

Co. Cavan VEC

**Programme Module for
Guarding Skills**

leading to

Level 4 FETAC

Guarding Skills 4N1118

Introduction

This programme module may be delivered as a standalone module leading to certification in a FETAC minor award. It may also be delivered as part of an overall validated programme leading to a Level 4 FETAC Certificate.

Teachers/tutors should familiarise themselves with the information contained in Co. Cavan VEC's programme descriptor for the relevant validated programme prior to delivering this programme module.

The programme module is structured as follows:

1. Title of Programme Module
2. FETAC Component Title and Code
3. Duration in hours
4. Credit Value of FETAC Component
5. Status
6. Special Requirements
7. Aim of the Programme Module
8. Objectives of the Programme Module
9. Learning Outcomes
10. Indicative Content
11. Assessment <ul style="list-style-type: none">a. Assessment Technique(s)b. Mapping of Learning Outcomes to Assessment Technique(s)c. Guidelines for Assessment Activities
12. Grading
13. Learner Marking Sheet(s), including Assessment Criteria

Integrated Delivery and Assessment

The teacher/tutor is encouraged to integrate the delivery of content where an overlap between content of this programme module and one or more other programme modules is identified. This programme module will facilitate the learner to develop the academic and vocational language, literacy and numeracy skills relevant to the themes and content of the module.

Likewise the teacher/tutor is encouraged to integrate assessment where there is an opportunity to facilitate a learner to produce one piece of assessment evidence which demonstrates the learning outcomes from more than one programme module. The integration of the delivery and assessment of level 4 Communications and level 4 Mathematics modules with that of other level 4 modules is specifically encouraged, as appropriate.

Indicative Content

The indicative content in Section 10 does not cover all teaching possibilities. The teacher/tutor is encouraged to be creative in devising and implementing other approaches, as appropriate. The use of examples is there to provide suggestions. The teacher/tutor is free to use other examples, as appropriate. The indicative content ensures all learning outcomes are addressed but it may not follow the same sequence as that in which the learning outcomes are listed in Section 9. It is the teacher's/tutor's responsibility to ensure that all learning outcomes are included in the delivery of this programme module.

1. Title of Programme Module Guarding Skills
2. Component Name and Code Guarding Skills 4N1118
3. Duration in Hours 100 Hours (typical learner effort, to include both directed and self-directed learning)
4. Credit Value 10 Credits
5. Status This programme module may be compulsory or optional within the context of the validated programme. Please refer to the relevant programme descriptor, 'Section 9 Programme Structure'.
6. Special Requirements None
7. Aim of the Programme Module This programme module aims to equip the learner with the knowledge, skill and competence to work under supervision as a security officer performing practical security duties and procedures and responding to security situations in a variety of settings including static and the retail industry.
8. Objectives of the Programme Module <ul style="list-style-type: none">• To be familiar with the duties and responsibilities of security personnel• To be aware of legal codes which apply to the work of security personnel• To develop and apply relevant communication, customer service and practical skills• To assist the learner to develop the academic and vocational language, literacy and numeracy skills related to guarding skills through the medium of the indicative content• To enable the learner to take responsibility for his/her own learning

9. Learning Outcomes of Level 5 Guarding Skills 4N1118

Learners will be able to:

1. explain the legislation, regulations and standards governing the provision of a private security service to include reference to the Private Security Services legislation, relevant national and international standards and the role of the Private Security Authority
2. explain the role of private security services in relation to the role of other agencies which deal with crime loss and prevention
3. distinguish between legal codes and practices relating to the role of the security officer to include: criminal and civil law, rights of the individual, health and safety legislation, equality legislation and security industry licensing requirements and relevant national and international standards
4. explain the status of representatives of authorised bodies entering premises to include a member of An Garda Síochána, fire officer, customs officer, health and safety inspector and representatives of the security industry regulatory body
5. contrast the role and responsibilities of a security officer employed directly by a client (in-house) and the provision of a contract service
6. state the principal points of national labour regulations
7. explain range of personal and professional qualities required of a security officer
8. Indicate relevant health and safety requirements including dealing with fire, that impact on the duties and responsibilities of a security officer
9. explain what is meant by loss prevention and fraud prevention
10. explain what is meant by reasonable and necessary force
11. outline appropriate on-site cash handling procedures
12. carry out the duties and procedures required of a security officer
13. respond appropriately to security incidents and emergencies
14. use a variety of supporting security tools and equipment
15. demonstrate appropriate procedures for dealing with a suspect
16. demonstrate a range of procedures for loss prevention and identification
17. demonstrate procedures for the preservation of a scene of crime and the recording of incidents and liaison with appropriate agencies and organisations
18. use appropriate communications skills and a range of customer service techniques in a variety of situations in the workplace.

