

SIA Exam Questions and Answers

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Unit 1: principles of working in the private security industry

1. At what stage of an offence does the law allow a citizen's arrest?

- A. Only while it is still being committed
- B. While it is being committed, or after it has been committed (correct)**
- C. Only after a police officer has seen it happen
- D. Before it happens, if the person is planning it

Section 24A of PACE allows a citizen to arrest anyone in the act of committing an indictable offence or, once one has been committed, anyone guilty of it or reasonably suspected of it. Unlike a constable, a citizen cannot arrest someone who is only about to commit an offence.

2. What colour is the label or band on a carbon dioxide (CO₂) fire extinguisher?

- A. Blue
- B. Cream
- C. Yellow
- D. Black (correct)**

UK extinguishers have red bodies with a coloured band: red for water, cream for foam, blue for dry powder, black for CO₂ and yellow for wet chemical.

3. You have arrested someone and the police have now arrived. What should you do?

- A. Leave the scene straight away so the police can take over
- B. Hand them over, explain the reason and pass on any evidence (correct)**
- C. Ask the officers to sign your notebook and then go back on duty
- D. Release the person as soon as the police can see them

Until the police arrive, the arrested person is your responsibility. Hand them over, explain the reason for the arrest and tell the police about witnesses, CCTV or property. You may need to give a statement and attend court.

4. You are lone working on a night shift and must make hourly check calls to a control room. Why do these calls matter?

- A. They replace the need for a risk assessment of the site
- B. A missed call tells the control room you may need help (correct)**
- C. They let the control room give you new duties every hour
- D. They show the client exactly how many hours you have worked

Check calls confirm that a lone worker is safe. If a call is missed, the control room follows its escalation procedure to check on you and send help.

5. Why is there no separate class of fire for electrical fires?

- A. Electrical fires always go out on their own
- B. Electricity is a source of ignition rather than a fuel (correct)**
- C. Electrical fires can only happen outdoors
- D. Electrical fires are too rare to be given their own class

Electricity can start a fire but is not itself a fuel, so there is no electrical class. Once the power is isolated, the fire is classed by what is burning.

6. What colour is the background of a fire exit sign?

- A. Green (correct)**
- B. Yellow
- C. Blue
- D. Red

Fire exit and first aid signs are safe condition signs, with white symbols on a green background. Red signs with white symbols show fire-fighting equipment.

7. What is a 'vehicle as a weapon' (VAAW) attack?

- A. Hiding explosives inside a parked car
- B. Using a parked vehicle to watch a site
- C. Stealing a vehicle to escape after a crime
- D. Deliberately driving a vehicle into people (correct)**

VAAW, also called vehicle ramming, uses the vehicle itself to injure people. A vehicle packed with explosives is a

vehicle-borne IED, which is a different method.

8. Which of these is a source of support you could use after a distressing incident at work?

- A. The SIA licensing team
- B. The Crown Prosecution Service
- C. The council's licensing committee
- D. Samaritans or a similar helpline (correct)**

Support can come from colleagues, managers, counsellors and employee assistance schemes, helplines such as Samaritans, and organisations such as Citizens Advice or trade unions.

9. When should you write up your notes about an incident?

- A. The next time you see the people involved
- B. As soon as possible after the incident (correct)**
- C. Only if the police ask you for a statement
- D. At the end of the week with any other incidents

Notes made at the time or soon after are more accurate and carry more weight as evidence. Details are easily forgotten or mixed up as time passes.

10. Which class of fire involves flammable liquids such as petrol or paint?

- A. Class C
- B. Class F
- C. Class A
- D. Class B (correct)**

Class A is solids such as wood and paper, Class B flammable liquids, Class C flammable gases, Class D metals and Class F cooking oils and fats.

Principles of working as a door supervisor

1. Evidence that does not directly prove a fact, but from which a fact can be inferred, is called what?

- A. Hearsay evidence
- B. Circumstantial evidence (correct)**
- C. Real evidence
- D. Direct evidence

Circumstantial evidence supports a conclusion indirectly. For example, a person seen running from the scene with blood on their clothes suggests involvement but does not prove it.

2. Using the NATO phonetic alphabet, how would you say the letters D and S over the radio?

- A. Delta Sugar
- B. David Sam
- C. Dog Sierra
- D. Delta Sierra (correct)**

The NATO phonetic alphabet gives each letter a standard word, such as Delta for D and Sierra for S, so letters are not misheard over the radio.

