the Learner to demonstrate their awareness.

The Q&A session must be video recorded, with a copy retained for quality assurance purposes.

8.1 Explain the legal, medical, and ethical implications of physical interventions within the context and boundaries of UK legislation.	ASSESSOR COMMENTS		Pass/Fail (P/F)
In what circumstances do you believe this technique would be justifiable within the boundaries of UK legislation?	<i>Clear and correct response provided</i>		Pass
What are the possible injuries that may result from application of this technique to both yourself and the recipient?	<i>Possible injuries identified</i>		Pass
What may you consider when deciding if this physical intervention would be ethical?	<i>Number of considerations discussed</i>		Pass
What are the likely public perceptions of this physical intervention?	<i>Response showed importance of public perception in example discussed</i>		Pass
<p>Assessor summative comments <i>Jonathan's oral responses showed a good understanding of the potential legal, medical, and ethical implications of physical interventions in the context of operating as a CPO withing the boundaries of the UK law.</i></p> <p><i>Video evidence of Q&A is available for IQA/EQA scrutiny.</i></p>			
Learner signature	<i>Jonathan Davey</i>	Date	<i>10/5/22</i>
Assessor signature	<i>Malik Razak</i>	Date	<i>10/5/22</i>
IV signature	<i>Jane Madden</i>	Date	<i>11/5/22</i>

Assessor Observation Record 3 (Exemplar)

Qualification	L2 Award for Working as a Door Supervisor	Assessor name	DAN WATSON
Unit 3: Application of Conflict Management in the Private Security Industry		Learner name	RUTH JONES
		IQA name	JULIAN DAVEY
LO4: Be able to communicate to de-escalate conflict	ASSESSOR COMMENTS Please summarise how the Assessment Criterion was met		Achieved? Tick if yes
4.4 Demonstrate approaches to take when addressing unacceptable behaviour	Ruth demonstrated calm body language and spoke clearly and assertively		✓
4.5 Demonstrate ways to de-escalate conflict situations	Ruth maintained a non-aggressive stance and kept appropriate body space		✓
4.6 Demonstrate working with colleagues to de-escalate conflict situations	Ruth worked with her fellow Door Supervisor to calm 2 agitated clients		✓
<p>Assessor summative comments</p> <p>I can confirm that Ruth successfully demonstrated the application of conflict management techniques and met assessment criteria 4.4/5/6</p> <p>Ruth also responded appropriately to oral questions and has been assessed as meeting the standard for 4.1/2/3</p> <p>Ruth was confident and assertive when taking part in the role play scenarios.</p> <p>WELL DONE Ruth!</p>			
I confirm video evidence is available for this learner which will be made available for Standards Verification			
Learner signature	Ruth Jones	Date	13/4/21
Assessor signature	Dan Watson	Date	13/4/21
IV signature	Julian Davey	Date	13/4/21

Assessor Observation Record 4 (Exemplar)

Qualification	Pearson BTEC Level 2 Award Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry	Assessor name	J MAXWELL
Unit	Principles and Practices of Working as a CCTV Operator	Learner name	Michael Fordly
		Interval Verifier name	J DAVEY
LO 8: Be able to operate the CCTV System	Assessor Comments		
Learning Outcome 8 – Be able to operate the CCTV system			
Did the learner meet the following criteria?	Yes	No	Comments/Supporting Evidence
Demonstrate functional checks of the CCTV system (8.1)	✓		Assessor observed Michael's practical demonstration in the control room environment where he followed assessor instructions
Demonstrate equipment fault procedures (8.1)	✓		Michael checked all equipment and completed the fault log which is in his portfolio
Use keypads and joysticks to operate cameras, monitor associated equipment (8.2)	✓		Assessor observed Michael while he used the joysticks and keypads to operate the CCTV cameras and equipment
Whilst operating a CCTV system be able to liaise with other agencies and take notes as appropriate (8.4) (9.1)	✓		Tutor observed Michael liaising with the police and making notes which he has included in his portfolio
Identify body language and behaviours that could indicate unusual or suspicious activity (8.4)	✓		Assessor and Michael has a discussion where he gave examples of body language/behaviour that would make him suspicious such as a suspect trying to hid his face, looking around nervously

