

# Security Operations Level 1

## Basic Conflict Management and Physical Intervention

### Course Instructor

Clement Chew

### Phone

+6012 311 9928

### Email

[clement@atlascorps.co.uk](mailto:clement@atlascorps.co.uk)

### Course Overview

In this course, candidates will learn the basics of conflict management through assertiveness, physical intervention and basic incident response skills.

They will practice what they have learned through role-playing and real-world simulations progressively building towards becoming individuals who are polite, yet firm in their dealings with the public.

Candidates will also learn basic Physical Intervention, which contains basic empty-hand techniques, including the application of the Use of Force continuum which is taught to every police and security officer in the United Kingdom. Candidates will then apply these skills in real-world simulations and role-play.

Candidates are required to achieve at least 75% of a handwritten examination at the end of the course and also be able to resolve 4/5 situations where their Conflict Management and Physical Intervention skills will be tested.

Graduates of the Level 1 course are able to progress to the **Security Operations Level 2 – Advanced Conflict Management and Defensive Tactics System** course, which introduces the powers of citizen arrest, public order management through escalation/deescalation and the use of less-lethal equipment to establish situational control.

### Course Length – 29 hours 30 mins

17 hours 30 mins of Classroom Learning Interspersed with Practical Application

12 hours of Role Play

### Course Requirements

- Candidates must be able to speak an intermediate to fluent level of English and Bahasa Melayu in order to digest the material contained within this course.

**Course Schedule**

<b>Period</b>	<b>BASIC CONFLICT MANAGEMENT – 9 hours</b>	
2 hours	Tactical Communication – Words of Command and Paralanguage	Candidates will learn how the tones and volumes of the human voice are able to control situations. They will learn to vary their voices in different situations and apply this knowledge within the class.
2 hours	Effective Communication – Listening and Responding Appropriately	Candidates will learn how an individual’s choice of words can affect another’s emotions and the importance of listening to what one has to say before responding. They will learn different emotional “triggers” and will apply this knowledge within the class.
2 hours	Effective Communication – Body Language (Kinesics)	Candidates will learn and experience how an individual’s stance, hand gestures and facial expressions contribute to a situation. They will practice and apply this knowledge within the classroom.
3 hours	Situational Application – Role-Playing	Candidates will learn to combine body language, tone of voice and their skills of listening and responding through intensive role-play in different situations.
<b>BASIC PHYSICAL INTERVENTION – 8 hours 30 mins</b>		
1 hour	The Use of Force Continuum	<p>Candidates will learn how and when to use physical force. They will also learn the considerations of reasonable force.</p> <p>This module contains escalation and de-escalation simulations to ensure that the candidates are fully aware of the consequences of force and violence.</p> <p>They will apply this knowledge practically within the classroom.</p>

3 hours	Basic Physical Intervention techniques – Prompting and Escorting	<p>Candidates will learn how to take control of a situation by:-</p> <ol style="list-style-type: none"> <li>1. Recognising the signs of an oncoming physical altercation.</li> <li>2. Responding to first contact by a belligerent</li> <li>3. Using a combination of physical contact and verbal dominance to take control of a situation</li> <li>4. Employing physical restraint techniques to a belligerent while maintaining verbal dominance (2 basic forms of escort)</li> </ol> <p>Candidates will apply this knowledge practically within the class.</p>
3 hours	Basic Team Negotiation – Verbal Judo and Physical Intervention assistance	<p>Candidates will be taught to verbally engage argumentative individuals and to manage verbal assaults by working in a team. A large part of this module will consist of physical interventions with appropriate command words and teamworking.</p> <p>This module will be run concurrently with the above physical intervention techniques module.</p> <p>They will apply this through a controlled environment in the classroom.</p>
1 hour 30 mins	Effective Communication – The use of the Two-Way Radio	<p>Candidates will be taught basic radio commands with the aim of engaging the command centre/control room, with other security officers and finally, their immediate team.</p> <p>They will also learn the NATO Phonetic Alphabet which is essential to communications in the field.</p>

