

Title: Retail Guarding

Aims: To train participants up to the national Security Industry Authority standards.

Objectives: Explore roles and responsibilities of retail guarding
Develop Conflict management skills
Prepare candidates for the external assessments
Expand upon national framework

Target Audience:

This course is designed for anyone who wishes to work as a retail guard in England and Wales. The SIA approved course is run over 30 hours.

Programme

- Introduction to SIA
- Roles and responsibilities of retail guards
- Dealing with conflict
- Use of equipment
- Control room
- Patrol requirements
- Liaison with police- extended police family
- Drug awareness
- Fire prevention
- Dealing with bomb threats
- Customer care

Commentary

We are an accredited centre for NCFE, SITO and BIIAB, the qualification is recognized by the Security industry Authority for England and Wales. It is a mandatory training requirement for all who work within a retail guarding role in the security industry.

In addition, we can tailor a range of modular courses including customer care, incident report writing, physical interventions, radio skills, first aid (up to full HSE approval and difibulation training), counter drugs training, use of force ect. This is particularly useful as the SIA have allowed the Door Supervisors qualification to cover security guarding, despite their being differences in their role. Consequently there is a demand for in-house bridging training to cover the knowledge 'gap'.