



<p>Title</p>	<p>NOCN International Level 3 Certificate General Health & Safety for Security Guards</p>		
<p>Topic Summary</p>	<ul style="list-style-type: none"> ▪ Introduction to general health and safety for security guard ▪ Role and responsibilities of the security guards ▪ Security access control ▪ Restricted and authorized personnel zones ▪ Work-related violence. ▪ Weather condition and environmental factors ▪ Traffic management & collision prevention ▪ Incident reporting and investigation system ▪ Security patrolling ▪ Bomb threat ▪ Fire marshal ▪ First-aid arrangements ▪ Security guards intervene into conflicts resolution ▪ Security equipment used at workplace ▪ Security risk assessment ▪ Emergency response procedure ▪ Security inspection process 		
<p>Target Audience</p>	<ul style="list-style-type: none"> • Security guards (in various fields). • Security managers. • Marshals and Wardens. 	<p>Length of Study</p>	<p>TQT 80 hours</p>

Unit(s)
Learning Outcomes

1. Introduction to general health and safety for security guard	
<p>Learning Outcome - 1:</p> <ul style="list-style-type: none"> ✚ Explain essential health and safety practices of implementing a security guard 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • To conduct regular risk assessments to identify potential threats (e.g. physical assault, fire, chemical hazards). • Evaluate site-specific risks (e.g. Confined spaces, uneven surfaces, or night shifts). • Provide mandatory health and safety training for security personnel (e.g. first aid, fire safety, conflict management). • Ensure guards are competent in using safety equipment like radios, alarms, and CCTV Systems • Implement clear procedures for emergencies (e.g. evacuation plans, first aid response, incident reporting). • To conduct drills and simulations to ensure preparedness. • Maintain a secure and clean workspace (e.g. guard stations, surveillance rooms). • Ensure proper lighting, ergonomics, and access to rest areas and sanitation. • Encourage reporting of all incidents, near misses, and unsafe conditions. • Know how to maintain logs to review and improve safety measures continuously.
<p>Learning Outcome - 2:</p> <ul style="list-style-type: none"> ✚ Identify common benefits in security settings to effectively manage and mitigate these risks. 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Identifying potential threats early, allowing for quicker response and prevention. • Implementing common security protocols (like access controls or surveillance) minimizes exposure to security breaches.
2. Role and responsibilities of the security guards	
<p>Learning Outcome - 1:</p> <ul style="list-style-type: none"> ✚ Understand the key role and responsibilities of the security guards 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Understand the Primary Role of a Security Guard • Understand Key Responsibilities • Understand Legal and Ethical Responsibilities • Understand the Importance of Communication and Customer Service • Understand Health and Safety in Security Work
<p>Learning Outcome - 2:</p> <ul style="list-style-type: none"> ✚ Describe the legal obligations of employers and employees 	<p>Employers:</p> <ul style="list-style-type: none"> • Provide a Safe Working Environment • Provide ongoing training in first aid, conflict management, and health & safety. • Ensure fair treatment and avoid discrimination as required by law (e.g., Equality Act 2010)