			to see if he was being observed, crouching down behind vehicles.
Whilst operating the CCTV system, be able to give clear and accurate descriptions of people, vehicles and events (8.4)	✓		Detailed descriptions of 2 suspects and 2 vehicles included in notes and in photo still in portfolio. 2 way radios were used to communicate these descriptions to his colleague.
Use of cameras to search the outside of buildings, streets and open spaces for suspicious items, people or vehicles (8.3)	✓		Michael demonstrated how he would use the cameras to search the area for suspicious items and individuals.
Using a CCTV system, detect and track/follow a suspect on foot or in a vehicle (8.3)	✓		Michael used the cameras to track suspect A who was on foot. Stills were produced for this suspect.
Whilst operating the CCTV system, carry out a lost contact drill (8.3)	✓		Michael operated CCTV camera 1 to conduct lost contact drill of IC4 male using PTZ. The man was spotted again later at the Nearby junction.
Record images onto storage media in an evidentially sound manner (8.5) (9.1)	✓		Images were recorded and saved and later printed for the portfolio
Produce images for evidential purposes (8.5)	✓		A range of images have been produced and included in the portfolio of evidence.
<p>Assessor summative comments</p> <p>Michael successfully demonstrated ability to use CCTV in a practical context and met all assessment criteria.</p> <p>Michael was confident when using the CCTV equipment.</p> <p>WELL DONE!!</p>			
Learner signature	Michael Fordly	Date	13/4/21
Assessor signature	J Maxwell	Date	13/4/21
IV signature	Julian Davey	Date	13/4/21

Appendix 13: CPD Record Template

SECURITY CPD RECORD (SECTION A)

SECTION A should be used to record relevant qualifications and occupational competence. In subsequent years the ONGOING CPD RECORD (SECTION B) is to be used to demonstrate continuing professional development.

Name:

Occupational Sector(s): SECURITY

Relevant Qualifications: A summary of qualifications relevant to the qualification(s) being delivered, assessed, internally verified is to be detailed below		
Title of relevant qualification Include relevant professional qualification, teaching/training qualification, SIA linked qualifications, Assessor and IQA awards, First Aid	Date awarded (and validity if appropriate eg for First Aid)	Awarding Organisation issuing

Relevant Licence (for delivering and assessing Physical Intervention and Physical Intervention for Close Protection only)

Endorsed Provider Name and contact phone number http://www.sia.homeoffice.gov.uk/Pages/training-trainer-training.aspx	Licence Renewal date

Relevant Security Sector Experience

List relevant experience within the last 10 years (as a maximum) starting with the most current. You may include part-time and temporary positions if relevant.

You may include experience working operationally in the sector; delivering and assessing security training; quality assuring security related programmes.

Dates	Position/Title/Nature of Employment	Description

ONGOING CPD RECORD – SECURITY (SECTION B)

Name:

Period From:

To:

Occupational Sector: SECURITY

CPD equivalent of at least 40 hours every year spent in a combination of training, increasing professional knowledge or working in the industry is required for SIA programmes.

Date(s)	What did I do?	Hrs	Why did I do this?	What key things did I learn from this?	How have I applied this to my role as Trainer/Assessor/IQA?

Appendix 14: Professional CV For Security

Centre name		Centre No	
Qualification(s) to be delivered			

Staff member name	
Position at Centre (please indicate if employed on sessional basis)	
Assessing/ Internally Verifying units/qualifications	

Relevant Qualifications held by the staff member

Only list qualifications **directly relevant to the above qualifications**. If necessary, explain how the qualification is relevant. You should retain on file centre authenticated copies of certificates for these qualifications

Title of relevant qualification Include relevant professional qualification, teaching/training qualification, SIA linked qualifications, Assessor and IV awards	Date awarded	Awarding Organisation issuing

Relevant Licence (for delivering PI and PI for CP only)

Endorsed Provider Name https://www.gov.uk/guidance/teaching-sia-licence-linked-training-courses#you-must-have-the-right-qualifications	Licence Renewal date

Relevant Security Experience

List relevant experience within the last 10 years (as a maximum) starting with the most current. You may include part-time and temporary positions if relevant. You may include experience working in the sector, as a trainer and as an assessor/IV

Dates	Position/Title/Nature of Employment	Description

Arrangements for professional updating (CPD)

Explain how you keep up to date with developments in the security sector and any other relevant professional development.

--

Any other relevant information as Trainer/Assessor/IQA for these qualification(s)

Only complete this section if there is other relevant information that you have been unable to provide in the above sections.

Declarations

Personal

I certify that the information given in this form is accurate and that I can verify the information if requested to do so.

Signed by email:		Date:	
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Centre (Head of Centre/ Lead IQA)

On behalf of the centre I verify that the person named in this form has been designated to train/ assess and/or internally verify on this qualification and that the information given in this form is accurate.

Signed by email:		Date:	
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Appendix 15: Adaptations post COVID-19

Existing impacts of COVID-19 on delivery and assessment of Pearson Security programmes

We've updated our guides to offer you guidance on how you might adapt delivery of Pearson vocational qualifications.