3. During a search you find a small bag of what looks like cannabis in a customer's pocket. What should you do?

- A. Let them keep it, as it is only a small amount
- B. Put it back in their pocket and refuse them entry to the venue
- C. Ask them to pay a fine to the venue
- D. Seize it if safe, then follow venue policy and record it (correct)**

Follow venue policy and assignment instructions. Seize and secure the drugs if it is safe, inform a supervisor or manager, decide on refusal, ejection or arrest, and record the incident.

4. On the dance floor, a man deliberately touches a woman's bottom in a sexual way without her consent. Which offence under the Sexual Offences Act 2003 is this?

- A. Rape
- B. Voyeurism
- C. Sexual assault (correct)**
- D. Exposure

Section 3 of the Sexual Offences Act 2003 makes it an offence to intentionally touch someone sexually without their consent and without a reasonable belief that they consent. Rape involves penetration with a penis, exposure is showing the genitals and voyeurism is watching or recording private acts.

5. A 25-year-old buys a pint at the bar and hands it to his 17-year-old friend, who is not having

a meal. What offence has the 25-year-old committed?

- A. Being drunk on licensed premises
- B. Selling alcohol without a licence
- C. No offence, because he is over 18 himself
- D. Buying alcohol on behalf of a person under 18 (correct)**

Section 149 of the Licensing Act 2003 makes it an offence to buy or attempt to buy alcohol on behalf of a person under 18, apart from a narrow exception for table meals.

6. A 16-year-old tries to buy a drink at the bar and is later revealed to be working with trading standards. What was this?

- A. A routine inspection for a licence renewal
- B. A test purchase to check that staff refuse under-18s (correct)**
- C. An unlawful trick that cannot lead to any action
- D. A mystery shopper visit to score the venue's customer service

Police and trading standards use young volunteers to make test purchases. A sale to them can lead to prosecution and a review of the premises licence.

7. A Sikh man wearing a turban is being searched under the venue's general search policy. What is the most appropriate approach?

- A. Use a metal detector and do not ask him to remove it in public (correct)**
- B. Ask him to take off the turban at the door so you can check inside it
- C. Refuse him entry, as the turban cannot be searched
- D. Pat down the turban firmly with both hands

Religious items should be treated with respect. Use non-contact methods such as a metal detector and, if more is needed, offer a private area with a same-sex searcher, in line with the Equality Act 2010 and venue policy.

8. Which search equipment do customers walk through at the entrance so that metal items can be detected?

- A. A body-worn camera
- B. A hand-held metal detector wand
- C. An archway metal detector (correct)**
- D. A search mirror

An archway metal detector (AMD) is a frame that people walk through. A hand-held wand is passed over the body and can pinpoint where an item is.

9. A customer who has had one drink is suddenly confused, unsteady and being sick. Her friends say this is not like her. What should you do first?

- A. Eject her from the venue so she can get some fresh air outside
- B. Put her in a taxi home on her own
- C. Keep her safe with staff and get first aid help (correct)**
- D. Let the man she met tonight take her home

These could be signs of spiking. Prioritise her welfare, give or get first aid and call an ambulance if needed, then secure the glass and any CCTV and follow the venue's spiking procedure.

10. What is one of the main purposes of a door supervisor wearing a body-worn camera?

- A. To gather evidence and discourage aggressive behaviour (correct)**
- B. To check customers' ID automatically
- C. To film customers for the venue's social media
- D. To replace the need to write incident reports after an ejection

Body-worn cameras help secure evidence, deter crime, protect staff, improve the behaviour of both customers and staff, and identify offenders.

Conflict management

1. The same entrance queue causes arguments every morning. What is the best long-term response?

- A. Report the pattern so the cause can be fixed (correct)**
- B. Deal with each argument and say nothing more
- C. Close the entrance without any warning
- D. Let people skip the checks at busy times

Raising repeated problems with your employer helps find lasting solutions, such as better staffing or signs, rather than managing the same conflict every day.

2. What is the main purpose of reflecting on how you handled a conflict?

- A. To prove that you made no mistakes at all

B. To see what went well and what to do better (correct)

C. To work out which person was to blame

D. To prepare a formal complaint against the customer

Reflection helps you learn from experience, improve your skills and share good practice with colleagues.

3. What is empathy?

A. Seeing a situation from the other person's view (correct)

B. Agreeing with everything that the other person says

C. Feeling sorry for someone and giving in to them

D. Keeping your own feelings hidden from others

Empathy means imagining yourself in the other person's position. You can show understanding without agreeing or giving in.

4. You tell an angry customer you want to help, but your arms are folded and you keep checking your phone. What is the likely effect?