10. Indicative Content

This section provides suggestions for programme content but is not intended to be prescriptive. The programme module can be delivered through classroom based learning activities, group discussions, one-to-one tutorials, field trips, case studies, role play and other suitable activities, as appropriate.

Explain the role of private security services in relation to the role of other agencies which deal with crime prevention and loss prevention.

Enable the learner to:

- Outline the powers of Door Security Officers in relation to those of:
 - An Garda Síochána
 - Customs and Exercise officers
 - Fire Service officers
 - Health and Safety Authority Inspectors
 - Private Security Authority Inspectors
 - Insurance company and loss adjuster officials

Distinguish between legal codes and practices relating to the role of the security officer to include: criminal and civil law, the rights of the individual, health and safety legislation, equality legislation and security industry licensing requirements and relevant national and international standards.

Enable the learner to:

- Outline the key elements of the civil legal code that apply to the role of the security officer, to include:
 - Health and Safety legislation
 - Employment law
 - Equality legislation
- Outline the key elements of the Criminal Legal Code that apply to the work of the security officer, to include:
 - Criminal Justice Act (2006)
 - Children Act (2001)
 - Criminal Justice Act (2001)
 - Criminal Justice, Theft and Fraud Offences Act 2001 (CJTFOA)
 - Criminal Law Act (1997)
 - Criminal Justice Act 1994
 - Criminal Damage Act (1991)
 - Misuse of Drugs Act 1977/1984
- Summarise in practical terms the elements of health and safety legislation and regulations that must be observed in the context of delivering a security service
- Summarise in practical terms the elements of equality legislation and regulations that must be observed
- Outline the rights of a range of individuals, to include:
 - Employees
 - Customers including those with special needs
 - Members of other crime prevention and state agencies
- Outline the powers of the security officer in relation to:
 - Stopping
 - Use of force
 - Arrest
 - Searching a suspect

Explain the status of representatives of authorised bodies entering premises to include a member of An Garda Síochána, fire officer, customs officer, health and safety Inspector and representatives of the security industry regulatory body, considering the:

- identify the legal powers and role of other agencies to enter a premise to include;
 - An Garda Síochána
 - Fire Service
 - Revenue and Custom Officers
 - Health and Safety Authority
 - Private Security Authority Inspector
- state the principal points of relevant national labour regulations

Contrast the role and responsibilities of a security officer employed directly by a client (in-house) and the provision of a contract security service

- Enable the learner to identify the difference in the duties and responsibilities of a security officer employed directly in a range of settings and those of an officer employed in the delivery of a contract service focusing on the following areas:
 - Roles and duties
 - Assignment instructions
 - Use of security and surveillance systems
 - Health and Safety procedures and requirements
 - Reporting procedures and requirements
 - Procedures to following in the event of a range of emergency incidents

State the principal points of relevant national labour regulations

Enable the learner to

- Summarise the basic rights and responsibilities of employees to include;
 - information that is included in a contractual arrangement as outlined in Terms of Employment (Information) Act,
 - licensing requirements of individual security officers and security companies
 - health, safety and welfare at work and relevant legislation requirements
 - equality legislation including key elements of the Employment Equality Act and Equality Acts 2000-2004
 - regulations relating to pay
 - regulations relating to leave
 - working time regulations
 - union representation
 - regulations relating to dismissal and redundancy

Explain a range of personal and professional qualities required of a Door Security Person

Enable the learner to identify the personal qualities required of a Retail Security Officer, to include:

- Honesty
- Reliability
- Self-discipline
- Tact
- Courtesy
- Co-operation

Enable the learner to identify the professional qualities required of a Door Security Officer to include:

- Personal presentation
- Communication skills

- Customer service skills
- Legal Knowledge
- Physical ability

Indicate relevant health and safety requirements including dealing with fire that impact on the duties and responsibilities of the security officer

- Assist the learner to identify appropriate health and safety procedures required under Health and Safety
- Identify and use appropriate procedures in a variety of settings for the prevention
- Identify and use a variety of methods in the tackling an outbreak of fire

Explain what is meant by loss prevention and fraud prevention

- Enable the learner to define and explain common terms associated with loss
- Facilitate the learner to identify methods for the detection of loss
- Outline the difference between hard and soft fraud
- Explain the different types of fraud
- Facilitate the learner to identify methods for the prevention of fraud