General guidance

For BTECs that form part of the Work-based Learning suite, centres may find the following **self-study and blended learning** guide useful. Please note that for SVQ/NVQs and competency-based qualifications, there will be some scenarios that will not be possible or appropriate for distance assessment.

Sector-specific guidance

Please continue to monitor the [Sector Guidance](#) page on the Pearson website for relevant updates.

Appendix 16: Sample Q&A assessor recording sheet for Physical Intervention

The assessor must ask each candidate questions in relation to the assessment criteria listed below to ensure the candidate is fully aware of critical knowledge areas of physical intervention.

The assessor must use their professional capacity to ascertain sufficiently full responses from the candidate to demonstrate their awareness.

The Q&A session must be video recorded, with a copy retained for one year for quality assurance purposes.

<i>Criterion to be assessed</i>	<i>ASSESSOR COMMENTS Please summarise how the Assessment Criterion was met</i>	<i>Achieved? Tick if yes</i>
2.1 Identify the risk factors involved with the use of physical intervention	Location/ light, age/ size of the person; kind of restraint being used	✓
2.2 Recognise the signs and symptoms associated with acute behavioural disturbance (ABD) and psychosis	Bizarre behaviour/ paranoia. Communicate, distract, calm them down	✓
2.3 State the specific risks associated with positional asphyxia	Breathing obstruction which can lead to death. Minimise use.	✓
2.4 State the specific risks associated with prolonged physical interventions	longer the time individual restrained, the greater the risk of complications	✓
3.2 Identify how to deal with physical interventions on the ground appropriately	monitor the individual, ensure they can breathe without difficulty, return to seated or recovery position asap	✓
3.5 State how to manage and monitor a person's safety during physical intervention	Observe closely, take needed actions, communicate, request help from colleague	✓
Assessor summative comments		
Alexis responded well to all oral questions and showed good understanding of the issues.		
Learner signature	Alexis Bruno	Date 31/5/21
Assessor signature	Charlie West	Date 31/5/21
IV signature	Joe Biggs (video recording sampled)	Date 02/6/21

Appendix 17: Q&A Session for Application of Physical Intervention for Close Protection

The assessor is required to ask the learner, on a minimum of two occasions, the following questions after demonstrating a technique to ensure the candidate is fully aware of critical knowledge areas of physical intervention.

The assessor must use their professional capacity to ascertain sufficiently full responses from the candidate to demonstrate their awareness.

The Q&A session must be video recorded, with a copy retained for quality assurance purposes.

8.1 Explain the legal, medical, and ethical implications of physical interventions within the context and boundaries of UK legislation.	ASSESSOR COMMENTS	Pass/Fail (P/F)
In what circumstances do you believe this technique would be justifiable within the boundaries of UK legislation?		
What are the possible injuries that may result from application of this technique to both yourself and the recipient?		
What may you consider when deciding if this physical intervention would be ethical?		
What are the likely public perceptions of this physical intervention?		
Assessor summative comments		
Learner signature		Date
Assessor signature		Date
IV signature		Date

FAQs : Security Licence to Practice Qualifications 2021

These FAQs relate to the new Level 2 licence linked qualifications available from 1st April 2021.

1. Can we RPL the 2015 units into the new 2021 qualifications?

No, 2015 units cannot be RPL'd into the new 2021 qualifications.

2. What are the SIA mandatory contact hours for each of the units?

Unit title	SIA total learning and assessment time	SIA minimum contact time
Principles of Working in the Private Security Industry	17	9
Principles and Practices of Working as a CCTV Operator in the Private Security Industry	13	13
Principles of Working as a Door Supervisor in the Private Security Industry	11	11
Application of Conflict Management in the Private Security Industry	11	11
Application of Physical Intervention Skills in the Private Security Industry	13	13
Principles of Working as a Security Officer in the Private Security Industry	10	10
Principles of Using Equipment as a Door Supervisor in the Private Security Industry	2 hrs	15 mins
Principles of Terror Threat Awareness in the Private Security Industry	2 hrs	2 hours if Elearning not used / 20 mins if E-learning used
Principles of Minimising Personal Risk for Security Officers in the Private Security Industry	2 hrs	2

3. What are the minimum days required for delivery of the new qualifications?

Qualification Title	Minimum delivery hours if selfstudy is <u>not</u> used	Minimum number of days	Minimum delivery hours if selfstudy is <u>used</u>	Minimum number of days
Level 2 Award for CCTV Operators (Public Space Surveillance) in the Private Security Industry	30 hours	4 days	22 hours	3 days
Level 2 Award for Security Officers in the Private Security Industry	38 hours	5 days	30 hours	4 days
Level 2 Award for Door Supervisors in the Private Security Industry	52 hours	7 days	44 hours	6 days

4. Can we use self-study hours?

If you want to use self-study, you must tell us first. You must detail each of the following within your quality management processes:

- the areas of learning delivered by self-study
- the method of self-study to be used
- the number of hours to be covered by the self-study material
- a robust and auditable method for determining that learners have undertaken the self-study

The materials used must clearly show learners how many hours of learning they are expected to undertake. They must be given sufficient time to allow its completion before their course begins. You must check during training to ensure that appropriate learning has taken place. This will be checked through our quality assurance processes.

