

Security Operations Level 2 - Advanced Physical Intervention and Response Team Duties

Course Instructor
Clement Chew

Phone

+6012 311 9928

Email

clement@atlascorps.co.uk

Course Overview

In this course, candidates will learn advanced conflict management through assertiveness, physical intervention and incident response skills.

In the Level 2 module, candidates will be taught how to work as an effective team in resolving matters which require a higher form of discretion and tact. They will also learn the basics of risk management and its associated control measures to reduce the chance of injury or incident.

Candidates will be introduced to Advanced Physical Intervention, which now contains the training and use of self-defense tools which include the expandable baton, incapacitant (pepper or CS gas) spray and the application of rigid or chain-linked handcuffs. Candidates will make use of their existing knowledge of the application of the Use of Force Continuum.

Candidates must pass at least 5 out of a possible 6 situational scenarios which will draw upon their ability to demonstrate the material they have learned to gain the Level 2 Certificate in Security Operations.

Course Length – 49 hours

30 hours of Classroom Learning Interspersed with Practical Application

19 hours of Role Play

Course Requirements

- Candidates must have previously obtained a satisfactory pass mark for the Security Operations Level 1 course in order to undertake this module.
- Notebook and Pen
- Personal Issue Two-Way Radio **OR** Mobile Phone with Push-to-talk earpiece and data connection

Course Schedule

Period	ADVANCED CONFLICT MANAGEMENT – 8 hours	
2 hours	Advanced Contact and Control	Candidates will learn contact and control techniques designed to resolve issues which stem from an emotionally charged BUT physically compliant individual. They will learn to apply their body language and hand gestures associated with these techniques before escalating to a gentle physical maneuver which does not rely on pain compliance but rather on “prompting”.
2 hours	Contact and Cover	Candidates will learn how to use the Contact and Cover technique to maximize safety when dealing with extremely difficult subjects. This requires the use of pre-arranged signals and teamwork for success.
1 hour	Advanced Escalation and De-escalation	Candidates will learn the consequences of conflict escalation and de-escalation as well as its use in appropriate circumstances. They will be presented with case-studies as well undertake a role-playing exercise to complete this section.
1 hour	Citizen’s Arrest	Candidates will learn the legalities of the citizen’s arrest and detention powers under Section 27(1) of the Criminal Procedure Code. They will also be presented with a series of case studies in which they will have to identify appropriate use of Citizen’s Arrest on suspects.
ADVANCED PHYSICAL INTERVENTION – 22 hours		
3 hours	Empty-Hand – Pain Compliance and Restraining Techniques	Candidates will learn to apply a combination of empty-handed pain compliance holds along with their accompanying escort techniques. This is an exercise which requires the use of teamwork.
3 hours	Advanced Safe Takedowns	Candidates will to apply a combination of empty-handed takedown techniques to safely restrain and contain a subject to avoid injury to staff members, members of the public and the aggressor themselves. This is an exercise which requires the use of teamwork.

3 hours	Advanced Empty-Hand – Defense and Counters against Strikes	Candidates will learn to identify the warning signs of physical aggression and the appropriate techniques of defending against strikes which are most commonly used on the street. They will learn how to counter these strikes and convert them into trapping techniques to contain the aggressor to allow their team to regain control. They will also be taught defensive drills with the aim of committing these movements to muscle memory.
1 hour	Load Bearing Equipment Vest	Candidates will be introduced to the Load Bearing Equipment Vest (LBV), which will contain the 5 essential items necessary for tactical response:- <ol style="list-style-type: none"><li data-bbox="951 762 1068 795">1. Baton<li data-bbox="951 798 1219 831">2. Incapacitant Spray<li data-bbox="951 833 1122 867">3. Handcuffs<li data-bbox="951 869 1138 903">4. First Aid Kit<li data-bbox="951 905 1187 938">5. Two-Way Radio They will be taught to maintain and adjust the LBV according to their requirements.
2 hours	Weapon Defense – Edged Weapons, Clubs and Firearms	Candidates will be taught how to escape, evade and counter threats and attacks by an assailant employing a weapon. Candidates will also learn how to contain a situation where the use of weapon is involved by providing an appropriate response. The LBV is required for this exercise.

