

Door Supervising & Event Stewarding Courses

SIA National Certificate for Door Supervisors

SIA National Certificate for Door Supervisors

The qualification has been designed to meet the requirements of existing Registration Schemes and in preparation for new national standards being imposed throughout the country within the industry by the SIA (Security Industry Authority). The award is a major contributor in increasing the recognition, worth and professionalism of Door Supervisors. Additionally it also complies with the requirements of the British Standard for Door Supervision BS: 7960

Qualification

National Certificate for Door Supervisors Level 2

Awarding Body

Edexcel

Delegate Profile

This course is essential for all prospective and existing Door Supervisors

Entry Requirements

No formal qualifications required

Duration & Format

This course comprises of 4 days training. Delivery includes participatory exercises, group and individual activities and trainer input

Price

£150.00 per delegate

Programme Content

Unit 1 - Roles and Responsibilities of Door Supervisors

- Introduction to the role of the door supervisor
- Code of conduct
- Legal constraints
- Drugs
- Crime prevention
- Equal opportunities
- Health & Safety
- Emergency procedures including First Aid

Unit 2 - Conflict Management for Door Supervisors

- Introduction to communication and conflict management
- Self-awareness
- Avoiding conflict
- Effective communication and customer services skills
- Recognising and defusing conflict
- Maintaining space
- Defusing high risk conflict
- Resolving conflict
- Learning from conflict

Assessment Guidelines

Certification requires the successful completion of a multi-choice question paper, and a visual video scenario assessment

If you require any further information please feel free to contact me.

Ian Simpson

TEL: 0777 611 9360

Knight Training Office: South View, 7 Ashford Avenue, Lancaster, Lancashire, LA1 5BA
Phone 01524 388279 or 0777 6119360 Fax: 01524 65264

ian.simpson@knighttraining.co.uk www.knighttraining.co.uk