	<ul style="list-style-type: none"> • Ensure guards do not exceed maximum working hours and receive adequate rest breaks (in line with the Working Time Regulations). Support and Grievance Procedures <p>Employees:</p> <ul style="list-style-type: none"> • Comply with site-specific and legal health and safety procedures. • Report hazards and incidents immediately. • Maintain a valid license (e.g., SIA) and comply with licensing authority requirements. • Avoid misconduct and illegal activity. • Comply with laws on the use of force, search procedures, and arrest protocols. • Treat the public and colleagues with respect and without discrimination. • Maintain confidentiality of sensitive information. • Follow employer instructions and perform assigned duties professionally. • Accurately report incidents and maintain logs in line with company policy.
2. Security access control	
<p>Learning Outcome - 1:</p> <ul style="list-style-type: none"> ✚ Explain how access control works and what they look like (vetting customers and obtaining entry log) 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Outline how access control operates, such as screening individuals and maintaining visitor logs
<p>Learning Outcome - 2:</p> <ul style="list-style-type: none"> ✚ Identify types of physical barriers, identification systems and monitoring technologies. 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Recognize and categorize physical security measures, ID systems, and technological monitoring solutions.
3. Restricted and authorized personnel zones	
<p>Learning Outcome - 1:</p> <ul style="list-style-type: none"> ✚ Define restricted and authorized personnel zones. ✚ Explain why those areas designated for restricted access 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Give the define of the restricted zone and authorized personnel zones. • Discuss the purpose of limiting access to these areas.
4. Work-related violence	
<p>Learning Outcome - 1:</p> <ul style="list-style-type: none"> ✚ Describe the security circumstances related to violence 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Identifying the factors, behaviors, and environments that contribute to or are impacted by violent incidents.
<p>Learning Outcome - 2:</p> <ul style="list-style-type: none"> ✚ Identify controls when dealing with people under influence of drugs and alcohol 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Recognizing the Signs and Symptoms • Understanding of Policy and Legal Obligations • Identifies environmental and situational factors that may escalate risk. • Apply appropriate control measures (e.g., removal from premises, supervision, medical attention). • Following protocols for incident reporting and documentation.

		<ul style="list-style-type: none"> • Maintaining Personal and Team Safety
<p>Learning Outcome - 3:</p> <ul style="list-style-type: none"> ✚ Introduce good practices for handling stressful situations 		<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Identify common sources of stress in personal and professional contexts. • Demonstrates awareness of physical, emotional, and behavioral signs of stress. • Explain at least three effective strategies for managing stress (e.g., time management, mindfulness, deep breathing, exercise). • Apply appropriate stress-handling techniques to given case studies or role-play scenarios. • Reflects on their own stress management approaches and suggests improvements. • Uses effective communication techniques (e.g., assertiveness, active listening) to handle stressful interactions.
5. Weather condition and environmental factors		
<p>Learning Outcome - 1:</p> <ul style="list-style-type: none"> ✚ Identify weather conditions and environmental factors that can give arise the risk of security guards. (e.g. heat stress, sands 		<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • identify hazards, evaluate associated risks, and implement appropriate control measures in various security settings. • conducting thorough investigations of workplace incidents, determining root causes, and recommending preventive actions. • Understanding and application of emergency procedures, including evacuation protocols and first aid responses. • Familiarity with health and safety legislation relevant to security operations, ensuring compliance and best practices. • conveying health and safety information to colleagues and stakeholders, and delivering basic training when necessary.
<p>Learning Outcome - 2:</p> <ul style="list-style-type: none"> ✚ Identify control measures to protect security guards from weather condition and environmental factors 		<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Identify risks such as extreme heat, cold, heavy rain, snow, ice, strong winds, poor air quality, and UV exposure. • Understand the impact of these conditions on physical health, visibility, mobility, and decision-making. • Describe appropriate personal protective equipment (PPE) • Outline workplace procedures and planning: • Explain employer responsibilities: • Demonstrate ability to report and respond to environmental hazards
6. Traffic management & collision prevention		
<p>Learning Outcome - 1:</p> <ul style="list-style-type: none"> ✚ Determine factors to consider when setting an arrangement for safe movement plan 		<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Identify potential hazards associated with movement in the work environment. • Describe the importance of route planning to minimize risk.