A. Your body language contradicts your words and may anger them (correct)

B. None at all, because the words you used were polite and calm

C. They will feel reassured by your relaxed manner

D. They will see you as more professional

Non-verbal signals such as folded arms or lack of attention suggest you are not interested, which can escalate conflict.

5. An upset man at a noisy entrance cannot hear what you are saying. What should you do?

A. Shout louder so that he can hear you over all the noise

B. Give up and tell him to go away

C. Lean in close to his face so that he can hear you better

D. Invite him to a quieter spot still in view of colleagues (correct)

Moving somewhere quieter removes the barrier. Stay in view of colleagues or CCTV and keep a safe distance.

6. Which of these is most likely to be a barrier to communication with a person in a conflict situation?

A. They are in pain or in shock (correct)

B. You are using plain, simple words

C. You are both standing in a well-lit area

D. You have given them time to speak

Pain and shock make it hard to listen and take things in. Other barriers include fear, heat, noise, language, culture, mental ill health, fear of authority, and alcohol or drugs.

7. What is the usual order in which a conflict escalates?

A. Anger, frustration, violence, aggression

B. Aggression, frustration, anger, violence

C. Frustration, anger, aggression, violence (correct)

D. Frustration, aggression, violence, anger

Conflict usually builds from frustration to anger, then aggression and finally violence, so it is best to step in early.

8. What is a win-win outcome?

A. The security officer winning the argument

B. A solution that each side is satisfied with (correct)

C. The customer getting everything that they want

D. Each side giving up and walking away

Win-win means everyone is satisfied with the outcome. It is reached through active listening, empathy, negotiation and problem solving.

9. You must ask a customer to leave a bar for breaking house rules. They are not violent. What is the best approach?

A. Take hold of them straight away and walk them out

B. Wait until they are distracted and steer them out

C. Explain why calmly and give them time to collect their things (correct)

D. Announce loudly across the room that they are being thrown out

A polite request with a reason, and the chance to leave with dignity, lowers the risk of conflict. Physical intervention is a last resort.

10. After a frightening incident at work you keep thinking about it and cannot sleep well. What should you do?

A. Keep it to yourself, because stress is simply part of the job

B. Take on extra shifts so that your mind is kept busy instead

C. Talk to your manager and use support services or your GP (correct)

D. Avoid writing the report so you can forget it

Stress after an incident is a normal reaction. Employers, occupational health, counselling services and your GP can all help.

Physical intervention

1. Three door supervisors were involved in using force on a customer. How should this be reported?

A. Each person writes their own full report of their actions (correct)

B. No report is needed if nobody was injured

C. A verbal update to the manager is enough

D. The most senior person writes one report for all three

Everyone involved must complete a full report individually, accounting for their own actions, so the record is accurate and can be relied on.

2. Two colleagues are holding a struggling customer in a crowded bar. You are not part of the hold. How can you best support them?

A. Go back to your post, as two staff are already enough

B. Keep onlookers back and watch for risks to the team (correct)

C. Stand close behind the customer and shout warnings at him

D. Ask the customer's friends to help hold him still

Supporting colleagues includes containing the area and managing bystanders, watching for risks to staff and the person held, passing on any concern about the person's wellbeing and swapping roles when needed.

3. A customer pushes you once, then steps back with his hands raised and says sorry. Which response is most likely to be proportionate?

A. Strike him so he knows not to try it again

B. Take him to the ground straight away to stop him pushing again

C. Create distance, keep talking and call for support if needed (correct)

D. Put him in a neck hold until the police arrive

Once a threat has stopped, further force is unlikely to be necessary or proportionate. Force used as revenge or punishment is unlawful.

4. When might a door supervisor use a physical prompt?

A. Only once the person is on the ground

B. When persuasion has not worked or is unlikely to work (correct)

C. As the first step, before you try speaking to the person

D. As a punishment for breaking the house rules

A non-restrictive prompt is used when persuasion has not achieved, or is unlikely to achieve, the legitimate aim. Keep using customer service skills throughout.

5. Apart from a criminal prosecution, what else could a customer injured by excessive force do?

A. Nothing, as only the police can take action

B. Order the venue to close permanently

C. Bring a civil claim for compensation (correct)

D. Ask the SIA to pay them compensation directly

Excessive force can lead to a civil claim for damages against the door supervisor, the security company or the venue, so there are financial consequences as well as criminal ones.

6. For force to be lawful, which of these must it be?

A. Greater than the force the other person used

B. Enough to make sure the person never comes back

C. Necessary and proportionate to the threat (correct)

D. Approved in advance by the police

Force must be necessary in the circumstances and no more than is reasonable and proportionate to the threat. Anything beyond that can be an assault.