Explain what is meant by reasonable and necessary force

- in the context of Criminal Justice Act 1994
- in the context of a lawful arrest
- in the context of the Defence of Dwelling Act (2011)
- in the context of the legal powers of a Security Officer

Outline appropriate on-site cash handling procedures

- Explain assignment instructions regarding the movement of cash
- Explain the procedures to be compiled with when moving cash
 - Internally within a business
 - Externally to a CITC vehicle
 - Externally to a financial facility
- Explain how surveillance and other security equipment should be used in the movement of cash
- Identify the content for the completion a range of reports for the movement of cash to include
 - log books
 - report documentation

Carry out the duties and procedures required of a security officer by enabling the learner to demonstrate an ability to:

- Interpret and comply with assignment instructions
- Adopt and follow
 - fire prevention procedures
 - health and safety monitoring procedures
 - Access control procedures
- Operate surveillance and other security equipment
- Complete a range of reports to include daily reports and security breach reports
- Follow appropriate search procedures
- Adopt appropriate cash handling procedures

Respond appropriately to security incidents and emergencies by enabling the learner to

- Develop and demonstrate use of the STOP procedures
- Deal with emergencies in a calm and confident manner while maintaining personal safety and following health, safety and welfare procedures

Use a variety of supporting security tools and equipment by enabling the learner to

- Outline the role of equipment in the support of the work of a Door Security officer
- Identify and use common equipment including access control systems, radios and other communication systems, CCTV and electronic surveillance systems, Fire Detection Systems
- Identify and use equipment used to deal with fires

Demonstrate appropriate procedures for dealing with a suspect

- Identify the conditions for handling a trespasser on the premises
- Identify and respond to possible reactions to a request to submit to a search and how to deal with such responses
- Demonstrate the use of specific search equipment
- Use interpersonal skills during searches of people and their property
- Demonstrate search procedures and action to be taken on the discovery of unauthorised items
- Demonstrate procedures for detaining a suspect to include suspects who are minors
 - have special needs
 - are claiming discriminatory grounds

Demonstrate a range of procedures for loss prevention and identification by

- Identifying and demonstrating the duties of the Security Officer in the prevention of loss and fraud to include
 - Maintenance of records
 - Monitoring CCTV and other electronic reporting systems
 - Undertaking surveillance
 - Undertaking random searches
- Enabling the learner to identifying the role of colleagues and other agencies in the management and prevention of loss and fraud to include the role of
 - Fellow security personnel
 - An Garda Síochána
 - Insurance industry
 - Other state and commercial agencies

Demonstrate procedures for the preservation of a scene of crime, the recording of incidents and liaison with appropriate agencies and organisations by enabling the learner to

- Report and record the details of breaches in security or safety, or other suspicious situations, and action taken
- Demonstrate the procedures to be followed in the preservation of scenes of crime to include
 - Isolating and securing the crime scene
 - Maintaining a log of all the relevant details concerning items at the scene and activity at the scene

Use appropriate communications skills and a range of customer service techniques in a variety of situations in the workplace by enabling the learner to

- Identify a variety of situations in which the security officer may be required to use communication techniques

- Develop and demonstrate appropriate procedures for communicating on face to face, on the radio
- Demonstrate use of the phonetic alphabet on security radios
- Identify the customer service role and responsibilities of the security officer
- Identify appropriate communication intervention skills for use in one to one and group contexts in ;
 - handling conflict and aggression
 - formal interview with a member of An Garda Síochána
 - presentation of evidence in court
- Develop and demonstrate active listening skills in a variety of situations
- Develop and demonstrate use of appropriate verbal and non-verbal types of communication techniques in a variety of situations including
 - customer service incidents including
 - handling a complaint
 - dealing with a customer under the influence
 - incidents relating to a minor or customer with special needs
 - a person suspected of committing a crime
 - a victim of crime
 - evacuation situations
 - with other agencies including An Garda Síochána, Fire Service and other organisations
- Demonstrate a variety of writing techniques to compile a range of reports

11. Assessment**11a. Assessment Techniques**

Assignment	20%
Skills Demonstration	40%
Examination - Theory	40%

11b. Mapping of Learning Outcomes to Assessment Techniques

In order to ensure that the learner is facilitated to demonstrate the achievement of all learning outcomes from the component specification; each learning outcome is mapped to an assessment technique(s). This mapping should not restrict an assessor from taking an integrated approach to assessment. All learning outcomes **must** be assessed.

