

# Qualification Specification

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*A Learner's guide to the*  
**QNUK Level 3 Award in Security  
Management (RQF)**

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## QNUK Level 3 Award in Security Management (RQF)

### Introduction

This qualification specification outlines the key information related to the QNUK Level 3 Award in Security Management (RQF) to ensure they are able to make an informed decision in regard to the qualifications they are undertaking.

### Qualification purpose

This qualification is aimed at those already managing security teams or those who are developing their careers from officer to supervisor/manager levels. It provides the necessary knowledge and skills to be able to manage security teams and apply effective protective measures at a client property to ensure safety and security of all parties.

### Qualification objective

This is a qualification that indicates an individual can undertake a specific role in the workplace and that may be relied upon by employers.

### Qualification structure

<b>Qualification accreditation number</b>	603/5129/9
<b>Qualification level</b>	3
<b>Guided learning hours (GLH)</b>	40
<b>Total Qualification Time (TQT)</b>	60
<b>Credit value</b>	6
<b>Validity</b>	

### Pre-requisites

Due to the language of the assessment, it is recommended that learners have sufficient command of the English language in order to understand the assessment and to undertake the recommended assessment methods.

Learners should be at least 18 years old in order to undertake the qualification

Learners should hold an existing Level 2 or Level 3 SIA licence linked qualification (or equivalent experience)

### Delivery requirements

This qualification is typically delivered in a face-to-face format over a 5 days, however distance/blended learning may be applied for the knowledge competencies to reduce the classroom hours to just the skills coaching and assessment sessions.

Learners should ideally complete the qualification within 8 weeks.

### Optional and additional units

There are no related units for this qualification.

### Blended learning

Some providers may offer a blended learning approach; however assessments cannot be undertaken in a remote manner.

### Geographical coverage

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This qualification is available to learners in England. The Qualification can be delivered in other countries, however, learner should be aware that the content is designed to meet current English legislation.

### Units of assessment

This qualification is made up of four mandatory units

<b>Unit one title</b>	General responsibilities of a security manager
<b>Unit one reference number</b>	L/617/8149
<b>Level</b>	3
<b>Credit</b>	1
<b>Guided learning hours</b>	10
<b>Status</b>	Mandatory

<b>Unit two title</b>	Legislation into operational requirements
<b>Unit two reference number</b>	F/617/8150
<b>Level</b>	3
<b>Credit</b>	1
<b>Guided learning hours</b>	10
<b>Status</b>	Mandatory

<b>Unit three title</b>	Operational skills of a security manager
<b>Unit three reference number</b>	J/617/8151
<b>Level</b>	3
<b>Credit</b>	2
<b>Guided learning hours</b>	10
<b>Status</b>	Mandatory

<b>Unit four title</b>	Team leadership in a security environment
<b>Unit four reference number</b>	L/617/8152
<b>Level</b>	3
<b>Credit</b>	2
<b>Guided learning hours</b>	10
<b>Status</b>	Mandatory

Details on the knowledge, skill and understanding which will be assessed can be found in Appendix 1 and 2 of this document.

### Assessment overview

Learners are assessed for this qualification using the following methods:

- Portfolio of evidence
- Short answer questions
- Products of work
- Observational assessments

### Portfolio of evidence

Each learner will be assessed for this qualification by the completion of a portfolio of evidence to demonstrate and document the required knowledge, skills and behaviours for this qualification.

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<b>Method</b>	Portfolio of evidence
<b>Language of assessment</b>	English
<b>Grading</b>	Pass/Fail
<b>Pass mark</b>	100%

### Reasonable adjustments

All learners are required to complete the assessment in a manner appropriate to the purpose of the qualification, including achieving the required pass mark.

The prescribed assessment method for this qualification should not unfairly disadvantage learners with special needs who would otherwise be able to demonstrate competence in the assessment, in line with the purpose of the qualification.

If you feel the assessment method indicated above would disadvantage you due to your learning needs, please contact your centre to discuss what reasonable adjustments can be made.

### Results

Once you have completed your assessment, the centre will submit their results to Qualifications Network for moderation within 10 working days of the date of assessment. We will issue verified results and appropriate certification to the approved centre within 7 working days of receiving those results. Results and/or certificates will then be forwarded to learners by the Centre. Learners should expect to receive all results within 20 working days of the date they take the assessment. If they have not received them within 25 working days, they should contact their centre in the first instance.