7. Apart from positional asphyxia, which risk is linked to incidents that end up on the ground?

A. A lower risk of attack from other customers

B. Injury from hitting the floor, objects or broken glass (correct)

C. Less need to monitor the person's breathing

D. A clearer view of the person's face on CCTV

Ground incidents carry risks of impact injuries during falls, cuts from glass or debris, and assault from other people

while staff are on the floor.

8. When it comes to using force, what legal powers does a door supervisor have?

- A. Extra powers that come with the SIA licence
- B. The same powers as a police officer
- C. The same as any other member of the public, and no more (correct)**
- D. Whatever extra powers the venue manager decides to give them

Passing the qualification gives no special powers. A door supervisor has the same rights as any private individual to use reasonable force and must act within the law.

9. If the team leader cannot monitor and talk to the person being held, what should happen?

- A. Nobody needs to monitor them if they are quiet
- B. The person should be turned face down for control
- C. Monitoring can wait until the police or paramedics have arrived
- D. A colleague should go near the person's head to do this (correct)**

Someone must always monitor the person's breathing and wellbeing and keep talking to them. A colleague near the head is best placed to do this.

10. A struggle ends up on the floor. What should the team aim to do?

- A. Get the person up, or into a seated or recovery position, quickly (correct)**
- B. Let go and leave the person alone on the floor
- C. Keep the person held face down and still until the police have arrived
- D. Kneel across the person's back so they cannot get up and fight

Going to the ground should be avoided where possible. If it happens, get the person up or into a seated or recovery position quickly, monitoring their breathing throughout.

Principles of working as a security officer

1. In a shop, what is electronic article surveillance (EAS) designed to do?

- A. Record the face of every customer who enters
- B. Count how many customers are in the store
- C. Lock the doors automatically at closing time
- D. Alert staff if a tagged item passes the exit (correct)**

EAS tags set off the exit gates if they have not been removed or deactivated at the till.

2. Which intruder alarm sensor detects the body heat of a person moving through a room?

- A. Passive infrared (PIR) detector (correct)**
- B. Magnetic reed switch door contact
- C. Optical smoke detector
- D. Break glass manual call point

A PIR detects changes in the infrared energy given off by people moving in its field. A door contact detects a door being opened.

3. What is a personal safety advantage of staying mentally alert at work?

- A. You spot hazards sooner and react more quickly (correct)**
- B. You can safely work longer without any breaks
- C. You no longer need to keep in touch with control
- D. You can deal with any incident on your own

Alertness improves awareness, judgement and reaction times, which helps you stop incidents from escalating.

4. You find a calm person in a closed area of the site who has no reason to be there. What should you do first?

- A. Hold their arm firmly and walk them off the site
- B. Politely ask them to leave and explain why (correct)**
- C. Arrest them for trespassing on the site
- D. Keep them there until the police arrive

Start by asking politely and giving a reason. Force is a last resort, used only if they refuse and your instructions allow it.

5. What should a lock-up patrol confirm at the end of the working day?

- A. CCTV has been switched off for the night
- B. All visitor passes have been thrown away
- C. Doors and windows are secure and alarms are set (correct)**
- D. Fire exits are blocked to keep intruders out

Lock-up patrols make sure the site is secure, alarms are set and fire precautions are in place, without blocking emergency routes.

6. You see a person follow a member of staff through a swipe-card door without swiping. What should you do?

A. Politely ask to see their pass and why they are there (correct)

B. Nothing, since the member of staff seemed to know them

C. Lock down the building and call the police at once

D. Shout at them to leave the building straight away

A polite challenge to check authority is the right first step. Most cases are innocent, but some are attempts to get in without permission.

7. What are assignment instructions?

A. Legal powers that the SIA gives to every licensed security officer

B. Site-specific duties and procedures agreed with the client (correct)

C. A personal contract agreed between you and the site manager

D. A national code of conduct used on every site

Assignment instructions are agreed between the security company and the client. They set out the duties, contacts and emergency procedures for that site.

8. What should you check before starting a patrol with a radio?

A. It is charged, working and on the correct channel (correct)

B. It is switched off to save the battery

C. Its volume is turned all the way down

D. It is left in the control room to keep it safe

A radio check before you set off makes sure you can call for help and receive messages.

9. After an incident where you felt unsafe, why is it worth reflecting on what happened?

A. To learn lessons and handle similar events better (correct)

B. To decide which person was to blame for it

C. Because it removes the need for a report

D. So you never have to work at that site again

Reflecting on what went well and what could be better improves personal and organisational practice and helps prevent repeats.