Learning Outcome	Assessment Technique
1. Explain the legislation, regulations and standards governing the provision of a private security service to include reference to the Private Security Services legislation, relevant national and international standards and the role of the Private Security Authority.	Examination - Theory
2. Explain the role of private security services in relation to the role of other agencies which deal with crime prevention and loss prevention.	Examination - Theory
3. Distinguish between legal codes and practices relating to the role of the security officer to include: criminal and civil law, the rights of the individual, health and safety legislation, equality legislation and security industry licensing requirements and relevant national and international standards.	Examination - Theory
4. Explain the status of representatives of authorised bodies entering premises to include a member of An Garda Síochána, fire officer, customs officer, health and safety Inspector and representatives of the security industry regulatory body.	Examination - Theory
5. Contrast the role and responsibilities of a security officer employed directly by a client (in-house) and the provision of a contract security service.	Assignment
6. State the principal points of relevant national labour regulations.	Examination - Theory
7. Explain a range of personal and professional qualities required of a security officer.	Assignment
8. Indicate relevant health and safety requirements including dealing with fire, the impact on the duties and responsibilities of the security officer.	Assignment

9. Explain what is meant by loss and fraud prevention.	Examination - Theory
10. Explain what is meant by reasonable and necessary force.	Examination - Theory
11. Outline appropriate on-site cash handling.	Examination - Theory
12. Carry out the duties and procedures required of a security officer.	Skills Demonstration
13. Respond appropriately to security incidents and emergencies.	Skills Demonstration
14. Use a variety of supporting security tools and equipment.	Skills Demonstration
15. Demonstrate appropriate procedures for dealing with a suspect.	Skills Demonstration
16. Demonstrate a range of procedures for loss prevention and identification.	Skills Demonstration
17. Demonstrate procedures of the preservation of a scene of crime and the recording of incidents and liaison with appropriate agencies and organisations.	Skills Demonstration
18. Use appropriate communications skills and a range of customer service techniques in a variety of situations in the workplace.	Skills Demonstration

11c. Guidelines for Assessment Activities

The assessor is required to devise assessment briefs and marking schemes/examination papers, marking schemes and outline solutions (select as appropriate) for the Assignment . In devising the assessment brief, care should be taken to ensure that the learner is given the opportunity to show evidence of achievement of ALL the learning outcomes. Assessment briefs may be designed to allow the learner to make use of a wide range of media in presenting assessment evidence, as appropriate. Quality assured procedures must be in place to ensure the reliability of learner evidence.

Assignment	20%
<p>This assignment may be carried out within a reasonable time after the programme content has been delivered.</p>	
<p>As part of an assignment the learner should outline and analyse the qualities, skills, role, duties and legal obligations of a security officer employed directly by a client (in-house) and employed as part of the provision of a contract security service, to include:</p> <ul style="list-style-type: none"> • a range of personal and professional qualities required of a security officer • legislation impacting on the duties and responsibilities of the security officer, to include: <ul style="list-style-type: none"> ○ health and safety ○ fire ○ equality <p>Evidence for this assessment technique may take the form of a combination of written evidence and supported with graphic, audio, visual or digital evidence. Any audio, video or digital evidence must be provided in a suitable format. All instructions for the learner must be clearly outlined in an assessment brief.</p> <p>Evidence for this assessment technique may take the form of a combination of written, graphic, digital and visual evidence. Any video or digital evidence must be provided in a suitable format.</p> <p>All instructions for the learner must be clearly outlined in an assessment brief.</p>	

Skills Demonstration	40%
<p>Each demonstration will be of a minimum of 5 minutes in duration.</p>	
<p>The internal assessor will devise a number of skills demonstrations to test the learner’s acquisition of practical skills. Skills demonstrations may take place in the workplace in a mock/role-play classroom environment under the supervision of a private security licensed security officer. Assessors should endeavour to combine a series of relevant tasks during assessment. The emphasis on skills demonstrations is assessment of knowledge, verbal communication skills, listening, observation, the use of body language and safe working practises.</p> <p>The learner will complete a number of role-plays that demonstrates the ability of the learner to:</p> <ul style="list-style-type: none"> • undertake the general duties of a security officer, to include: <ul style="list-style-type: none"> ○ interpreting and complying with assignment instructions 	