---

**PRACTICAL APPLICATION – ROLE PLAY – 12 hours**

---

4 hours	Confidence Building – Engaging the Public	<p>Candidates will be taught to apply a 7-step process in public engagement – aimed at creating a conversation between the security officer and a member of public.</p> <p>They will practice and demonstrate reasonable competence in this through intensive role-play.</p>
2 hours	Basic Response Skills – Asking the right questions and taking notes	<p>Candidates will be taught basic first-responder skills at an incident. These skills include:-</p> <ol style="list-style-type: none"> <li>1. Speaking to witnesses</li> <li>2. Taking appropriate notes</li> <li>3. Reporting the incident to command</li> <li>4. Victim support</li> <li>5. Handover to senior officers</li> </ol> <p>This lesson will be complemented with multiple sessions of role-play simulating different incidences – please see below</p>
6 hours	Incident Response – Role Play	<p>Candidates will be put through a series of different situations aimed at conditioning them towards providing an initial response to situations which include:-</p> <ol style="list-style-type: none"> <li>1. Physically aggressive shoplifter</li> <li>2. Unsatisfied Customer</li> <li>3. Youth gang leader with megaphone</li> <li>4. Responding to an alleged robber/shoplifter being detained by members of the public</li> <li>5. Working with the police</li> </ol>

---

### **Examination Structure**

Candidates will be tested on elements in conflict management, the use of force continuum, the NATO phonetic alphabet and physical intervention in a written paper consisting of 20 multiple-choice questions. A pass mark of 70% is required to graduate this course and an 80% pass mark is required for advancement to Security Operations Level 2 – Advanced Physical Intervention, Conflict Management and Incident Response.

A further practical examination which will test the candidate's application of physical intervention and conflict management skills learned during the course consists of three role-playing situations where a candidate must demonstrate aptitude in conflict management, physical intervention and incident response. Candidates must pass all three scenarios to achieve the certificate.

### **Classroom Policy**

Candidates must be willing and able to contribute actively to discussion and take part in role-play. An integral part of graduating from the course is the candidate's ability to resolve situations which require a higher level of discretion through knowledge gained from the course, applied in a role-playing exercise.

Candidates are expected to follow professional standards, including adherence to legalities and ethics. In addition, candidates need to show a respectful demeanor toward other students and professional peers. The use appropriate professional tools, including technological tools, as needed and appropriate, is expected. Candidates are expected to be aware of and respect diversity and multicultural issues.

### **Course Competency Matrix**

The following table demonstrates the skills and competencies that will be gained by candidates by the end of the course. Each candidate will receive a complete assessment of their performance and capabilities at the course's conclusion in order for them to be able to identify areas of improvement and for their employers to make strategic decisions when assigning their duties.

The candidate will be rated from 1 to 5, with a rating of 1 signifying Poor Performance and 5 signifying Excellent Performance.

Competency	Description
Incident Response	Candidate is able to adapt behavior and choice of words depending on incident. They are able communicate effectively both amongst themselves and the public and are also able to work together as a team to resolve the issue.
Basic Conflict Management	Candidate possess the tact and verbal skill of deflecting and deescalating high-tension situations where they are confronted by a highly aggressive individual. Candidate demonstrates knowledge and awareness of the signs of aggression. Candidate is also able to apply the SAFER approach.
Public Engagement	Candidate demonstrates competence in approaching members of the public for intelligence regarding any incident and is able to also provide answers to any enquiries the public may have.
Basic Physical Intervention	Candidate demonstrates the capability of working in a team to physically restrain individuals according to the Use of Force Continuum until senior officers arrive. Candidate is also able to use the SAFE approach to justify actions and to apply the two methods (Basic and Cross Body) of escort effectively against a resistant subject.
Verbal and Physical Dominance	Candidate uses a combination of verbal cues and body language to assert dominance with the aim of controlling a situation both before and after escalation.
Effective Communication	Candidate takes appropriate notes at an incident, asks appropriate questions and is able to deliver information well to their team, the public and most importantly, the control room. Candidate employs the LEAPS approach effectively.