### Progression routes

Learners undertaking this qualification may wish to progress in to other related qualifications. Including:

- QNUK Level 2 Award in Preventing Violence in the Workplace (RQF)
- QNUK Level 2 Award in Principles of Customer Service (RQF)
- QNUK Level 2 Award in Fire Safety for Fire Marshals (RQF)
- QNUK Level 3 Award in Health and Safety in the Workplace (RQF)
- QNUK Level 2 Award In Manual Handling Loads at Work (RQF)
- QNUK Level 3 Award for First Responders (RQF)
- QNUK Level 2 Award in Principles of Workplace Risk Assessment (RQF)
- QNUK Level 3 Award in Understanding Reasonable Force (Security) (RQF)
- QNUK Level 3 Award in the Legal use of Restraint Equipment (Security) (RQF)

### Acceptable forms of I.D.

All learners must provide suitable identification documentation (I.D.) prior to being allowed to take an assessment for this qualification. This is a regulatory requirement. Centres must ensure that all I.D. is checked and the I.D. type noted on the Cohort Register.

Learners who do not have an acceptable form of I.D. will not be allowed to take the assessment.

The list below outlines acceptable forms of identification for learners undertaking a regulated qualification with Qualifications Network.

Ideally learners should provide at least 1 form of photo I.D. If photo I.D is not available, 2 forms of non-photographic I.D can be accepted.

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Acceptable forms of photographic I.D (1 required) are:

- Signed UK Photo card driving licence
- Signed passport (any nationality)
- Valid EU Photo identity card
- SIA security licence (with photo)
- Current and valid warrant card issued by HM forces or Police
- Current and valid Prison service card (with photo)
- Proof of age card
- Employee photo identification card
- Student photo identification card for a recognised educational establishment
- Firearms license (with photo)

Acceptable forms of non-photographic I.D (2 required) are:

- Birth certificate
- Marriage/civil partnership certificate
- Bank or building society statement or official letter (issued within last 3 months)
- Credit card statement (issued within last 3 months)
- Utility bill – excluding mobile phone bill (issued within last 3 months)
- Benefit statement e.g. child benefit, pension (issued within last 3 months)

### **Assessment method key:**

**O** – Observation

**WS** - Witness Statement

**S** - Simulation

**PD** - Professional Discussion

**WQ** - Written Questions

**A** - Assignment/Project

**WP** - Work Product

**CS** - Case Study

**RA** – Reflective Account

**RPL** – Recognition of prior learning

**PF** – Peer feedback

## Appendix 1 Learning Outcomes and Assessment criteria

### Unit 1 General responsibilities of a security manager

The following details the Learning Outcomes for this qualification and the assessment criteria referred to within the assessment and used to determine if a learner has met a learning outcome. Further details of how learning outcomes and assessment criteria are covered is included in Appendix 2 Indicative Content.

		Assessment Method		
		WQ	WP	PD
<b>Unit 1</b>	General responsibilities of a security manager			
<b>1</b>	<b>Understand the general responsibilities of a security manager</b>			
	1.1	Methods of monitoring individual and team performance.	✓	
	1.2	The importance of brand image protection	✓	
	1.3	Key features of Assignment Instructions (AI's)	✓	
	1.4	How to produce a staff rota		✓
	1.5	How to produce a patrol plan		✓
	1.6	How to produce a Training Needs Analysis (TNA)		✓
	1.7	How to create a Training Matrix		✓
	1.8	The reporting requirements for clients	✓	

		Assessment Method		
		WQ	WP	PD
<b>Unit 2</b>	Legislation into operational requirements			
<b>1</b>	<b>Understand how legislation effects CCTV operational requirements</b>			
	1.1	Key legislation and how it regulates methods of working on a site.	✓	
	1.2	The basic structure of a CCTV system		✓
	1.3	The requirements of a CCTV system	✓	
	1.4	Human rights legislation (in terms of Absolute, Qualified and Limited)	✓	
	1.5	How human rights legislation impacts on CCTV operational usage	✓	
	1.6	The requirements of the Data Protection Act (2018) and GDPR	✓	
	1.7	Identifying unlawful actions under data protection regulations	✓	
	1.8	Data release procedure to authorised persons	✓	