<ul style="list-style-type: none"> ○ adopting and following <ul style="list-style-type: none"> ▪ loss prevention procedures ▪ cash handling procedures ▪ fire prevention procedures ▪ health and safety monitoring procedures ▪ access control procedures ○ operating surveillance and other security equipment ○ undertaking an evacuation ○ completing a range of reports ○ liaising with other state agencies ● using appropriate communication and customer service skills in responding to challenging security incidents and emergencies to include; <ul style="list-style-type: none"> ○ dealing with an aggressive person ○ conducting a searching of a patron ○ incidents surrounding the handling of cash and goods ○ the preservation of a scene of crime <p>Evidence of all skills demonstration must be presented with relevant supporting documentation.</p> <p>Evidence for this assessment technique may take the form of oral, audio or digital evidence which the non-verbal aspects of the interaction are clearly visual and must be supported with written evidence (records). Any audio, video or digital evidence must be provided in a suitable format. All instructions for the learner must be clearly outlined in an assessment brief.</p>
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Examination	40%
<p>This assessment may be carried out within a reasonable time after the programme content has been delivered. The examination should be no less than 90 minutes in duration.</p>	
<p>The format of the examination will be as follows:</p> <p>Section A: 12 short answer questions. Learners are required to answer 10 questions (2 marks each). The multiple choice format may be used with a minimum of 4 possible answers provided.</p> <p>Section B: 3 structured questions. Learners are required to answer 2 (10 marks each).</p> <p>Evidence for this assessment technique may take the form of written evidence. Provisions may be made for learners with learning difficulties. Any audio, video or digital evidence must be provided in a suitable format.</p> <p>All instructions for the learner must be clearly outlined in an examination paper.</p>	

12. Grading

Distinction:	80% - 100%
Merit:	65% - 79%
Pass:	50% - 64%
Unsuccessful:	0% - 49%

At levels 4, 5 and 6 major and minor awards will be graded. The grade achieved for the major award will be determined by the grades achieved in the minor awards.

Guarding Skills 4N1118	Learner Marking Sheet Assignment 20%
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Learner's Name: _____

Learner's PPSN: _____

Assessment Criteria	Maximum Mark	Learner Mark
Identification of personal and professional qualities.	5	
Legislation impacting on the duties and responsibilities, to include: <ul style="list-style-type: none"> • health and safety • fire • equality 	15	
Total Mark	20	

Assessor's Signature: _____

Date: _____

External Authenticator's Signature: _____

Date: _____

Guarding Skills 4N1118	Learner Marking Sheet Skills Demonstration 40%
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Learner's Name: _____

Learner's PPSN: _____

Assessment Criteria	Maximum Mark	Learner Mark
Efficient and professional handling of challenging situations: <ul style="list-style-type: none"> • appropriate verbal communication skills • appropriate non-verbal communication skills • appropriate customer service skills • complying with procedures • complying with criminal and civil law 	20	
Efficient completion of daily duties of a door security officer, to include; <ul style="list-style-type: none"> • adopting and following relevant procedures • operating security equipment • undertaking an evacuation • completing a range of reports • liaising with other state agencies 	20	
Total Mark	40	

Assessor's Signature: _____

Date: _____

External Authenticator's Signature: _____

Date: _____

Guarding Skills 4N1118	Learner Marking Sheet Examination - Theory 40%
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Learner's Name: _____

Learner's PPSN: _____

Assessment Criteria	Maximum Mark	Learner Mark
<p>Section A: Short answer questions</p> <p>12 short answer questions, answer 10 (2 marks each) (Indicate questions answered)</p> <p style="padding-left: 40px;">Question No.:</p> <p style="padding-left: 80px;">_____</p> <p style="padding-left: 80px;">_____</p> <p style="padding-left: 80px;">_____</p> <p style="padding-left: 80px;">_____</p> <p style="padding-left: 80px;">_____</p> <p style="padding-left: 80px;">_____</p> <p style="padding-left: 80px;">_____</p> <p style="padding-left: 80px;">_____</p> <p style="padding-left: 80px;">_____</p> <p style="padding-left: 80px;">_____</p> <p style="padding-left: 80px;">_____</p> <p style="padding-left: 80px;">_____</p>	<p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p>	
Subtotal	20	
<p>Section B: Structured questions</p> <p>3 structured questions, answer 2 (10 marks each) (Indicate questions answered)</p> <p style="padding-left: 40px;">Question No.:</p> <p style="padding-left: 80px;">_____</p> <p style="padding-left: 80px;">_____</p>	<p>10</p> <p>10</p>	
Subtotal	20	
Total Mark	40	

Assessor's Signature: _____

Date: _____

External Authenticator's Signature: _____

Date: _____