SECURITY APPRENTICESHIPS

Level 3 Security First Line Manager

What is the Security Sector?

The Private Security Industry makes a key contribution to the UK economy and to the security and safety of the nation, its businesses and its citizens. It is estimated to employ 500,000 people across a variety of sub-sectors including static and patrol guards, uniformed retail security guards, store detectives, door supervisors and CCTV operators. The security services sector is made up of some very large companies who operate on a national basis employing several thousand employees each, and a significant number of small and medium sized companies, operating regional or locally, employing between 50 and 1,000.

Who is this programme for?

This apprenticeship can be delivered to existing Security Managers in order to develop skills, knowledge and understanding or those that are newly appointed to a Security Manager position. The programme will develop knowledge, application of skills and behaviours when supervising people and conducting activities in line with regulatory requirements. It includes teaching of undertaking security risk assessments; providing security advice to others; understanding threat, vulnerability and risk; security methods, operations and activities; incident management and planning; stakeholder management; business communications and data security management within role(s) such as Ministry of Defence, Transport & Border Security and Private Security Industry.

What is the eligibility criteria?

- Must not hold a qualification at the same level or higher in the sector that the Apprenticeship is in.
- Must commit to the minimum learning period, this can be anything from 372 days to 4 years.
- Must commit to 1 – 4 hours per week self-study equating to 20% off the job cumulatively over the course of the programme.
- Must undertake initial assessments and diagnostics in English and maths.
- Must commit to completing the End Point Assessment (EPA) within three months of the learning period completion for all standards.

By the end of this programme, learners will demonstrate knowledge and understanding and the ability to apply the skills required for:

- The different ways that organisations are structured and how their functions, culture and processes affect Security management, and how it can be set up in ways that will help the organisation to function more effectively.
- Operational performance and the measures that can be put in place to manage performance level requirements in line with budget requirements.
- Understanding internal and external customers and stakeholders encountered in the Security Sector, building relationships and how to balance customer service with security requirements.
- Disaster planning and business contingency planning, and the lines of responsibility for health and safety
- Operational planning in order to meet and, where possible, exceed security requirements
- Continuous Professional Development

PORTFOLIO OF EVIDENCE – TO UNDERGO SYNOPTIC ASSESSMENT INTERVIEW AT END POINT ASSESSMENT(EPA)

Security First Line Manager Responsibilities
This area identifies develops the learner knowledge and skills regarding national and organisational requirements of security service provision.

Health & Safety
This area covers the understanding of the lines of responsibility for Health and Safety in Security Management, and how those responsibilities can be discharged.

Customer and Stakeholder Management
This area delivers methods that can be used in order to ensure that customers and other stakeholders expectations are met and exceeded. It introduces the functions of a SLA and KPI report.

Contract performance and Management
This area will cover the principles of operational planning and reporting, allocation of manpower and resources and the management techniques such as problem solving that can be used to deliver according to SLA.

Staff Management & Personal Development
This area delivers the knowledge required to apply leadership techniques, theories of motivation and personal development of self and others using SMART targets and organisational development policies.

Communication
This area delivers the knowledge required to communicate effectively at a Management level in a security environment. Methods of reporting required in the security sector such as security risk assessment and reporting and incident response recording.

Security Resource Management
This area covers the deployment, use and management of Security resources including electronic systems, fixed assets and manpower in order to provide an effective security provision to the organisation.

Corporate Social Responsibility
This area covers the impact and affect that the security provision can have in support of the organisations CSR Policy, identification and use of sources of information to keep abreast of trends in the industry and impact to the community.

Level 3 Security First Line Manager Standard Content

ON PROGRAMME RESEARCH PROJECT – TO BE PRESENTED AT END POINT ASSESSMENT (EPA)

Operational Management

This area covers organisation vision mission and objectives and how the Security Provision support this, the different security requirements across organisations and policies and process that support this.

Security Risk Management

This area covers the risk assessment process of internal and external threats to property, people and premises, identifying potential occurrences and recommending remedial actions to reduce threats and increase safety.

Improvement Planning and Performance

This area covers the development of action plans based on the security risk assessment conducted, and the implementation process and communication methods that could be used within own organisation

Compliance Management

This area covers the regulations that govern security on a National Scale and those that impact the security provision in own organisation. Business Continuity plans and how the security provision supports this and best practice within security.

Jigsaw Training's approach to the delivery of Apprenticeship Standards it to embed the most appropriate nationally recognised qualification throughout the teaching period. At the time of writing this programme overview, there is no applicable programme to embed. We will monitor this situation and update accordingly if there are any changes.

Core Behavioural Competencies to be evidenced:

- **Security Conscious –** To work in a manner that promotes the security of people, property and premises
- **Professional –** To demonstrate conduct that is in line with organisational requirements
- **Courteous and Respectful –** To communicate and understand meaning
- **Calm –** To enhance security service performance through conflict management techniques
- **Customer Focused –** Exceed customer expectations and add value where possible
- **Confidential –** To promote confidence by complying with organisation policy and legislation
- **Integrity –** work for the greater good and not sacrifice high standards for immediate gain or personal benefit.

Level 3 Security First Line Manager Apprenticeship

Included within Delivery:
- 18 months teaching and learning schedule consisting of 1-2-1 Tutor sessions followed by 3 months EPA
- Optional Employer Cohorts with a target of 10 -15 learners can be provided if required
- End Point Assessment preparation in the form of mock presentation and interviews
- Development of reflective practice skills and how to identify core behavioural competencies
- Robust engagement planning with Line Manager or Mentor, Tutor and Learner involvement
- Delivery resources developed to incorporate Organisational requirements
- Learner Management System with transparent and up to date progress reporting functions

Future developmental opportunities for Security Professionals:

- Level 4 Facilities Manager Standard
- Level 5 Departmental/Operations Manager
- Level 6 Senior/Head of Facilities Management Degree Standard

Expression of Interest

To submit an expression of interest (EOI):

- Please speak to your Line Manager/Mentor or your Learning and Development Department.