



The LEADING AWARDING
BODY of QUALIFICATIONS for
the LICENSED RETAIL SECTOR

Information for Candidates and Employers



Physical Intervention programme



Why was the Physical Intervention programme developed?

BIIAB has long recognised the need for staff performing higher risk roles such as door supervision to be taught safer methods of physical intervention, which would help reduce use of high-risk techniques, and improve staff and customer safety.

Many of those involved with door supervision have had no formal training in physical intervention, resulting in an inconsistent approach that leaves everyone vulnerable. Not only do holders of the SIA licence themselves face the danger of becoming the victim of assault but they also risk potential prosecution and loss of their licence if they are found guilty of assaulting customers. Recent high-profile cases have also shown how both the providers of door supervisors and owner/operators can be held liable for the acts of door supervisors.

BIIAB has pioneered development in this area with Maybo, the leading conflict management specialists, working on a number of successful initiatives addressing conflict and work-related violence. These include the BIIAB Award in Conflict Management, and the original BIIAB Door Supervisors National Certificate scheme, which has been superseded by the current BIIAB Level 2 National Certificate for Door Supervisors.

BIIAB developed the Level 2 National Certificate for Door Supervisors in response to Security Industry Authority licensing requirements which do not include physical intervention. BIIAB however recognises that training in the area of physical intervention is key, and has accredited the Physical Intervention programme.

“There are risks associated with physical intervention training and its use, and BIIAB has taken care to accredit an approach that is relevant, non violent and credible.”



Cathie Smith, Director of BIIAB

What does the programme cover?

The Physical Intervention programme provides candidates with a wider range of non-violent options for dealing with the most common scenarios involving physical contact in licensed premises.

It does not offer a technique to cover every possible situation, but provides a solid foundation in terms of knowledge and skills to further reduce risk to customers and staff. The programme comprises two modules:

- **Disengagement (defensive) Skills.** This module addresses how learners can protect themselves and others from assault and includes how to separate and guide customers. It includes relevant aspects of law, medical implications and safe practice. Disengagement may be sufficient for some individuals in non-security functions.
- **Escort and Holding Skills.** This module addresses restrictive holds and focuses on teaching safer skills for common holding activities such as during ejection. The focus is on standing holds and escorts but the programme raises awareness of the risks associated with restraint in different positions. Training in holding skills will always incorporate disengagement.

Provided that candidates have had prior training in conflict management, the two modules can be taken by candidates separately or together, dependant on the role and risks faced.

Who is the Physical Intervention programme for?

The most significant area of need and opportunity lies with those personnel performing licensable security functions.

However, the programme could also cover wider needs within licensed retail environments, for example, providing an option of lower level disengagement skills for those in non-security roles such as licensees and other frontline staff.

What are the key benefits of the programme?

Benefits for candidates

This training delivers the knowledge and practical skills that employers and their staff have been demanding for managing higher risk situations. Staff will feel more confident to carry out their roles safely and within the law. They will receive professional support notes and a BIIAB certificate on completion.



Benefits for employers

Employers will benefit from the reassurance provided by this credible, accredited training model in a currently unregulated and high risk subject. They can also benefit from being able to deliver training through BIIAB accredited and Maybo licensed tutors when and where they choose. The flexible modular approach also allows training to be delivered locally in meeting the needs of frontline staff.

How can I take the Physical Intervention programme?

Candidates who have qualified for the Security Industry Authority door supervision licence with other centres can access this scheme through a BIIAB approved centre. Candidates can also access the scheme if they do not hold the licence but hold Unit 2 of the BIIAB Level 2 National Certificate for Door Supervisors (or equivalent), or the BIIAB Award in Conflict Management.

How long is the training course, how will I be assessed, and what will I receive?

Both the Disengagement Skills module and the Escort and Holding Skills module are each designed to be delivered in four hours (although longer tuition options may be available).

A comprehensive workbook, presented in an easy-to-follow format, including colour diagrams of the core techniques taught, is available for each module.

Skills development records are kept for each delegate on the programme. The BIIAB nominated tutor will observe each delegate as they practice the skills and techniques being taught and will sign-off when the tutor is satisfied they have seen the delegate accurately demonstrate the skill. Each delegate is issued with a training record summarising completion of each module which is signed-off by the tutor.

BIIAB will certificate those candidates who successfully achieve both the Disengagement Skills, and the Escort and Holding Skills modules.

Why should you choose the Physical Intervention programme?

You will:

- increase your skills and strategies for dealing with hands-on situations
- learn how to reduce risk through better understanding of the use of force and the implications of physical intervention
- benefit from the combined credibility and expertise of BIIAB, the leading awarding body in licensed retail and Maybo, the leading conflict management specialist

Where can I take the Physical Intervention programme, and how much will it cost?

Courses are regularly held throughout the UK by BIIAB approved centres who set the cost of the courses.

For details of your closest BIIAB approved centre you can either:

- contact the BIIAB Quality Assurance Department on **01276 684449**,
or
- visit **www.biiab.org** and go to 'Information for Candidates' and click on 'Find an approved centre'



Why should you choose **BIIAB**?

- BIIAB is the market-leader for qualifications with over 25 years experience in developing qualifications for the licensed retail sector.
- BIIAB pioneered development in the area of physical intervention with Maybo, the leading conflict management specialists, working on a number of successful initiatives addressing conflict and work-related violence.

These include the BIIAB Award in Conflict Management, and the original BIIAB Door Supervisors National Certificate scheme, which has been superseded by the current BIIAB Level 2 National Certificate for Door Supervisors.

- BIIAB is accredited by the Qualifications and Curriculum Authority (QCA), and the Scottish Qualifications Authority (SQA).
- BIIAB has awarded over 812,000 qualifications since 1994.
- BIIAB currently approves over 570 centres, across 5,000 locations in the UK, to deliver BIIAB training and examinations.

What other qualifications are available?

All BIIAB qualifications provide solutions to specific market requirements, deliver real business benefits, and support careers in licensed retail for every type of premises.

BIIAB's portfolio includes qualifications for:

- staff development
- new licensed retail managers
- licensing
- management development.



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