Self-study material must be kept for a minimum of 3 years and may be used to deliver:

- up to 8 hours of Principles of Working in the Private Security Industry (PWPSI)

Learning Outcome that can be delivered via self-study
LO1: Know the main characteristics and purposes of the private security industry (2 hours)
LO2: Understand legislation as it applies to a security operative (2 hours)
LO4: Understand the importance of safe working practices (2 hours)
LO5: Understand fire procedures in the workplace (1 hour)
LO11: Understand good practice for post incident management (1 hour)

- up to 2 hours of Principles of Using Equipment as a Door Supervisor in the Private Security Industry

Learning Outcome that can be delivered via self-study
LO1: Know how to use equipment relevant to a door supervisor (1.5 hours)
LO2: Know what actions to take in relation to global (or critical) incidents (0.5 hours)

- up to 0.5 hours of Principles of Minimising Personal Risk for Security Officers in the Private Security Industry

Learning Outcome that can be delivered via self-study
LO2: Know what actions to take in relation to global (or critical) incidents (0.5 hours)

5. What are suitable methods of self-study?

Suitable methods of self-study include prepared, high quality:

- on-line learning materials or courses that the learner must navigate
- workbooks that the learner must work through and complete
- learning materials that the learner can use to cover specified areas of content

6. Can we use virtual learning to deliver any of the units?

Any training provider wishing to use virtual learning and/or remote online invigilated exams must be approved to deliver and/or assess in this way. The training provider must provide evidence to us that they fully understand this guidance and have the necessary resource in

place to deliver training in a virtual learning environment and/or remote online invigilated exams. Pearson must be satisfied that the training provider has fully understood this and retain an audit trail of this evidence.

As part of the approval process the training provider will submit to the AO the training dates and a detailed breakdown of the delivery and assessment times to meet the required minimum contact time for the qualification. The breakdown must include:

- the split between virtual learning and face to face delivery of training
- the split between remote online invigilated exams and face to face assessment
- the delivery time should include rest breaks for learners
- time should be factored in for technical issues.

Please see the *Requirements when using virtual learning and assessment with SIA licence-linked qualifications from 1 April 2021* document for full information

7. What are the First Aid pre-requisite requirements for learners?

From 01 April 2021 learners taking their Door Supervision or Security Officer training for the first time will need to show that they hold a current and valid First Aid or Emergency First Aid certificate.

From 01 October 2021 if you wish to renew your Door Supervisor or Security Officer licence you will also be required to hold a current and valid First Aid or Emergency First Aid certificate.

The First Aid or Emergency First Aid certificate must meet the requirements of the Health and Safety (First Aid) Regulations 1981. Training centres must confirm that each learner is sufficiently qualified in First Aid or Emergency First Aid. It is the centre's responsibility to check the learner's First Aid certificate and maintain relevant records of how a learner meets this requirement.

Please see the qualification specifications for full information on what qualifications are acceptable.

8. Can we deliver First Aid and Security qualifications together as a package?

Yes, centres can deliver suitable First Aid qualifications together with security qualifications as part of a training package. All First Aid training must be completed and passed prior to the commencement of the security training.

9. What are the English language skills pre-requisite requirements for learners?

The centre must ensure that every learner is sufficiently competent in the use of the English and/or Welsh language. All assessment must take place in English and/or Welsh.

Please see the specifications for the full requirements and a list of what qualifications can be used to demonstrate proficiency.

10. Where can I find the documents for the internal assessments?

They are available on our website: <https://qualifications.pearson.com/en/qualifications/secure-tests/btec-securityqualifications.html>

There will be two versions of each internal assessment: one for the learners' first attempt and a second to be used for any resits.

11. Is practical assessment included in the new qualifications?

Yes – details of the assessment of the new units are below.