10. In radio procedure, what does 'Over' mean?

A. The conversation is finished and no reply is needed

B. Please repeat your last message

C. I have finished speaking and expect a reply (correct)

D. I have received and understood your message

'Over' hands the channel back for a reply. 'Out' ends the conversation, and 'Roger' means a message was received.

CCTV operator

1. Under the Health and Safety (Display Screen Equipment) Regulations 1992, what must an employer provide for a screen user who asks?

A. An eye and eyesight test (correct)

B. An hour's break after every hour

C. A home working allowance

D. An annual hearing test

Employers must arrange an eye and eyesight test for display screen users who request one, and pay for basic glasses if they are needed for screen work.

2. What does ANPR technology do in a CCTV system?

A. Recognises people's faces in a busy crowd

B. Counts how many people are in an area at once

C. Reads vehicle number plates automatically (correct)

D. Records conversations near the camera

Automatic Number Plate Recognition reads vehicle registrations and can check them against databases, for example of stolen vehicles. Facial recognition is a separate technology.

3. Which of these would be intrusive surveillance under RIPA?

A. Covert monitoring inside a person's home or private car (correct)

B. Watching a busy shopping street with clearly signed cameras

C. Tracking a shoplifter who has just run out of a store nearby

D. Monitoring traffic queues at a busy road junction at rush hour

Intrusive surveillance is covert surveillance of anything taking place on residential premises or in a private vehicle. It needs the highest level of authorisation and is not available to councils.

4. What does PTZ stand for when describing a camera?

- A. Picture, time and zone
- B. Position, track and zoom
- C. Pan, track and zone
- D. Pan, tilt and zoom (correct)**

A PTZ camera can pan (move left and right), tilt (move up and down) and zoom (change from a wide view to a close-up) under the operator's control. A fixed camera has one set view.

5. Which Act of Parliament led to the Surveillance Camera Code of Practice?

- A. Protection of Freedoms Act 2012 (correct)**
- B. Freedom of Information Act 2000
- C. Private Security Industry Act 2001
- D. Regulation of Investigatory Powers Act 2000

The Protection of Freedoms Act 2012 required the government to issue a code of practice for surveillance camera systems. This is the Surveillance Camera Code of Practice.

6. How many guiding principles are in the Surveillance Camera Code of Practice?

- A. 6
- B. 12 (correct)**
- C. 7
- D. 10

The code has 12 guiding principles, covering matters such as purpose, privacy, transparency, accountability, retention, access, security, audit and accurate reference databases.

7. Which of these is an example of proactive monitoring?

- A. Following a suspect after a shop reports a theft
- B. Watching a taxi rank at closing time, a known hotspot (correct)**
- C. Reviewing recordings after a burglary has been reported
- D. Finding an injured person after a 999 call is passed on

Proactive monitoring means watching likely hotspots before anything is reported, based on knowledge and patterns. The other options are reactive responses to reports.

8. A journalist phones asking for footage of a fight in the high street last night. What should you do?

- A. Send the clip, as the fight happened in a public place
- B. Describe what happened but do not send any footage
- C. Refer it to your manager under the disclosure procedure (correct)**
- D. Agree to send it once the faces in it have been blurred

Operators must not disclose footage or information without authority. Media requests go to management, who decide under the scheme's procedures and data protection law.

9. Which of these is a recognised purpose of a public space CCTV system?

- A. Helping to prevent and detect crime and disorder (correct)**
- B. Replacing the need for police patrols in the area
- C. Supplying footage to local news programmes
- D. Checking which residents are at home in the day

Public space CCTV supports crime prevention and detection, public safety, traffic management and emergencies. It supports the police but does not replace them.

10. Who must have regard to the Surveillance Camera Code of Practice when using cameras in public places?

- A. Every household that has a doorbell camera fitted
- B. Only private security companies that watch public areas
- C. Relevant authorities, such as councils and the police (correct)**
- D. Only shops and pubs that sell alcohol to the public

Under the Protection of Freedoms Act 2012, relevant authorities, including local authorities and police forces, must have regard to the code. Other operators are encouraged to adopt it voluntarily.

Door supervisor refresher

1. During a search you find an unopened bottle of perfume. It is legal, but your venue does not allow it inside. What is a suitable action?