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	1.9	Activities that require an SIA CCTV licence and those that do not.	✓		
<b>2</b>	<b>Understand the requirements of Equalities legislation in the workplace</b>				
	2.1	The process of providing equal opportunities in the workplace	✓		
	2.2	Recognising the 9 protected characteristics within the Equalities Act (2010)	✓		
	2.3	Differences between direct and indirect discrimination	✓		
<b>3</b>	<b>Know the requirements of a Security Manager under Health &amp; Safety Legislation</b>				
	3.1	The processes required as an employer under section 2 of the Health & Safety at Work act (1974)	✓		
	3.2	How to produce a risk assessment		✓	
	3.3	Common risk mitigation controls available in the workplace		✓	
	3.4	The recording and reporting requirements of health and safety issues			✓

Unit	3	Operational skills of a security manager	Assessment Method		
			WQ	WP	O
<b>1</b>	<b>Know how to plan, conduct and perform an evacuation</b>				
	1.1	Different situations which may require an evacuation (full and partial)	✓		
	1.2	Establishing a building plan via use of zones, sectors and subsectors.		✓	
	1.3	Establishing appropriate locations for Blue routes, Emergency rendezvous points (ERVP), Rendezvous points (RVP), Forward Control Point (FCP) and Cordons (inner & outer)			✓
<b>2</b>	<b>Understand the principles of effective patrolling</b>				
	2.1	The 5 Objectives of 'Target Hardening'	✓		
	2.2	How to use electronic systems to enhance security patrols	✓		
	2.3	Identifying vulnerable points (VP)			✓
	2.4	Actions to take if a perimeter breach is detected	✓		
	2.5	Common indicators of Improvised Explosive Devices and suspicious packages	✓		
	2.6	Actions to take if a suspicious package is identified	✓		
<b>3</b>	<b>Understand process of hostile vehicle mitigation</b>				
	3.1	Key modus operandi of hostile vehicle access attempts	✓		

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	3.2	Mitigation techniques to reduce the effectiveness of hostile vehicular use.		✓	
<b>4</b>	<b>Know how to search people and their property</b>				
	4.1	How to search people and their property.	✓		
	4.2	An effective person search			✓
	4.3	An effective bag search			✓
<b>5</b>	<b>Know how to search vehicles and their contents</b>				
	5.1	The risks and requirements of conducting a vehicle search	✓		
	5.2	Supporting equipment that may be used during a vehicle search	✓		
	5.3	The 8 stages of vehicle searching	✓		
	5.4	Effective vehicle searching			✓

Unit		Assessment Method			
		WQ	WP	O	
<b>4</b>	Team leadership in a security environment				
<b>1</b>	<b>Be able to provide effective team leadership</b>				
	1.1	The differences between team leadership and management	✓		
	1.2	Qualities of a good team leader	✓		
	1.3	Considerations to be taken when delegating tasks.	✓		
	1.4	Key principles behind team motivation	✓		
	1.5	Using objective measurables to produce an appraisal template		✓	
	1.6	Providing constructive feedback		✓	
	1.7	How to use SMART objectives when constructing personal development plans		✓	
	1.8	Identifying the differences between minor and serious misconduct	✓		
	1.9	The process of handling minor disciplinarys	✓		
	1.10	The process of handling serious disciplinarys	✓		
<b>2</b>	<b>Provide team welfare</b>				
	2.1	Minimum provisions to ensuring staff welfare	✓		
	2.2	Operational risks from poor personal welfare	✓		

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	2.3	Identifying the signs of stress	✓		
	2.4	How to support staff identified as at risk of stress.	✓		
<b>3</b>	<b>Know how to deliver a team briefing</b>				
	3.1	The objectives of team briefings	✓		
	3.2	The characteristics of a team briefing	✓		
	3.3	Planning an effective briefing		✓	
	3.4	Demonstrating a team briefing			✓
	3.5	The purposes for a debrief	✓		
	3.6	The process of leading a debrief	✓		

## Appendix 2 Indicative content

### Unit 1 - General responsibilities of a security manager

#### 1.1 Methods of monitoring individual and team performance.

KPI, Appraisals, Competencies, Job Descriptions

#### 1.2 The importance of brand image protection

Legal responsibilities, Social Media, Loss of custom, Reputation, Employment

#### 1.3 Key features of Assignment Instructions (AI's)

Roles & Responsibilities, Chain of command, Reporting (office hours & out of hours), Operating guides, Timings/schedule, Critical site services, Client instructions