2021 Unit title	Knowledge assessment	Practical assessment
Principles of Working in the Private Security Industry	Externally set and marked MCQ exam made up of 72 questions (110 minutes) Pass mark = 70%	Externally set, internally assessed activity based on the completion of an evidential statement
Principles of Working as a Security Officer in the Private Security Industry	Externally set and marked MCQ exam made up of 60 questions (90 minutes) Pass mark = 70%	Externally set, internally assessed observation of searching with observation sheet and Externally set and internally assessed observation of using communications devices The practical assessment for each learner must be visually recorded and should take approximately 15 minutes per learner Pass mark = 100%

<p>Principles and Practices of Working as a CCTV Operator in the Private Security Industry</p>	<p>Externally set and marked MCQ exam made up of 40 questions (60 minutes)</p> <p>Pass mark = 70%</p>	<p>Externally set and internally assessed practical CCTV scenario with portfolio and observation sheet</p> <p>The practical assessment and portfolio completion should take approximately 25 minutes per learner</p> <p>Pass mark = 100%</p> <p>and</p> <p>Externally set and internally assessed workbook</p> <p>Pass mark = 80% for the short answer element of workbook</p>
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<p>Principles of Working as a Door Supervisor in the Private Security Industry</p>	<p>Externally set and marked MCQ exam made up of 50 questions (75 minutes)</p> <p>Pass mark = 70%</p>	<p>Externally set, internally assessed observation of searching with observation sheet</p> <p>and</p> <p>Externally set and internally assessed observation of using communications devices</p> <p>The practical assessment for each learner must be visually recorded and should take approximately 15 minutes per learner</p> <p>Pass mark = 100%</p>
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<p>Application of Conflict Management in the Private Security Industry</p>	<p>Externally set and marked MCQ exam made up of 20 questions (30 minutes)</p> <p>Pass mark = 70%</p>	<p>Externally set, internally assessed of one practical scenario with observation sheet per learner</p> <p>The practical assessment for each learner must be visually recorded and should take approximately 15 minutes per learner</p> <p>Pass mark = 100%</p>
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<p>Application of Physical Intervention Skills in the Private Security Industry</p>	<p>Externally set and marked MCQ exam made up of 30 questions (45 minutes)</p> <p>Pass mark = 80%</p>	<p>Externally set, internally assessed observation of each learner performing every technique with observation sheet</p> <p>and</p> <p>Q/A session to cover critical areas of PI knowledge</p> <p>The practical assessment for each learner must be visually recorded and should take approximately 15 minutes per learner</p> <p>Pass mark = 100%</p>
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12. Do you offer Vehicle Immobilisation?

We will not be offering the new Vehicle Immobiliser qualification.

13. What are the new Top Up qualifications?

From 1st October 2021 anyone wanting to renew their SIA Door Supervisor or Security Officer licence will be required to complete the relevant Top Up qualification before they can renew their licence. The Top Up qualifications will be available for registration from 1st April 2021. Tests will be available from 1st June 2021:

Pearson BTEC Level 2 Award for Door Supervisors in the Private Security Industry (Top up)
Pearson BTEC Level 2 Award for Security Officers in the Private Security Industry (Top up)

14. Can ACT E-learning be used as evidence of learning for the Terror Threat Awareness unit in the Top Up qualifications?

Yes: if a learner has completed the ACT e-learning and ACT for Security (available from July 2021) e-learning and provides certificates dated after January 2020, this can be used to evidence that learning has taken place for the Principles of Terror Threat Awareness in the Private Security Industry unit. Learners are still required to complete the external assessment for this unit.

15. Are Trainers/Assessors now required to complete counter terrorism training?

Yes. All trainers and assessors delivering licence linked qualifications must have achieved a National Counter Terrorism Security Office (NaCTSO) / SIA endorsed counter-terrorism programme such as the ACT (Action Counters Terrorism) Awareness training, which must be completed every year.

16. What are the Assessor requirements?

All Trainers/Assessors must have achieved as a minimum:

- Award in Education and Training (Level 3 QCF/RQF) (Level 6 SCQF) or a teaching or training qualification at Level 3 (QCF/RQF) Level 6 (SCQF) (or equivalent or above), which has been accredited by SQA/QCA/Ofqual or validated by a HEI, or equivalent such as:
- Level 4 Award in Education and Training (QCF/RQF)
- Certificate in Education

- Post Graduate Certificate in Education
- SVQ/NVQ Levels 3 and 4 in Learning and Development
- Scottish Training Qualification for Further Education (TQFE)
- PTLLS, CTLLS or DTLLS
- Master's in Education
- and A National Counter Terrorism Security Office (NaCTSO) / SIA endorsed counterterrorism programme such as the ACT (Action Counters Terrorism) Awareness training which must be done every year.