- A. Seize it and hand it over to the police as an offensive weapon
- B. Arrest the customer for carrying a prohibited item into the venue
- C. Throw it away in a bin in front of the customer as a warning to others in the queue

D. Follow venue policy, which may mean holding it and returning it when they leave (correct)

If an item breaks entry policy but is not illegal, follow venue policy. This could mean looking after it and returning it on exit, or refusing entry.

2. A colleague says duty of care only applies to customers who look drunk or unwell. Why is this wrong?

A. Vulnerability is not always visible, so best practice is to apply it to everyone (correct)

- B. Duty of care only applies to customers once they have paid for entry to the venue
- C. Duty of care only applies to people who are under the age of 21
- D. Duty of care belongs to the venue manager rather than the door team

Duty of care is a moral or legal obligation to ensure the safety and wellbeing of others. People may not appear vulnerable, so it should be applied to everyone.

3. A man in the queue is unsteady and his speech is slurred. He tells you he has a neurological condition and has not been drinking. What should you do?

- A. Refuse entry, since anyone unsteady must be treated as drunk
- B. Ask him to show medical paperwork before you decide anything
- C. Ignore what he says and ask the police to deal with him

D. Speak to him calmly, check his needs and do not assume he is drunk (correct)

Some disabilities are invisible and can look like intoxication. Assess the person fairly and consider their needs, as treating them less favourably because of a disability may breach the Equality Act 2010.

4. Police tell you an armed attacker is in the street outside the venue. Why might invacuation be safer than evacuation?

- A. Invacuation is always the safer choice in every type of emergency
- B. Invacuation moves everyone quickly and safely to an assembly point outside the building
- C. Invacuation means the fire alarm system no longer needs to work

D. Keeping people inside, away from the threat, stops them moving towards danger (correct)

Invacuation (lockdown) keeps people inside in a safer area when the threat is outside. It has risks too, as a crowd indoors could become a target, so follow the site plan and police advice.

5. You believe a customer has been spiked. What should your first priority be?

- A. Finding the person responsible and ejecting them from the venue
- B. Her welfare: stay with her, give first aid and call an ambulance if needed (correct)**
- C. Taking a full written statement from her before she goes home
- D. Testing her drink with a test kit before you do anything else to help her

Prioritise the welfare of the potential victim. Provide or arrange first aid, call an ambulance if needed and make sure they are not left alone or in danger.

6. A customer secretly asks the bartender to make his friend's single vodka a double. How should this be viewed?

- A. As a normal round of drinks between two friends on a night out
- B. As an offence only if a drug has been added to the drink as well as alcohol
- C. As spiking, because more alcohol is added than the friend agreed to (correct)**
- D. As a matter for the bar staff alone, not for the door team

Spiking includes adding alcohol or drugs to someone's drink or food without their knowledge or consent, including giving more alcohol than they agreed to, such as a double instead of a single. It can be a criminal offence, and venues should refuse to add alcohol to another person's drink.

7. You are about to search a customer's jacket. What is the best way to reduce the risk of a needlestick injury?

- A. Ask the customer to empty and turn out their pockets themselves (correct)**
- B. Squeeze the outside of each pocket firmly to feel for hidden objects
- C. Reach slowly into each pocket so you can feel what is there
- D. Shake the jacket firmly over the table to empty the pockets

Self-search techniques keep your hands away from hidden sharps. Wear suitable PPE, such as needle-resistant gloves, and never put your hand blindly into a pocket.

8. When you call 999 during an attack, which information is most useful to the police?

A. What you saw, who was involved and what they looked like, where it is and when it happened (correct)

- B. Your SIA licence number, your employer's name and the name of your shift supervisor tonight
- C. Your own view on why the attackers may have chosen this particular venue tonight
- D. The name of the venue's owner, its normal opening hours and its usual capacity

Emergency services need to know what has happened, who you saw and their description, where it happened and where you are, and when it happened.

9. During a search with consent, you find a bag of white powder you believe is cocaine. What should you do, in line with venue policy?

- A. Hand it back and refuse entry without making a record
- B. Flush it away so that it cannot be used in the venue
- C. Seize and secure it, record the find and inform the police (correct)**
- D. Let them in if they promise not to use it inside

Suspected controlled drugs should be seized, secured, recorded and passed to the police. Depending on policy you may also arrest the person and hand them and the item over to the police.

10. You see a man by the fire exit photographing the door locks. Using SCaN, what is a good first response?

- A. Ignore it, because taking photographs in a public place is not a crime
- B. Confront him aggressively and demand that he hands over his phone
- C. Approach in a friendly, professional way, offer help, then report what you saw (correct)**
- D. Make a mental note of it and mention it to the manager at the end of your shift

SCaN (See, Check and Notify) uses good customer service to engage, which can disrupt hostile reconnaissance. Then report it through site procedures or the Anti-Terrorist Hotline.