DEFENSIVE TACTICS

4 hours	Defensive Tactics - Baton	Candidates will use the Conflict Management Model to ascertain whether the use of a baton is appropriate. They will be taught and practice striking, blocking, retention and drawing techniques. The LBV is required for this module.
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2 hours	Defensive Tactics - Incapacitant Spray	Candidates will use the Conflict Management Model to ascertain whether the deployment of incapacitant spray is appropriate. They will be taught and practice drawing, positional deployment and use on multiple assailants. The LBV is required for this module.
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4 hours	Restraint Tactics - Handcuffs	Candidates will be taught the rules for handcuffing, handcuffing techniques and the use of handcuffs in the eyes of the law. They will learn and demonstrate competency in practical loading and application of rigid/chain-linked handcuffs to a compliant subject. The LBV is required for this module.
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PRACTICAL APPLICATION – ROLE PLAY – 19 hours

4 hours	Situational Control – Self-Reflection and Social Media	Candidates will be put through a series of scenarios in which they will be filmed by role-players on mobile phones to simulate a real-life situation. They will evaluate their conduct and their actions as a team to further boost their capabilities in situational control.
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2 hours	Advanced Incident Response – Command and Control	<p>Candidates will build on their first-responder skills at an incident and will also learn the following:-</p> <ol style="list-style-type: none"> 1. Command and control of first responders 2. Crowd dispersion and ringleader containment 3. Duty of care – individual in custody <p>This lesson will be complemented with multiple sessions of role-play simulating different incidences – please see below</p>
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6 hours	Incident Response – Role Play	<p>Candidates will be put through a series of different situations aimed at conditioning them towards providing an advanced response to situations which include:-</p> <ol style="list-style-type: none"> 1. Physical altercation between rival gangs 2. Security officer under attack 3. Alleged shoplifter being assaulted by members of the public 4. Police officer under attack 5. “Active Shooter” (firearms and edged weapons)
4 hours	Defensive Tactics – Use of Force Continuum with Less-lethal equipment	<p>Candidates will be put through a series of simulations which will enable them to correctly apply the use of force continuum when using defensive tactics. Situations may or may not escalate, and candidates will have to make and justify tactical decisions. The National Decision Model will be applied here.</p>
3 hours	Effective Communication – Personal Mobile Radio	<p>Candidates will be taught and assessed on advanced situational radio commands, communications and apply them in a role-playing scenario.</p>

Examination Structure

This module is assessed entirely by practical scenarios which will test the candidate’s application of physical intervention and conflict management skills learned during the course. The assessment consists of six role-playing situations where a candidate must demonstrate aptitude in conflict management, physical intervention and incident response. Candidates must pass at least 5 out of 6 of the scenarios to gain the Level 2 Certificate in Security Operations.

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 of 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 Framework

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
Advanced Incident Response	Candidate is able to take command of first responders and regain control of the area in the event of a major incident. 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.
Advanced Conflict Management	Candidate is able to empathise with a belligerent and responds professionally and calmly while maintaining a pose of dignity and assertiveness. Candidate demonstrates the ability to either escalate or deescalate confrontations when appropriate and can justify their actions when questioned.
Public Engagement	Candidate actively interacts with members of the public to maintain and assure the perception of safety and security. Candidate is also able to work proactively with a victim of crime and provide an appropriate level of customer service.
Advanced Physical Intervention	Candidate displays proficiency in Defensive Tactics and competently employs the baton, incapacitant spray and handcuffs. Candidate uses a combination of escort and restraint techniques including pain compliance holds, verbal encouragement and non-confrontational holds.
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. Candidate employs a variety of body postures to provide aggressors the choice of amicable resolution over force.
Effective Communication	Candidate effectively communicates with the CCTV room, their team and members of the public. They are able to translate high-level orders from the command centre/security directorate to their actions on the ground but are also able to challenge orders which are tactically disadvantageous with assertiveness.



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