Assessors must hold any of the following qualifications:

- Level 3 Award in Understanding the Principles and Practices of Assessment (RQF)
- Level 3 Award in Assessing Competence in the Work Environment (RQF)
- Level 3 Award in Assessing Vocationally Related Achievement (RQF)
- A1 Assessing Learners Using a Range of Methods
- D32 Assess Learner Performance
- D33 Assess Learner Using Different sources of Evidence

Or the following unit from an assessor qualification:

- Unit 1 Understanding the Principles and Practices of Assessment

Or the following units from a teaching qualification:

- Understanding Assessment in Education and Training unit from a Level 3 Award in Education and Training
- Understand the Principles and Practices of Assessment from a 12 credit Preparing to Teach in the Lifelong Learning Sector
- Principles of Assessment in Lifelong Learning from a 12 credit Preparing to Teach in the Lifelong Learning Sector
- Understanding the Principles and Practices of Assessment from a Level 3 Certificate/Level 4 Diploma in Learning and Development
- Assess Occupational Competence in the Work Environment from a Level 3 Certificate/Level 4 Diploma in Learning and Development
- Assess Vocational Skills, Knowledge and Understanding Level 3 Certificate/Level 4 Diploma in Learning and Development

It is expected that in most cases the trainer and the assessor will be the same person. If assessors do not hold any of these qualifications/units, they will have until 30 September 2022 to achieve them.

17. What are the IQA requirements?

Internal quality assurers (IQA) are required to hold any of the following qualifications:

- Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practices (RQF)
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practices (RQF)
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Process and Practices (RQF)
- V1 Conduct Internal Quality Assurance of the Assessment Process
- D34 Internally Verify the Assessment Process

Or the following unit from an IQA qualification:

- Unit 2/Unit 4 Understanding the principles and practices of internally assuring the quality of assessment

If IQAs do not hold any of these qualification/units, they will have until 30 September 2022 to achieve one.

18. Will existing Security centres be auto-approved for the new L2 qualifications?

Yes, currently, active centres will be auto-approved for the equivalent new L2 qualifications. Centres approved and active for the Door Supervision qualification will be auto-approved for the Door Supervisor Top Up qualification. Centres approved and active for the Security Officer qualification will be auto-approved for the Security Officer Top Up qualification.

However, please note that this may not be the case for the L3 Close Protection qualification as these will include Physical Intervention units.

FAQs : Close Protection Qualification 2022

These FAQs relate to the new Close Protection qualification available from 1st April 2022.

What is the structure of the new qualification?

There are a number of new units in the new qualification. The new structure is as follows:

- Principles of Working as a Close Protection Operative in the Private Security Industry
- Working as a Close Protection Operative in the Private Security Industry
- Application of Conflict Management in the Private Security Industry
- Principles of Terror Threat Awareness in the Private Security Industry
- Knowledge of Door Supervision Responsibilities for Close Protection Operatives
- Application of Physical Intervention Skills for Close Protection Operatives in the Private Security Industry
- Application of Physical Intervention Skills in the Private Security Industry

All units are mandatory.

How is the new qualification assessed?

The new qualification includes a combination of knowledge and practical assessments. The table below details the assessments for each unit.

Unit	Knowledge Assessment	Practical Assessment
Principles of Working as a Close Protection Operative in the Private Security Industry	MCT Workbook	Workbook, Portfolio of Evidence
Working as a Close Protection Operative in the Private Security Industry	Workbook	Workbook, Portfolio of Evidence
Application of Conflict Management in the Private Security Industry	MCT	Practical scenario
Principles of Terror Threat Awareness in the Private Security Industry	MCT	N/A
Principles of Working as a Door Supervisor for Close Protection Operatives in the Private Security Industry	MCT	N/A
Application of Physical Intervention Skills for Close Protection Operatives in the Private Security Industry	MCT Q&A	Externally set, internally assessed observation
Application of Physical Intervention Skills in the Private Security Industry	MCT Q&A	Externally set, internally assessed observation

What are the SIA contact hours?

The delivery time for the qualification has increased in-line with the inclusion of the new units:

Total Qualification Time: 235 hours

SIA Minimum Contact Time: 194 hours

SIA Minimum Number of Days: 18

The table below details the SIA Total Learning and Assessment Time, SIA Minimum Contact Time, SIA Permitted Self-Study and the Total Unit time for each unit.

Unit	SIA Total Learning and Assessment Time	SIA Minimum Contact Time	SIA permitted self-study	Ofqual Total Unit Time
Principles of Working as a Close Protection Operative	68	68	0	75
Working as a Close Protection Operative	70	70	0	94
Application of Conflict Management in the Private Security Industry	11	11	0	13
Principles of Terror Threat Awareness in the Private Security Industry	2	2* (20 mins if e-learning is used)	3	3
Principles of Working as a Door Supervisor for Close Protection Operatives in the Private Security Industry	10	10	0	13
Application of Physical Intervention Skills for Close Protection Operatives in the Private Security Industry	20	20	0	20
Application of Physical Intervention Skills in the Private Security Industry	13	13	0	17
Total	194	194	3	235

What order do we have to deliver the units in?