Physical intervention refresher

1. A colleague suggests holding a struggling man until he 'wears himself out'. Why is this dangerous?

- A. The longer a forceful restraint lasts, the greater the risk of harm or death (correct)**
- B. It is not dangerous, because a tired person is always safer and easier to hold
- C. It is only dangerous if the man turns out to be under 18 years old
- D. It is only dangerous if the hold takes place inside the venue itself

The longer a forceful restraint lasts, the more exposure to risk and medical complications. Exhaustion is itself a warning sign, so de-escalate and release at the earliest safe opportunity.

2. How can excessive force by door staff affect the venue as well as the individual?

- A. It cannot affect the venue in any way, only the door supervisor who was involved
- B. It automatically closes the venue for a full year while the police investigate
- C. It means the venue is required by law to employ more door staff on every shift
- D. It can lead to a licence review, compensation claims and harm to its reputation (correct)**

Violent incidents can lead to a review of the premises licence, civil claims against the venue or security company, higher costs and lost trade.

3. A customer keeps staring at an empty corner, says he can hear voices telling him staff are plotting against him and is terrified. What is this most likely to be?

- A. Ordinary drunkenness that will wear off with time
- B. Psychosis, which should be treated as a medical emergency (correct)**
- C. Rude, aggressive behaviour that justifies an immediate ejection
- D. Tiredness after a long night of dancing and drinking

Hallucinations, paranoia and extreme fear linked to delusional beliefs are signs of psychosis. It can result from mental illness or drugs and should be treated as a medical emergency.

4. A customer was injured during a physical intervention. What should be done straight after to protect the evidence?

- A. Delete the footage to protect the injured customer's privacy
- B. Let any witnesses leave without taking down their details
- C. Wait until the customer asks to see the footage before deciding whether to keep it
- D. Secure the CCTV and body-worn camera footage and take witness details (correct)**

Responsibilities after an intervention include preserving evidence, such as CCTV and body-worn camera footage, and securing witness accounts.

5. You have not used a two-person escort for months. Why does keeping your physical intervention skills current matter?

- A. Skills fade and guidance changes, so out-of-date skills increase the risk of harm (correct)**
- B. Your licence can only be renewed if you have used force regularly in the last three years
- C. The SIA checks how often you have used force each year
- D. Refresher training allows you to use more force than before

Proficiency in physical skills decreases over time and law and best practice change, so regular practice and CPD reduce the risks to everyone.

6. During an ejection you see a colleague kneeling on a customer's back on the floor. What should you do?

- A. Stay out of it, as it is his incident and therefore his decision to make
- B. Wait and raise it quietly with the manager at the end of the shift
- C. Challenge it at once, tell him to take his weight off and help get the customer up (correct)**
- D. Help him by holding the customer's legs still so that the ejection finishes more quickly

Everyone involved has a duty of care to the subject and must challenge unnecessary or excessive force. Weight on the back is a serious positional asphyxia risk.

7. You are holding a man after a fight and his friends start crowding round you. Why does dynamic risk assessment still matter at this point?

- A. It only matters before you first make physical contact with the person you are going to hold
- B. It means you can safely ignore his friends until you have finished the hold
- C. Risks keep changing, and others may escalate things or attack you or the person you hold (correct)**
- D. It tells you to increase the force on the man you are holding so it ends sooner

Dynamic risk assessment continues during and after an intervention. Watch for third parties escalating the situation and adjust, de-escalate or withdraw as needed.

8. A customer tells you that because you hold an SIA licence, you must have police powers to hold him. What is the true position?

- A. He is right: licensed door staff have the same powers as a police constable
- B. You have the same rights as any private individual, and no extra powers (correct)**
- C. Licensed staff can restrain anyone at all who is on licensed premises
- D. You gain extra powers to use force only when a manager tells you to

The SIA licence does not give any extra powers. Door supervisors rely on the same law as everyone else, such as self-defence, prevention of crime and removing trespassers.

9. Paramedics arrive for a man who became unwell during a restraint. What should your briefing include?

- A. Only his name and date of birth, taken from his ID at the door
- B. Only the reason he was refused entry earlier in the night
- C. Your own view on whether he deserved to be removed from the venue in the first place
- D. What happened, the hold and position used, how long it lasted and any concerns (correct)**

Brief the emergency services on the circumstances, the method and position of restraint, its duration and any difficulties, plus anything known about the person that may help treatment.

