



Security Industry Authority

Specification for Learning and Qualifications for Close Protection Operatives

December 2014

Foreword

The Security Industry Authority (SIA) recognises that it is essential for all close protection operatives to have undergone a structured programme of learning and education, resulting in recognised qualifications if they are to be effective and professional in their role. Increasingly, industry stakeholders also recognise that the individuals who work to provide a more secure leisure environment must have a broad range of skills and a clear understanding of their role. As the scope, diversity and importance of their work continues to grow, so the degree of professionalism expected from close protection operatives will increase.

This document is intended to provide a clear specification on the approach that has been agreed by the SIA and industry stakeholders in relation to the core learning and resulting qualifications required by SIA licensing.

Section I: Learning Programme Overview

Training leading to an SIA licence-linked qualification for close protection operatives must include the following areas:

Session	Topic
Session 1	Roles and Responsibilities of the Close Protection Operative
Session 2	Threat and Risk Assessment
Session 3	Surveillance Awareness
Session 4	Operational Planning
Session 5	Law and Legislation
Session 6	Interpersonal Skills
Session 7	Close Protection Teamwork and Briefing
Session 8	Conduct Reconnaissance
Session 9	Close Protection Foot Drills
Session 10	Route Selection
Session 11	Close Protection Journey Management
Session 12	Search Procedures
Session 13	Incident Management
Session 14	Venue Security

Section 2: Learning Programme Details

Session 1: Roles and Responsibilities of the Close Protection Operative

Aims:

- To understand the role and responsibilities of the close protection operative
- To understand the skills required to create and maintain a secure environment.

Objectives:

By the end of this session learners will be able to:

- Explain the purpose of close protection
- Explain the purpose of close protection training and licensing
- Explain the different roles and responsibilities within a close protection team
- State the professional attributes of an effective close protection operative
- Identify who is likely to require close protection services
- Explain the difference between a client and a principal within the role of close protection
- Explain the importance of communication with principal and others
- Explain the range of equipment available to the close protection operative
- Explain the tasks a close protection operative may undertake whilst working alone
- Explain the difference between a successful and unsuccessful close protection task
- State why Continuous Professional Development (CPD) is necessary for a close protection operative
- Demonstrate a range of skills to create and maintain a secure environment
- Describe the required standards of behaviour of a private security operative in accordance with Appendix A.

National Occupational Standards:

SFS PCP 1 – Assess threats, vulnerabilities and risks to principals

SFS PCP 2 – Plan and prepare to minimise threats, vulnerabilities and risks to principals

SFS PCP 3 – Liaise and communicate with principals and others

SFS PCP 4 – Establish and maintain secure environments

SFS PCP 6 – Maintain the safety and security of principals whilst on foot

SFS PCP 7 – Maintain the safety and security of principals whilst mobile

SFS PCP 9 – Respond to potential conflict whilst providing close protection

SFS PCP 10 – Use physical intervention to support close protection

Session 2: Threat and Risk Assessment

Aims:

- To understand the importance of threat assessment
- To understand the importance of risk management
- To produce a risk assessment.

Objectives:

By the end of this session learners will be able to:

- State the definition of a threat to the protected person
- State the definition of risk to the protected person
- Explain what is meant by a threat and risk assessment
- State the importance of threat and risk management within a close protection context
- Explain the likely threats to a principal within a close protection context
- Explain why it is necessary to conduct threat assessment and risk assessment for the protected person and venues
- State the importance of profiling the protected person to establish the level of threat and associated risk
- Describe the variations between a threat and risk assessment for the protected person and venues
- Identify the variations in threat assessment and risk management when a principal is arriving and leaving a location
- Explain the need for on-going assessment, response and contingency plans
- Describe how close protection operatives gather intelligence for operational purposes within the UK
- Describe how decision making models can be used within a threat and risk assessment process e.g. National Decision Making Module
- Describe the UK's Threat Level System
- Complete a threat and risk assessment and a record of the findings.

National Occupational Standards:

SFS PCP 1 – Assess threats, vulnerabilities and risks to principals

SFS PCP 2 – Plan and prepare to minimise threats, vulnerabilities and risks to principals

SFS 4 – Communicate effectively with others

Session 3: Surveillance Awareness

Aims:

- To have a basic understanding of surveillance, anti-surveillance and counter-surveillance methods
- To demonstrate and explain basic surveillance, anti-surveillance and counter surveillance techniques.