Learners must be **trained** in the Application of Conflict Management in the Private Security Industry before the delivery of Application of Physical Intervention Skills in the Private Security Industry and Application of Physical Intervention Skills for Close Protection Operatives in the Private Security Industry.

The **assessment** of the Application of Conflict Management in the Private Security Industry unit can be done after the physical intervention units have been delivered.

What scenarios do we have to use in the delivery of the Conflict Management unit?

When delivering the Conflict Management unit, centres can choose whether to use the Security Officer scenarios or the Door Supervisor scenarios, depending on what is most appropriate for the cohort. The relevant requirements must be met:

Security Officer

Training **must** include at least **one** practical scenario from each of the four headings:

- Enforcement scenario
- Defusing scenario
- Confronting scenario
- High Risk scenario

Door Supervisor

Training **must** include at least **one** practical scenario from each of the three headings:

- Refusal scenario
- Rejection scenario
- Incident scenario

Can we deliver the course using virtual learning?

We have identified where virtual learning is acceptable within the new qualification.

Any training provider wishing to use virtual learning must be approved to deliver in this way. The attached document *SIA Requirements for Using Virtual Learning* outlines the criteria for centres wishing to deliver via virtual learning. It is also available on our website [here](#).

Please see the table below for an overview of what can be delivered by virtual learning and what must be delivered face to face:

Unit	Notes
Principles of Working as a Close Protection Operative	This unit can be delivered by virtual learning, with the exception of AC12.5 which must be delivered face to face
Working as a Close Protection Operative	<p>LOs 1, 6 and 8 can be delivered by virtual learning, with the exception of the following ACs, which must be delivered face to face:</p> <p>AC1.3 AC6.10, AC6.11 AC8.1</p> <p>The remainder of the unit (LO2, LO3, LO4, LO5, LO7) must be delivered face to face.</p>
Application of Conflict Management	<p>The following must be delivered face to face:</p> <p>AC4.4, AC4.5, AC4.6</p> <p>The remainder of the unit may be delivered by virtual learning.</p>
Principles of Working as a Door Supervisor for Close Protection Operatives in the Private Security Industry	This unit can be delivered by virtual learning
Principles of Terror Threat Awareness in the Private Security Industry	This unit can be delivered by virtual learning
Application of Physical Intervention Skills for Close Protection Operatives	LOs 8 – 13 must be delivered face to face .
Application of Physical Intervention Skills	<p>The following must be delivered face to face:</p> <p>AC2.3 AC3.2, AC3.5 LO4 (all ACs) LO5 (all ACs)</p>

What are the Tutor / Trainer Requirements?

There are a number of new requirements for those who wish to deliver the training for the new qualification, in particular for those wishing to deliver the Physical Intervention units. Please see the table below for an overview of the requirements:

Requirement	Level 3 CP trainers*	L3 DS PI trainers	L3 CP PI trainers
2 years CP front-line operational experience in the last 5 years	ü		ü
Level 3 Award for Deliverers of Physical Intervention Training		ü	
Current licence from an approved Level 3 Physical Intervention programme provider to deliver the approved Level 2 PI programme		ü	
Level 3 Award for Deliverers of Physical Intervention Training (Close Protection)			ü
Current licence from an approved Level 3 Physical Intervention (Close Protection) programme provider to deliver the approved Level 2 PI (CP) programme			ü
Level 3 Award in Education and Training or equivalent (see spec for full details)	ü	ü	ü
Level 3 Award in The Delivery of Conflict Management	ü	ü	ü
40 hours relevant CPD activity (see spec for full details)	ü	ü	ü
ACT e-Learning and ACT e-Learning (Security) Training (must be completed annually)	ü		

*those delivering the following units:

- Principles of Working as a Close Protection Operative
- Working as a Close Protection Operative
- Application of Conflict Management in the Private Security Industry
- Principles of Working as a Door Supervisor for Close Protection Operatives in the Private Security Industry
- Principles of Terror Threat Awareness in the Private Security Industry

What are the trainer and assessor CPD requirements?

Trainers and assessors must be able to demonstrate evidence of suitable CPD in their sector. This should include the equivalent of at least 40 hours every year spent in a combination of training, increasing professional knowledge through other means, or working in the industry. The CPD record must show that a National Counter Terrorism Security Officer (NaCTSO) / SIA-endorsed counter terrorism programme such as the **ACT (Action Counters Terrorism) Awareness and ACT Security training** has been completed **on an annual basis**.

Will Pearson be offering the Deliverers of Physical Intervention for Close Protection qualification?