	<ul style="list-style-type: none"> • Explain the need to consider the type and volume of traffic (people and vehicles). • Outline how environmental conditions can affect safe movement. • Demonstrate knowledge of personal protective equipment (PPE) requirements. • State the importance of communication and coordination among staff. • Recognize legal and organizational procedures for movement and access. • Evaluate the use of monitoring and supervision to ensure compliance.
<p>Learning Outcome - 2:</p> <ul style="list-style-type: none"> ✚ Identify controls to be adapted when performing traffic management controls and collision prevention 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Identify hazards and assess potential collision risks. • Design safe, separate routes for vehicles and pedestrians; avoid blind spots and congestion. • Know how to use clear, current, and well-maintained signs and road markings. • Understand how to install barriers, speed controls, and proper lighting to enhance safety. • Know how to deploy trained staff with high-visibility gear to manage flow and ensure safety • Know how to maintain vehicle safety features and enforce designated routes and speed limits. • Understand how to use radios or signals to coordinate safe vehicle and pedestrian movements. • Know how to response plan and ensure staff know procedures and evacuation points.
<p>7. Incident reporting and investigation system</p>	
<p>Learning Outcome - 1:</p> <ul style="list-style-type: none"> ✚ Understand the key role and responsibilities of the security guards 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Define what a security incident is and establish prompt, multi-channel reporting methods. • Know and understand how to assign duties to specific staff for handling and responding to incidents. • Know how to use standardized forms and maintain secure, detailed records of all incident • Know how to secure the area, contain the incident, and preserve relevant evidence. • Conducting fair, timely, and thorough investigations using structured steps. • Identify causes and contributing factors using systematic analysis tools. • Know how to implement changes to prevent future occurrences, including updates to policies or training. • Analyze reports, identify trends, and inform security strategy and improvement.

Learning Outcome - 2: ✚ Describe details to be included in security incident report	Assessment Criteria: <ul style="list-style-type: none"> Outline the essential information required when documenting a security incident
Learning Outcome - 3: ✚ Propose actions to be taken during theft incidents	Assessment Criteria: <ul style="list-style-type: none"> Identify and explain steps to be taken during a theft situation
8. Security patrolling	
Learning Outcome - 1: ✚ Explain what security patrolling about	Assessment Criteria: <ul style="list-style-type: none"> Understand and knowledge of Patrolling Techniques, Know how to use of Equipment Know how to observation and Reporting Skills: Maintaining a visible presence and acting professionally. Know how to handle confrontations calmly and appropriately
Learning Outcome - 2: ✚ Explain how unsecured conditions can be observed	Assessment Criteria: <ul style="list-style-type: none"> Know how to demonstrate the ability to identify signs of unsecured or unsafe conditions during patrols.
10. Bomb threat	
Learning Outcome - 1: ✚ Demonstrate learning on how to response to bomb threat	Assessment Criteria: <ul style="list-style-type: none"> Know how to demonstrate the ability to stay calm, gather key information using a bomb threat checklist, follow proper reporting procedures, assist with safe evacuations, communicate effectively with emergency services, and support post-incident investigations. Practical understanding includes recognizing threats, acting swiftly and safely, and following site-specific protocols.
Learning Outcome - 2: ✚ Explain what actions to be taken when suspecting a bomb threat	Assessment Criteria: <ul style="list-style-type: none"> Understand the correct actions to take when a bomb threat is suspected. This includes remaining calm, not touching any suspicious items, immediately reporting the threat to the appropriate authority, gathering as much information as possible, following the site's emergency procedures, assisting with evacuation if required, and cooperating fully with emergency services.
11. Fire marshal	
Learning Outcome - 1: ✚ Describe factors to consider when selecting an individual for the role of fire marshal	Assessment Criteria: <ul style="list-style-type: none"> Know how to demonstrate knowledge of fire safety laws identify fire hazards, ensure prevention measures, lead emergency evacuations. Know how to use fire-fighting equipment effectively.