#### 1.4 How to produce a staff rota

Quarterly, WTD, Annual leave, Sickness/Absence Contingencies, 130% rule, Contractual shift patterns

#### 1.5 How to produce a patrol plan

Key assets, Vulnerable Points (VP), Duration, Routes, Variations, Un-predictability, Communications, Monitoring

#### 1.6 How to produce a Training Needs Analysis (TNA)

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Appraisal/Skills Gap Analysis, Corrective or Developmental

### 1.7 How to create a Training Matrix

Skills based, Measurable, SMART, Client performance mapped, Methods of delivery/assessment

### 1.8 The reporting requirements for clients

Reference to contract and AIs, Presentation style, Method and frequency

## Unit 2 – Legislation into operational requirements

### 1.1 Key legislation and how it regulates methods of working on a site.

DPA, GDPR, HRA, Defined purpose for monitoring

### 1.2 The basic structure of a CCTV system

Cameras & Types, Matrix, Multiplex, Joystick, DVR, Monitor Bank, Spot Monitors, Viewing Monitor

### 1.3 The requirements of a CCTV system

ICO Code of Practice

### 1.4 Human rights legislation (in terms of Absolute, Qualified and Limited)

Absolute: Cannot be limited in any way

Limited: These rights can be with exceptions

Qualified: Government can override in exceptional circumstances

### 1.5 How human rights legislation impacts on CCTV operational usage

Articles 3, 5, 7, 8, 14

### 1.6 The requirements of the Data Protection Act (2018) and GDPR

DPA 8 Principles, GDPR Update (2018)

### 1.7 Identifying unlawful actions under data protection regulations

DPA 8 Principles, GDPR Update (2018)

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### 1.8 Data release procedure to authorised persons

Subject Access Request, Freedom of Information Act, Police and Criminal Evidence Act

### 1.9 Activities that require an SIA CCTV licence and those that do not.

Required:

1. monitor the activities of a member of the public in a public or private place; or
2. identify a particular person

Not required:

The use of CCTV solely to identify a trespasser or protect property.

### 2.1 The process of providing equal opportunities in the workplace

Equalities Act 2010, Reasonable Adjustments

### 2.2 Recognising the 9 protected characteristics within the Equalities Act (2010)

Age, Disability, Gender reassignment, Marriage or civil partnership, Pregnancy and maternity, Race, Religion or belief, Sex, Sexual orientation

### 2.3 Differences between direct and indirect discrimination

Direct from one person to another, Indirect via unfair policy, procedure or process

### 3.1 The processes required as an employer under section 2 of the Health & Safety at Work act (1974)

Conduct risk assessments, take reasonable steps to eliminate or reduce the risks, provide safety equipment, ensure safe working practices, provide relevant training, provide suitable PPE

### 3.2 How to produce a risk assessment

Identify people effected, risk, hazard, severity matrix, risk score, existing measures, proposed measures, new risk score

### 3.3 Common risk mitigation controls available in the workplace

Remove, Avoid, Reduce, Accept, update risk assessment scores

### 3.4 The recording and reporting requirements of health and safety issues

RIDDOR, Risk management process

## Unit 3 – Operational skills of a security manager

### 1.1 Different situations which may require an evacuation (full and partial)

Structural, Security, Elemental, Chemical, Biological

### 1.2 Establishing a building plan via use of zones, sectors and subsectors.

Zone=Area, Sector=Floors, Subsector= Rooms

### 1.3 Establishing appropriate locations for Blue routes, Emergency rendezvous points (ERVP), Rendezvous points (RVP), Forward Control Point (FCP) and Cordons (inner & outer)

US fire marshal safety cheat sheet, Wind direction, Access, Egress, Grab bag, Comms

### 2.1 The 5 Objectives of 'Target Hardening'

Deter, Detect, Delay, Mitigate, Respond

### 2.2 How to use electronic systems to enhance security patrols

Geo-tagging, check points, intelligent CCTV systems, Access logs

### 2.3 Identifying vulnerable points (VP)

Possible non-detection, ease of access, ease of escape

### 2.4 Actions to take if a perimeter breach is detected

Assess, communicate, evaluate, respond (ACER)

### 2.5 Common indicators of Improvised Explosive Devices and suspicious packages

Container, Explosives, Safety arming switch, Trigger, Detonator, Charge, Wiring

### 2.6 Actions to take if a suspicious package is identified

Check, confirm, communicate, clear, cordon, contain witnesses

### 3.1 Key modus operandi of hostile vehicle access attempts

Penetrative Impact/Ramming, Encroachment, Deception, Duress, Tailgating.

