Level 3 Standard

Security First Line Manager

OVERVIEW

What is the Security Sector?

The Private Security Industry makes a key contribution to the UK economy and to the security and safety of the nation, its businesses and its citizens. It is estimated to employ 500,000 people across a variety of sub-sectors including static and patrol guards, uniformed retail security guards, store detectives, door supervisors and CCTV operators.

The security services sector is made up of some very large companies who operate on a national basis employing several thousand employees each, and a significant number of small and medium sized companies, operating regional or locally, employing between 50 and 1,000.

Who is this programme for?

This apprenticeship can be delivered to existing Security Managers in order to develop skills, knowledge and understanding or those that are newly appointed to a Security Manager position. The programme will develop knowledge, application of skills and behaviours when supervising people and conducting activities in line with regulatory requirements. It includes teaching of undertaking security risk assessments; providing security advice to others; understanding threat, vulnerability and risk; security methods, operations and activities; incident management and planning; stakeholder management; business communications and data security management within role(s) such as Ministry of Defence, Transport & Border Security and Private Security Industry.

• Must not hold a qualification at the same level or higher in the sector that the Apprenticeship is in.

• Must commit to the minimum learning period, this can be anything from 372 days to 4 years.

• Must commit to 20% in work off the job training hours

• Must undertake Level 2 English and maths functional skills if unable to provide certificates of exemption.

• Must commit to completing the End Point Assessment (EPA) within three months of the learning period completion for all standards

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Unit 01
Health and Safety

Have complete understanding of current health and safety regulations, with a view to minimising H&S risks and hazards to health and wellbeing, relevant to the Security Context/ Environment in which you operate e.g private Security Industry, MOD, Event Security, 'in –house', Dept for Transport

Unit 02
Customer and Stakeholder Management

Understand the market in which the role operates and the specific needs of each customer/industry stakeholder, thus developing strong customer relationships and confidence in the security provision
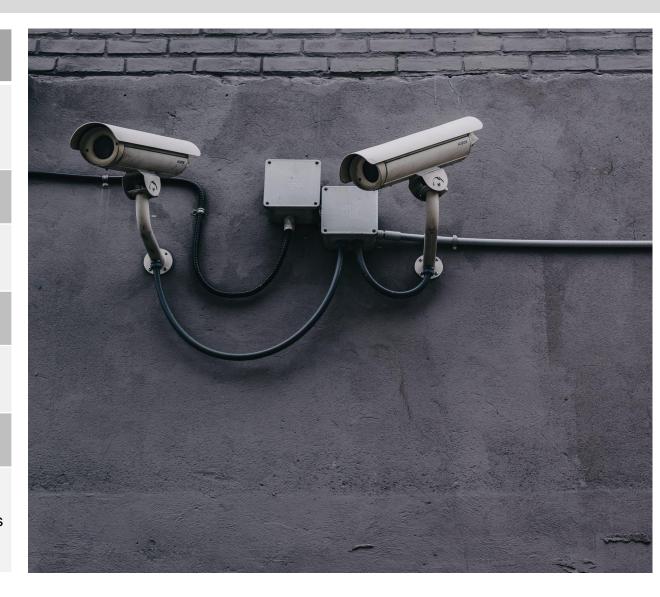
Unit 03
Security Risk Management

Understand the Organisational structure, policies & procedures as well as potential threats to the industry, modus operandi of individuals and specific organisations, both internally and externally.

Unit 04
Staff Management and Development

Awareness of the role requirements and individual knowledge & skills and security specific accreditation/certification of personnel needed to carry out their role within the Security Environment. Understanding of Employment law, human rights, policies and procedures governing people management, and knowledge of leadership & motivational theories and principles.

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Unit 05
Contract Performance and Management

Knowledge of relevant regulations governing security on a local and national scale. Understand areas of development that need to be addressed, of a security nature, in relation to specific customer needs .

Unit 06
Improvement Planning and Implementation

Understand the market in which the role operates and the specific needs of each customer/industry stakeholder, thus developing strong customer relationships and confidence in the security provision
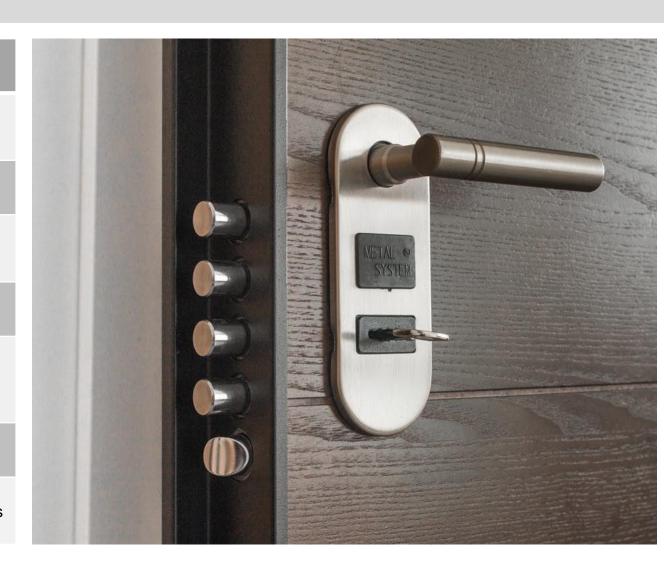
Unit 07
Compliance Management

Understanding the regulations governing Security on a local, National and, where appropriate, international scale. Know how to identify and assess strengths, weaknesses, opportunities, risks, vulnerabilities and complex threats to security operations

Unit 08
Communication

Demonstrate use of appropriate methods of verbal and non-verbal communication relevant to the situation in order to ensure that risk does not escalate and all parties are aware of their responsibilities and updated continually..

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Unit 09
Corporate Social Responsibility

Know the impact and effects that your industry has on the environment and your responsibility to that community. Understand the importance of linking in with intelligence sources and crime/threat reduction initiatives.

Unit 10
Operational Management

Understand the customer's area of responsibility in order to provide the correct level of protection of all buildings and assets

ON PROGRAMME RESEARCH PROJECT – TO BE PRESENTED AT END POINT ASSESSMENT (EPA)

Operational Management
This area covers organisation vision mission and objectives and how the Security Provision support this, the different security requirements across organisations and policies and process that support this.

Security Risk Management
This area covers the risk assessment process of internal and external threats to property, people and premises, identifying potential occurrences and recommending remedial actions to reduce threats and increase safety.

Improvement Planning and Performance
This area covers the development of action plans based on the security risk assessment conducted, and the implementation process and communication methods that could be used within own organisation

Compliance Management
This area covers the regulations that govern security on a National Scale and those that impact the security provision in own organisation. Business Continuity plans and how the security provision supports this and best practice within security.

Core Behavioural Competencies to be evidenced

• Security Conscious - To work in a manner that promotes the security of people, property and premises
• Professional – To demonstrate conduct that is in line with organisational requirements
• Courteous and Respectful – To communicate and understand meaning
• Calm – To enhance security service performance through conflict management techniques
• Customer Focused – Exceed customer expectations and add value where possible
• Confidential – To promote confidence by complying with organisation policy and legislation
• Integrity – work for the greater good and not sacrifice high standards for immediate gain or personal benefit.

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