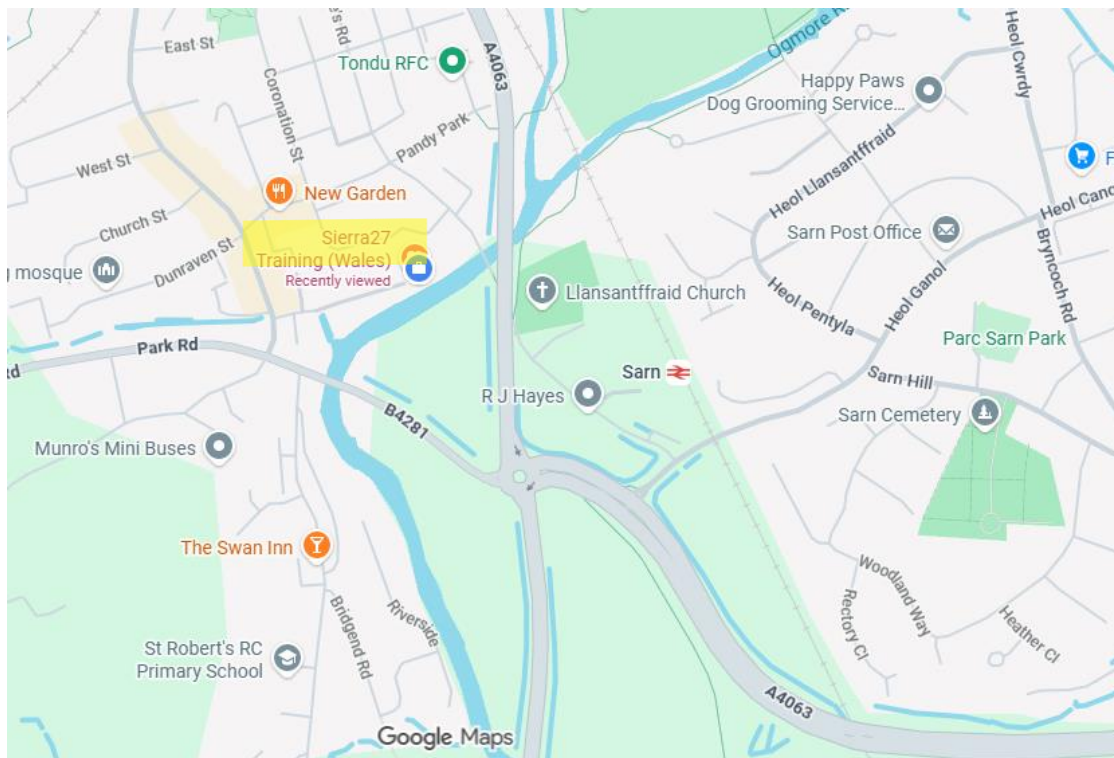




SIERRA27 Door Supervisor Refresher Training – Key Information

Venue & Transport

- **Location:** Apollo Business Village, Aberkenfig, Bridgend CF32 9RF
- **Parking:** Available on site
- **Public Transport:** Sarn train station (7-minute walk), nearby bus stops
- **Google Maps:** Recommended for directions and public transport options



Course Schedule & Format

- **Duration:** 2 days (3 days if attending First Aid training)
- **Daily Timings:** 09:00 start, 17:00 finish

- **Attendance:** Mandatory for all sessions; no exceptions for late arrival or early departure
- **Modules:**
- Day 1: Physical Intervention Skills (theory & practical)
Know how to safeguard the public from incidents of spiking
- Day 2: Know how to conduct effective search procedures
Understand how to keep vulnerable people safe
Understand terror threats and the role of the security operative in the event of a threat

Qualification & Entry Requirements

- **Objective:** The objective of this qualification is to support a role in the workplace. It is designed for learners who currently hold a licence from the Security Industry Authority (SIA) to work as a door supervisor and need to be brought up-to-date with the new licence-linked qualification requirements.
- **Age:** 18 and over
- **First Aid:** Must hold a valid First Aid or Emergency First Aid certificate (meeting Health and Safety regulations). This qualification is usually held the day before the course.
- **Language:** Course delivered in English; Level 1 English assessment required before starting

Assessments

- **Written:** Multiple-choice exams for each module (pass marks: 70–80%)
- **Practical:** Activities and scenarios assessed internally (pass mark: 100%)
- **Recording:** Practical assessments are video recorded for audit purposes

What to Bring

- **Equipment Provided:** Manual (available for purchase), pens, pencils, notepaper
- **Recommended:** Comfortable clothing (trousers and flat shoes)
- **Identification:** Valid photo ID (passport, UK driving licence, etc.)
- **Proof of Address:** Two documents from the approved list (bank statement, utility bill, council tax, etc.)


Language Prerequisite


- Must demonstrate English/Welsh language skills equivalent to B2 CEFR or Level 1 Functional Skills/ESOL


Special Considerations


- **Injuries:** Inform instructor or Sierra27 office if you have any injuries that may affect participation
- **Learning/Physical Impairments:** Notify instructor or office before the course for confidential support arrangements

If you have any further queries or need clarification on any aspect of the course, you're encouraged to contact Sierra27 Training directly for assistance.

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