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### 3.2 Mitigation techniques to reduce the effectiveness of hostile vehicular use.

Screening points, Anti ram bollards, chicane, patrol vehicle placement, vehicle id passes, sterile areas

### 4.1 How to search people and their property.

Permission, same sex, polite, professional, methodical, in accordance to their rights.

### 4.2 An effective person search

As per 4.1

### 4.3 An effective bag search

As per 4.1

### 5.1 The risks and requirements of conducting a vehicle search

Risks: Injury, fumes, burns, assault, damage

Requirements: systematic, engine off, possession of keys, occupants out & monitored, 8 point, cargo areas, security seals, trafficking (goods, human)

### 5.2 Supporting equipment that may be used during a vehicle search

Mats, light, mirror, endoscope, TED, CO2, screwdrivers, flexicam

### 5.3 The 8 stages of vehicle searching

Surroundings, outside, underneath, wheels, boot/cargo, bonnet, inside, functions

### 5.4 Effective vehicle searching

As per 5.3

## Unit 4 – Team leadership in a security environment

### 1.1 The differences between team leadership and management

Leadership is behaviour focus

Management is process focused

### 1.2 Qualities of a good team leader

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Integrity, honesty, humility, courage, commitment, sincerity, passion, confidence, positivity, wisdom, determination, compassion, sensitivity

### 1.3 Considerations to be taken when delegating tasks.

Awareness, of roles, responsibilities, accountabilities, capability, time constraints

### 1.4 Key principles behind team motivation

Maslow's hierarchy, intrinsic, extrinsic, Operant conditioning theory, Feedback

### 1.5 Using objective measurables to produce an appraisal template

KPIs, JD, competencies

### 1.6 Providing constructive feedback

Sandwich approach, objective, fair, targets

### 1.7 How to use SMART objectives when constructing personal development plans

Simple, measurable, achievable, relevant, time bound

### 1.8 Identifying the differences between minor and serious misconduct

Minor – Performance incident, isolated, no significant effects

Serious – Potentially Illegal, serious effects, reputational damage, adverse to client relationships.

### 1.9 The process of handling minor disciplinarys

Informal, formal, personal improvement plan (PIP), HR records

### 1.10 The process of handling serious disciplinarys

Investigation, suspension, production of evidence, manager to handle appeals, disciplinary hearing, notifications in writing, advisory of possible outcomes, potential dismissal

### 2.1 Minimum provisions to ensuring staff welfare

Safe working environment, safety equipment, toilets, hand basins, drinking water, location for eating/drinking, first aid facilities.

### 2.2 Operational risks from poor personal welfare

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Reduced productivity, increased mistakes and errors, conflict (with colleagues and up-line/downline management/subordinates), grievance and disciplinary incidents, sickness and absenteeism  
low morale and negative atmosphere, poor customer services and quality, resignations and job terminations (causing increased staff turnover), poor employer reputation among staff, customers, and potential new recruit

### 2.3 Identifying the signs of stress

Absenteeism, tiredness, irritability, lack of enthusiasm, increase in conflict, poor timekeeping, reduced efficiency, forgetfulness, decline in personal appearance/hygiene, confrontational, withdrawn, lack of focus, weight changes.

### 2.4 How to support staff identified as at risk of stress.

Identification of root causes, support with workload, change of duties, 1:1 sessions, confidential and informal discussions, recognition of minor achievements, positive messaging, appropriate changes of environment, external support and referrals.

### 3.1 The objectives of team briefings

Clarification of situation, tasks, actions and desired results. Reduce misunderstanding.

### 3.2 The characteristics of a team briefing

Clear and well structured, defined purpose and reason, aims and objectives, identification of roles, responsibilities and accountabilities, methods, reporting of situation and/or progress, recognition of excellence, lessons learned, action plan, setting of targets, Q&A

### 3.3 Planning an effective briefing

As per 3.2

### 3.4 Demonstrating a team briefing

As per 3.2

### 3.5 The purposes for a debrief

Closure of task, praise successes, reflect on errors, plan efficiently, document improvements for next time, thanks to those involved

### 3.6 The process of leading a debrief

Open feedback from team, present outcome and/or effectiveness, recognise strengths & weaknesses, gather information for reporting.