



Training Policy



SSGC TRAINING

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1. SCOPE

- 1.1. This document defines the procedures to be adopted by personnel responsible for providing staff training or assessing staff for their training needs.
- 1.2. The methods are designed to ensure that comprehensive training records are maintained such as to provide evidence that each member of staff has the necessary experience and/or training to carry out their duties and that regular reviews are conducted to determine ongoing training needs.

2. DEFINITIONS

SITO: Security Industry Training Organisation

3. RESPONSIBILITIES

- 3.1. The Human Resources Manager is responsible for the overall co-ordination and implementation of all aspects of training within the Company.
- 3.2. The Training Officer is responsible for providing SITO recognised training.
- 3.3. Team Leaders and Contract Managers are responsible for assessing and recommending the need for staff training.
- 3.4. Team Leaders are responsible for providing job specific on-site assignment training.

4. PROCEDURE

4.1. Training Records

4.1.1. The Human Resources Manager is responsible for raising and maintaining training records for each member of staff. Such records must provide adequate evidence that staff are suitably qualified, trained and experienced to carry out their duties and that regular reviews are completed to assess the individual's ongoing training needs.

NOTE: In the case of newly appointed Security Officers, on successful completion of the Basic Training Course Examination, individuals will be issued with the Security Industry training Organisation (SITO) Training Booklet for "Static and Patrol Guards".

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4.1.2. This booklet will be the basis for recording the ongoing training over a three month period in Stage 4, Performance Monitoring. On completion, the Company Training record on Page 15 of the booklet is completed by the supervisor and forwarded to the Human Resources Manager, who endorses the records before the page is inserted into the officer's personal file.

4.1.3. All other training records are maintained by the Human Resources Manager, together with copies of any copy certificates.

4.1.4. Any person within the Company who is required to give training to any employee has a responsibility to report such details to the Human Resources Manager in order that the training records can be updated.

4.2. Induction Training

4.2.1. The Company will provide Induction Training for all employees, whether full-time or part-time. Training will be given on topics identified on staff training records.

4.2.2. New recruits – Officers or other relevant operational staff must undergo a four day SIA approved training programme unless they are already trained to this standard. This includes passing a written examination on completion of their training to demonstrate an understanding of their basic responsibilities and security duties. This course should be completed within the first week of employment, covering the following topics:

- a) *General duties.*
- b) Pay and holiday arrangements.
- c) Sickness reporting.
- d) Quality System operation.
- e) Basic Civil and Criminal Law.
- f) Legal powers.
- g) Health and safety.
- h) Fire Safety.
- i) Record Keeping.

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- j) Conflict Management
- k) Dress and Security Pass codes of practice.

4.2.3. Completed examination papers, together with any assessment/evaluation reports, must be retained in the candidates' personal training records.

4.3. Assignment Training

4.3.1. Team Leaders and Contract Managers are responsible for identifying the need for any specialist training which they consider to be appropriate for themselves or officers. The details must be passed to the Human Resources Manager. Assignment training shall be provided prior to the commencement of duties, covering the following areas:

- a) *Assignment Instructions (to be read and signed as read).*
- b) Site arrangements (by visiting a site).
- c) Equipment operation.
- d) Specific record keeping.
- e) Other essential, site-specific topics.

4.3.2. The Human Resources Manager is responsible for:

- a) *Recording the details in the individual's training record.*
- b) Reviewing the recommendation with management.
- c) If training is approved, arranging the provision of the training.
- d) Updating the individual's personal training record accordingly.

4.3.3. Specialist training is provided in the following areas:

- a) **Team Leader Training**

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Each Supervisor must receive, in addition to induction training, specialist training in accordance with the topics outlined in the Team Leader Training Record.

b) **Retail Guard's Training**

Each Retail Guard must receive, in addition to induction training, specialist training in accordance with the topics outlined in the Retail Guard's Training Record.

c) **Contract Managers**

Each Contract Manager must receive in addition to induction training, specialist training in accordance with the topics outlined in the Contracts Manager Training Record.

4.4. Contingency Training

4.4.1. The Human Resources Manager is responsible for organising the provision of appropriate training for all relevant members of staff, required as a result of changes in working practices, procedures or legislation. Training records must be updated accordingly.

4.5. Vocational Training

4.5.1. The Company recognises the importance of vocational training and supports the National Vocational Qualification (NVQ) scheme for the Security Industry.

4.5.2. Where Team Leaders or Contract Managers consider it appropriate for any member of their staff to undertake an NVQ training course, the Human Resources Manager must be notified.

4.5.3. Once approved, the Human Resources Manager is responsible for making arrangements for the training to be provided and for updating relevant Staff Training records accordingly.

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Basic Job Training

This training programme is designed to meet the training requirements of the Private Security Industry Act 2001 (PSIA) and the standards laid down by the Security Industry Authority (SIA).

The training course which lasts for 4 days deals with all aspects of the manned services sector and since the SIA has been extended to include Conflict Management.

This course carries a credit at Level 2 (National Open College Network) identifying the acquisition of a foundation of competencies, knowledge and understanding in a limited range of predictable and structured contexts that prepare the learner to progress to further achievements.

As an overview of the training made available the course is divided into modules, a summary of which follows:

1. The Role and Responsibility of the Static and Retail Security Officer

- a) Introduction to the Industry
- b) Training for the job
- c) Outline of duties
- d) Assignment instructions
- e) Confidentiality

2. Customer Service

- a. Introduction to customer service
- b. Image
- c. Ownership of problems

3. Safety

- a. Fire
- b. The nature of fire
- c. Fire fighting equipment
- d. Fire reports
- e. Clients instructions

4. Health and Safety

- a. Duty of common care
- b. Who the act covers

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- c. Responsibilities placed by the Act
- d. Hazards and risks
- e. RIDDOR
- f. Safety signs
- g. Personal protective equipment

5. Emergencies

- a. Important information owned by the client
- b. Scenarios including bomb threats
- c. Evacuations
- d. Do's and don'ts
- e. Emergency telephone procedures

6. The Law

- a. Security Officers and the law
- b. Civil and criminal law
- c. Offences defined and explained
- d. Arrest
- e. Use of force
- f. The scene of the crime
- g. Reporting

7. Access Control

- a. Methods of access control
- b. Documentation
- c. Parking
- d. Visitors from statutory agencies

8. Searching

- a. Searching people
- b. Types of search
- c. Search methods
- d. Vehicle searches
- e. Refusal to search
- f. Documentation
- g. Finding property during searches

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9. Security and Emergency Systems

- a. Principles of clients system
- b. Response to activations
- c. Operator controls and indicators
- d. False alarms
- e. Authorities response times

10. Communication

- a. Definition of communication
- b. Clients requirements
- c. Barriers to good communication
- d. Communication with client and team leaders

11. Reporting

- a. Types of reports
- b. Writing reports
- c. Using note books
- d. Handover procedures
- e. Reporting to the client

12. Conflict Management

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