Objectives:

By the end of this session learners will be able to:

- Explain the purpose of surveillance
- Describe the range of basic surveillance techniques
- Explain the purpose of anti-surveillance
- Describe a range of basic anti-surveillance techniques
- Explain the purpose of counter-surveillance
- Describe a range of basic counter-surveillance techniques
- Describe the likely sources of unwanted attention e.g. criminals, media, followers, stalkers, fixated persons
- Describe the equipment used in surveillance, its capabilities and limitations
- Demonstrate the use of basic surveillance, anti-surveillance and counter surveillance techniques to confirm or deny third party activity.

National Occupational Standards:

SFS PCP 2 – Plan and prepare to minimise threats, vulnerabilities and risk to principals

SFS PCP 4 – Establish and maintain secure environments

SFS PCP 6 – Maintain the safety and security of principals whilst on foot

SFS PCP 7 – Maintain the safety and security of principals whilst mobile

Session 4: Operational Planning

Aim:

- To explain the importance of operational planning.

Objectives:

By the end of this session learners will be able to:

- Explain the purpose of operational planning
- Explain the importance of threat and risk assessment in operational planning
- Explain the importance of time and resource management
- Identify the relevant agencies that may need to be contacted in the course of operational planning
- Develop and implement an operational plan.

National Occupational Standards:

SFS PCP 1 – Assess threats, vulnerabilities and risks to principals

SFS PCP 2 – Plan and prepare to minimise threats, vulnerabilities and risks to principals

SFS PCP 3 – Liaise and communicate with principals and others

SFS 4 – Communicate effectively with others

Session 5: Law and Legislation

Aim:

- To understand the law and legislation within a close protection context.

Objectives:

By the end of the session learners will be able to understand and explain the parts of civil, criminal and common law that have an impact on the role of a close protection operative, including, but not limited to:

- Data Protection Act – Control and access of confidential information
- Corporate Manslaughter and Corporate Homicide Act
- Criminal Law Act – Use of Force
- Equality Act
- Freedom of Information
- Health and Safety
- Human Rights Act
- Misuse of Drugs Regulation
- Regulation of Investigatory Powers Act
- Road Traffic Act
- Trespass.

Dealing with:

- Breach of the Peace
- Power to Use Force
- Defending Self and Property
- Power of Arrest
- Harassment.

Learners will also be able to:

- State the main aims of the Private Security Industry Act 2001
- Identify the main regulatory functions of the Security Industry Authority
- Identify the differences between civil, criminal and common law.

National Occupational Standards:

SFS PCP 1 – Assess threats, vulnerabilities and risks to principals

SFS PCP 2 – Plan and prepare to minimise threats, vulnerabilities and risks to principals

SFS PCP 3 – Liaise and communicate with principals and others

SFS PCP 4 – Establish and maintain secure environments

SFS PCP 7 – Maintain the safety and security of principals whilst mobile

SFS PCP 9 – Respond to potential conflict whilst providing close protection

SFS PCP 10 – Use physical intervention to support close protection

Session 6: Interpersonal Skills

Aim:

- To explain and demonstrate the importance of interpersonal skills within a close protection environment.

Objectives:

By the end of the session learners will be able to:

- State the definition of interpersonal skills
- Explain the need for effective interpersonal skills
- Explain the range of interpersonal skills required of a close protection operative
- Explain the importance of effective communication with principals, clients and others involved in a close protection operation
- Explain the need to be assertive
- Explain the importance of etiquette, dress code and protocol when dealing with different types of clients in a close protection environment
- Demonstrate effective negotiation skills.

National Occupational Standards:

SFS PCP 1 – Assess threats, vulnerabilities and risks to principals

SFS PCP 2 – Plan and prepare to minimise threat and risks to principals

SFS PCP 3 – Liaise and communicate with principals and others

SFS PCP 4 – Establish and maintain secure environments

SFS PCP 6 – Maintain the safety and security of principals whilst on foot

SFS PCP 7 – Maintain the safety and security of principals whilst mobile

SFS PCP 9 – Respond to potential conflict whilst providing close protection

SFS PCP 10 – Use physical intervention to support close protection

SFS 4 – Communicate effectively with others

Session 7: Close Protection Teamwork and Briefing

Aims:

- To understand the importance of teamwork within a close protection environment
- To conduct an operational briefing, handover and de-briefing.