Pearson will not be offering the Level 3 Deliverers of Physical Intervention (Close Protection) qualification. Pearson will also not be approving any Physical Intervention (Close Protection) Train the Trainer programmes. Anyone interested in developing a Physical Intervention (Close Protection) Train the Trainer programme, or offering the Level 3 Deliverers of Physical Intervention Training (Close Protection) qualification should contact one of the other SIA approved awarding bodies.

The SIA will publish a list of Physical Intervention (Close Protection) Train the Trainer approved programmes on their website.

How do we get centre approval for the new qualification?

The inclusion of Physical Intervention units within the new Close Protection qualification means that centres will have to meet additional approval criteria in order to be approved. Approval will be applied as follows:

Current Centre Approval Status	Approval requirement
Current and active Pearson CP centres with approval to deliver the Pearson Door Supervisor and/or Pearson Door Supervisor Top Up qualification	Auto approved
Current and active Pearson CP centres with approval to deliver another AO approved licence linked Door Supervisor and/or Door Supervisor Top Up qualification	Evidence of Door Supervisor approval held with another AO
Current and active Pearson CP centres with no approval to deliver any licence linked Door Supervisor qualification	<ul style="list-style-type: none"> Information on the trainers that will be used to deliver the physical intervention units and the qualifications and licences they hold (see Tutor Requirements table) Photograph or video evidence of the facilities that will be used for the delivery of the physical intervention units with written confirmation of room size (e.g. floor plans may be submitted to confirm room size)* Evidence that centre holds appropriate insurance for delivering physical intervention training**
Centre with current approval to deliver other Pearson Level 2 Security licence linked qualifications	Complete full approval process for new CP qualification
Centre with no current Security approvals	Complete full approval process for new CP qualification

* It is best practice to provide a realistic work environment for the training and assessment of any required practical activities. **Those training and assessing physical intervention must provide an environment with a minimum of 3 stairs** for the demonstration, practice, and assessment of escorting an individual up and downstairs.

As a guide, an unobstructed area of approximately **2 x 2 metres per person**, (including the trainer) provides the necessary room for movement and activity for physical intervention training. For example a maximum class size of 12, plus trainer, needs a floor area of approximately **52 square metres**.

Please note that approval may be withdrawn and sanctions applied if any details provided are found to be false, misleading or significantly inaccurate.

**** Insurance documentation must state cover for 'training in physical intervention' under 'business activity'.** Centres are responsible for ensuring that their insurance remains valid and up to date. This level of insurance cover is mandatory for approved training centres and individual trainers delivering physical intervention training at the approved training centre. If an individual trainer does not hold their own cover, the approved centre must ensure its insurer is aware of this and secure extended cover. The insurance schedule should clearly detail the cover for trainers.

An Approval Form has been circulated to existing approved Close Protection centres to complete to confirm how they meet approval requirements outlined above.

What are the First Aid pre-requisites for the new qualification?

The First Aid requirements that applied to the 2015 qualification will continue to apply to the 2022 qualification:

Centres must confirm that each learner has a valid Level 3 (RQF/QCF) or Level 6 (SCQF) 3-day full First Aid qualification before they can begin any close protection training.

Centres are permitted to deliver suitable First Aid qualifications together with the close protection qualification as part of a training package. All First Aid training must be completed and passed prior to the commencement of the close protection training.

Can RPL and APL be applied?

There will be no recognition of prior learning from the 2015 qualification to the 2022 qualification.

If learners have successfully completed a 2021 Level 2 licence linked qualification, accreditation of prior learning can be applied and learners will be exempt from the learning and assessment of the following units:

- Application of Conflict Management in the Private Security Industry
- Application of Physical Intervention Skills in the Private Security Industry
- Principles of Terror Threat Awareness in the Private Security Industry

Learners who have successfully completed a 2021 Door Supervisor qualification can be exempt from the learning and contact hours for the Knowledge of Door Supervision Responsibilities for Close Protection Operatives unit, but they must still pass the multiple choice test for this unit.

Will there be Close Protection Top-Up qualification like there is for Door Supervisors and Security Officers?

The SIA has decided to implement a Top-Up requirement for Close Protection Operatives who wish to renew their licence. The requirements will come into force from 1st October 2022. From this date, anyone who wishes to renew their Close Protection licence must complete a Close Protection (Top-Up) qualification. The qualification will comprise the following units:

- Principles of Working as a Door Supervisor for Close Protection Operatives in the Private Security Industry
- Principles of Terror Threat Awareness in the Private Security Industry
- Application of Physical Intervention Skills for Close Protection Operatives in the Private Security Industry
- Application of Physical Intervention Skills in the Private Security Industry

The qualification is expected to be available for learner registration in summer 2022.