10. Two customers are arguing loudly near the bar, but nobody has been touched. What is the best first step?

- A. Separate them physically at once before anything starts
- B. Remove both of them from the venue using escort holds
- C. Leave them to sort the argument out between themselves
- D. Assess the risk, call for back-up and try to calm them verbally (correct)**

Dynamic risk assessment helps you decide whether, when and how to intervene and when help is needed. When there is no immediate risk of harm, verbal de-escalation comes first.

Security guard refresher

1. Which of these could be an indicator of abuse?

- A. Wearing a new coat and talking about a holiday abroad
- B. Shopping alone and chatting confidently to staff
- C. Unexplained bruises and a partner who controls them (correct)**
- D. Meeting the same friends regularly for lunch

Signs can include unexplained injuries, restricted freedom, low confidence and changes in appearance or cleanliness. Report concerns under your safeguarding procedure.

2. On an escalator you see a man holding his phone low behind a woman, apparently filming under her skirt. Which statement is correct?

- A. It is not a crime, as the escalator is a public place
- B. It is only an offence if the images are later shared online
- C. It is a civil matter for the woman to deal with
- D. This may be upskirting, a crime that should be reported (correct)**

Upskirting is a criminal offence under the Sexual Offences Act 2003, added by the Voyeurism (Offences) Act 2019. Follow site procedure, support the victim and involve the police.

3. Why are toilets, storerooms and other hiding places checked when a building closes?

- A. To count the stock left on the shelves
- B. To check that the cleaning has been done
- C. To make sure nobody is left hiding inside (correct)**
- D. To collect lost property for the owners

Closing checks make sure no one has stayed behind to commit crime or is trapped inside, and that doors and windows are secure.

4. What does the UK threat level SEVERE mean?

- A. An attack is likely
- B. An attack is possible but not likely
- C. An attack is highly likely in the near future

D. An attack is highly likely (correct)

The levels are LOW (highly unlikely), MODERATE (possible but not likely), SUBSTANTIAL (likely), SEVERE (highly likely) and CRITICAL (highly likely in the near future).

5. During a search of a person, which items of clothing can you ask them to remove?

- A. Any clothing you think could be hiding an item
- B. A religious head covering, in public view
- C. Their shirt, if a same-sex colleague is present
- D. Outer garments such as a coat, jacket or gloves (correct)**

Security officers should never ask anyone to remove clothing other than outer garments such as coats, jackets and gloves.

6. When it is safe to do so, how should you report a terrorist attack that is happening now?

- A. Call 999 (correct)**
- B. Call the Anti-Terrorist Hotline
- C. Call 101
- D. Use the ACT online reporting form

An attack in progress needs an immediate police response, so call 999. The Anti-Terrorist Hotline and ACT online reporting are for suspicious activity that is not an emergency.

7. Which measure is most likely to deter hostile reconnaissance at your site?

- A. Patrols at exactly the same time every hour of the day
- B. Keeping security staff well out of public view at all times
- C. Leaving emergency exits open for convenience
- D. A visible, alert presence with patrols at irregular times (correct)**

Hostile planners look for predictable routines and weak spots. Visible, vigilant staff, irregular patrols, organised searching and secured exits all disrupt them.

8. Using SCaN, you have spotted someone behaving unusually and checked the situation, and you still have concerns. What should you do next?

- A. Notify your control room or the police, following site procedures (correct)**
- B. Follow the person off site so that you can keep them in sight
- C. Tell the person loudly that they have been noticed, so they leave
- D. Make a note and mention it to a colleague at the end of your shift

SCaN stands for See, Check and Notify. If you still have concerns after checking, notify the right people straight away, such as your control room, supervisor or the police, following your site's procedures. Call 999 if there is an immediate threat.

9. A young person tells you someone is hurting them and asks you to keep it secret. What should you do?

- A. Promise to keep it secret so that they keep trusting you
- B. Listen, explain you cannot keep it secret, and report it (correct)**
- C. Tell them to speak to a teacher instead of you
- D. Contact the person they named to hear their side

Never promise confidentiality. Listen calmly, do not ask leading questions, record what was said and report it at once under your safeguarding procedure.

10. Which of these behaviours could indicate hostile reconnaissance?

- A. Asking reception for directions to a meeting room upstairs
- B. Filming entrances and cameras, then leaving if approached (correct)**
- C. Taking a photo of friends in front of a famous landmark
- D. Sitting in the staff canteen at lunchtime

Hostile reconnaissance is gathering information to plan an attack. Signs include unusual interest in security measures, filming or noting entrances, and avoiding security staff.

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