Objectives:

By the end of the session learners will be able to:

- Describe the attributes of an effective team
- Explain the importance of knowing and using other team members' abilities and skills
- Explain the importance of effective communication within the close protection team
- Explain the importance of personal and team preparation
- Explain the importance of Standard Operating Procedures (SOPs) within a close protection context
- Explain the structure and purpose of operational briefings and de-briefings using established models e.g. National Decision Making Model
- Conduct a team briefing, handover and debriefing.

National Occupational Standards:

SFS PCP 2 – Plan and prepare to minimise threats, vulnerabilities and risks to principals

SFS PCP 3 – Liaise and communicate with principals and others

SFS PCP 6 – Maintain the safety and security of principals whilst on foot

SFS PCP 7 – Maintain the safety and security of principals whilst mobile

SFS 4 – Communicate effectively with others

Session 8: Conduct Reconnaissance

Aim:

- To explain and demonstrate the purpose of, and carry out, reconnaissance.

Objectives:

By the end of the session learners will be able to:

- Explain the purpose of reconnaissance
- Describe the issues for consideration when conducting a reconnaissance
- Describe the role of a Security Advance Party (SAP)
- Describe the difference between covert, overt, and low profile reconnaissance
- Conduct reconnaissance activity.

National Occupational Standards:

SFS PCP 2 – Plan and prepare to minimise threats, vulnerabilities and risks to principals

Session 9: Close Protection Foot Drills

Aim:

- To explain and demonstrate close protection foot drills.

Objectives:

By the end of the session learners will be able to:

- State the role of a close protection operative on foot
- Identify the roles within a close protection team whilst on foot
- Explain the importance of a flexible approach to protection whilst on foot
- Explain and demonstrate the range of communication techniques to be used whilst on foot
- Explain and demonstrate the purpose of effective body protection for the protected person
- Explain and demonstrate foot evacuation of protected person(s).

National Occupational Standards:

SFS PCP 6 – Maintain the safety and security of principals whilst on foot

Session 10: Route Selection

Aim:

- To understand the importance of planning, for route selection.

Objectives:

By the end of the session learners will be able to:

- Explain the need for route selection and planning
- Explain the importance of assessing risks associated with route selection and the factors that must be taken into account
- State the considerations when selecting modes of transport
- Describe the range of technological tools for use in route planning
- Explain the advantages and disadvantages associated with the use of technological tools in route planning
- Explain the advantages and disadvantages associated with the use of non-electric maps in route planning, e.g. Atlas, A-Z
- Explain the factors to be considered when planning and timing a route
- Produce a primary and secondary route plan using paper based and technology based resources.

National Occupational Standards:

SFS PCP 2 – Plan and prepare to minimise threats, vulnerabilities and risks to principals

Session 11: Close Protection Journey Management

Aim:

- To understand the importance of managing transport arrangements within a close protection environment.

Objectives:

By the end of the session learners will be able to:

- Explain the need for transport security
- Explain why choosing the correct mode of transport is essential within a security context
- Describe the risks associated with all modes of transport
- Explain the need for alternative transport plans
- Describe the variety of transport arrangements and their potential consequences for the close protection operative and team, i.e. chauffeurs, self-drive, people accompanying the protected person
- Explain and demonstrate embus/debus techniques.

National Occupational Standards:

SFS PCP 2 – Plan and prepare to minimise threats, vulnerabilities and risks to principals

SFS PCP 4 – Establish and maintain secure environments

SFS PCP 7 – Maintain the safety and security of principals whilst mobile

Session 12: Search Procedures

Aim:

- To explain and demonstrate search procedures within a close protection operation for people, vehicles and buildings.

Objectives:

By the end of the session learners will be able to:

- Explain the reason for the search
- Explain the law in relation to powers of search and control of access
- Explain the procedures for, and implications of, searching buildings, vehicles and people
- Explain the use of technology available to assist in a search
- Explain how to deal with unauthorised / dangerous items
- Explain the process for sanitising and securing a location prior to use
- Explain the methods available to secure a vehicle, building or location
- Explain the importance of post search security
- Demonstrate basic search techniques for people, places and property.