	<ul style="list-style-type: none"> • Able to communicate clearly, conduct regular fire drills, keep accurate records, and support overall fire safety compliance in the workplace.
<p>Learning Outcome - 2:</p> <ul style="list-style-type: none"> ✚ Explain the roles and duties of fire marshal during security incident 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Understand the roles and Duties of Fire Marshal during a Security Incident • Coordinate with security and emergency services, maintain control over fire safety equipment, and assist in managing any fire-related risks. • Know how to provide clear instructions, ensure a safe environment, and document all actions taken during the incident.
12. First-aid arrangements	
<p>Learning Outcome - 1:</p> <ul style="list-style-type: none"> ✚ Discuss first-aid requirements and explain (how to response to medical casualty) 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Know the First-Aid Requirements in the Workplace • Know how to Respond to a Medical Casualty
<p>Learning Outcome - 2:</p> <ul style="list-style-type: none"> ✚ Identify factors to consider when selecting an individual for the role of first aider 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Determine key qualities needed when choosing a suitable first aider.
13. Security guards intervene into conflicts resolution	
<p>Learning Outcome - 1:</p> <ul style="list-style-type: none"> ✚ Discuss how security guards intervene into conflicts resolution 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Recognizing Signs of Conflict • Using calm, clear, and respectful communication to de-escalate situations. • Applying non-confrontational techniques to reduce tension. • Ensuring the safety of all individuals, including bystanders • Know when to intervene directly and when to seek assistance. • Know how to remaining neutral and avoiding personal involvement. • Documentation and Reporting
<p>Learning Outcome - 2:</p> <ul style="list-style-type: none"> ✚ Explain the ways of managing difficult situations without resorting to force 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Demonstrate an understanding of non-physical strategies for handling challenging or potentially aggressive situations in a calm, controlled, and professional manner.
14. Security equipment used at workplace	
<p>Learning Outcome - 1:</p> <ul style="list-style-type: none"> ✚ Determine the security equipment to be used at workplace (e.g. torch, signal-light, cameras, radios...etc.) 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Identify Security Needs • Know how to select Appropriate Security Equipment • Know how to Consider Operational Effectiveness • Understand the Legal and Regulatory Compliance • Know how to evaluate initial cost, ongoing maintenance, and potential upgrades. • Understanding of documentation and reporting tools

	<p>Learning Outcome - 2:</p> <ul style="list-style-type: none"> ✚ Explain the ways of managing difficult situations without resorting to force 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Know how to managing difficult situations without resorting to force
15. Security risk assessment		
	<p>Learning Outcome - 1:</p> <ul style="list-style-type: none"> ✚ Carry out suitable and sufficient security risk assessment 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • To Identify, analyze, and evaluate security risks effectively
	<p>Learning Outcome - 2:</p> <ul style="list-style-type: none"> ✚ Identify unsecure conditions with appropriate risk evaluation 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Recognize security weaknesses and evaluate their impact
	<p>Learning Outcome - 3:</p> <ul style="list-style-type: none"> ✚ Suggest required control measures for security risk mitigation 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • To recommend appropriate controls to reduce security risks
16. Emergency response procedure		
	<p>Learning Outcome - 1:</p> <ul style="list-style-type: none"> ✚ Develop an effective emergency response procedure 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Know how prepare a structured plan for responding to emergencies
	<p>Learning Outcome - 2:</p> <ul style="list-style-type: none"> ✚ Identify measures to be included in ERP (evacuation, escape routes, assembly, equipment, reporting) 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • To determine key components of the emergency response plan, including evacuation, escape paths, assembly points, equipment use, and reporting protocols
17. Security inspection process		
	<p>Learning Outcome - 1:</p> <ul style="list-style-type: none"> ✚ Inspect the welfare facilities (including sanitary conveniences, canteens and locker rooms) 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • To able to conduct an inspection of on-site welfare services, covering toilets, food areas, and locker accommodations
	<p>Learning Outcome - 2:</p> <ul style="list-style-type: none"> ✚ Explain how to report inspection findings and how to communicate with relevant group of people 	<p>Assessment Criteria:</p> <ul style="list-style-type: none"> • Know how to explain how to record and relay inspection findings to the right individuals or teams
Delivery Style	Classroom Learning	