National Occupational Standards:

SFS PCP 4 – Establish and maintain secure environments

SFS PCP 7 – Maintain the safety and security of principals whilst mobile

Session 13: Incident Management

Aim:

- To explain and demonstrate how to deal with a range of incidents within a close protection environment.

Objectives:

By the end of the session learners will be able to:

- State the difference between an incident and a dilemma
- Explain the range of incidents a close protection operative may encounter
- Explain the importance of effective team communication when dealing with incidents
- Explain the personal responsibility of a close protection operative when dealing with an incident
- Explain and demonstrate how to manage incidents that may arise during close protection operations, including, but not limited to:
 - Vehicle incidents
 - Environmental conditions
 - Conflict (dealing with conflict within the team, with the protected person and third parties)
 - Managing unexpected illness
 - Attack on protected person (verbal and/or physical)
 - Loss of property
 - Breach of security.

National Occupational Standards:

SFS PCP 3 – Liaise and communicate with principals and others

SFS PCP 6 – Maintain the safety and security of principals whilst on foot

SFS PCP 7 – Maintain the safety and security of principals whilst mobile

SFS PCP 9 – Respond to potential conflict whilst providing close protection

SFS PCP 10 – Use physical intervention to support close protection

SFS PCP 11 – Respond to medical crises

Session 14: Venue Security

Aims:

- To explain venue security operations
- To explain and demonstrate venue security requirements.

Objectives:

By the end of the session learners will be able to:

- Explain the range of venue-related security operations e.g. private and public
- Explain the relationship between mobile and static close protection operations within venues
- Identify common factors that may influence security procedures at a venue
- Explain the importance of communication within a venue and the most appropriate methods to employ, i.e. radios, public address system
- Explain the use and maintenance of communication equipment and other technology that may be used in venue-based close protection
- State the importance of establishing communication black spots within a venue
- Explain a range of common countermeasures to employ in venue-based close protection operations e.g. patrolling and access control
- Identify a range of in-house resources available to support venue security and the associated benefits
- Describe a range of common contingencies that may be employed in venue-based close protection operations e.g. alarms, safe rooms and evacuation contingencies
- Conduct a room search and identify the measures required to maintain a secure environment post search.

National Occupational Standards:

SFS PCP 2 – Plan and prepare to minimise threats, vulnerabilities and risks to principals

SFS PCP 3 – Liaise and communicate with principals and others

SFS PCP 4 – Establish and maintain secure environments

Appendix A: Standards of Behaviour for Security Operatives

Personal Appearance

A security operative should at all times:

- Wear clothing which is smart, presentable, easily identifies the individual as a security operative, and is in accordance with the employer's guidelines
- Wear his/her Security Industry Authority (SIA) licence on the outside of their clothing whilst on duty, displaying the photograph side (except Close Protection Operatives).

Professional Attitude & Skills

A security operative should:

- Greet visitors to the premises in a friendly and courteous manner
- Act fairly and not discriminate on the grounds of gender, sexual orientation, marital status, race, nationality, ethnicity, religion or beliefs, disability, or any other difference in individuals which is not relevant to the security operatives' responsibility
- Carry out his/her duties in a professional and courteous manner with due regard and consideration to others
- Behave with personal integrity and understanding
- Use moderate language, which is not defamatory or abusive, when dealing with members of the public and colleagues
- Be fit for work and remain alert at all times
- Develop knowledge of local services and amenities appropriately.

General Conduct

In carrying out his/her duty, a security operative should:

- Never solicit or accept any bribe or other consideration from any person
- Not drink alcohol or be under the influence of alcohol or drugs
- Not display preferential treatment towards individuals
- Never abuse his/her position of authority

- Never carry any item which is or could be considered to be threatening
- Report all incidents to the management
- Co-operate fully with members of the police and partners, local authority, the SIA, and other statutory agencies with an interest in the premises or the way they are run.

Organisation / Company Values and Standards

A security operative should:

- Adhere to the employing organisation / company standards
- Be perceptive of the employing organisation / company culture and values
- Contribute to the goals and objectives of the employing organisation / company.