



Door Supervision Course



Who is this course for?

This training programme is designed for anyone wishing to operate as a door supervisor, security steward or to provide security services to a venue where alcohol is sold for consumption on the premises.

These premises may include venues such as:

- ♥ bars
- ♥ pubs
- ♥ nightclubs
- ♥ casinos
- ♥ stadiums or arenas
- ♥ theatres

Who

Why

What

Why should I take this course?

A door supervisor's role is often incorrectly perceived as simply checking that customers meet the dress code or are of legal age to enter licensed premises.

However it goes much further than that, as a door supervisor you are the first contact that customers have with your venue, so you play an important part in the image of the venue. Also you are responsible for ensuring the safety of your customers by preventing drugs or weapons from entering the building.

This programme gives you the knowledge, skills and understanding that a high quality professional Door Supervisor needs to correctly deal with customers, undertake searches, challenge unacceptable behaviour and operate in an effective and courteous manner.

What does the course cover?

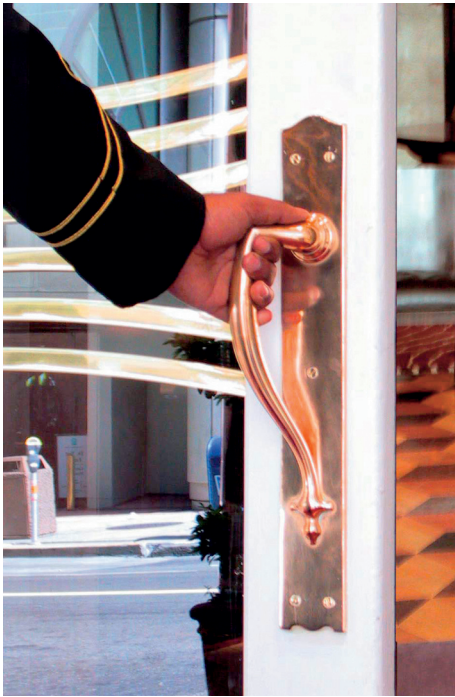
This four day, two part, programme covers a wide range of subjects including:

- ♥ The role and responsibility of the door supervisor
- ♥ Licensing, civil and criminal law

We are proud to offer the Level 2 Certificate in Door Supervision

RTC's advice and training:-

- presenting a good image of you venue
- checking for drugs or weapons
- challenging unacceptable behaviour
- powers of arrest and reasonable restraint
- customer care and risk assessment
- calming and diffusing situations



- ♥ Powers of Arrest
- ♥ Health and safety
- ♥ Drugs awareness
- ♥ Searching procedures
- ♥ Reporting and recording incidents
- ♥ Communication and conflict management skills
- ♥ Calming and defusing a situation

Training analysis

Training

Certification

Evaluation

Do I have to take an exam to pass the course?

Yes, there are two multiple-choice examinations, and candidates must pass both exams in order to successfully complete the course.

The first exam tests candidates understanding of their role and responsibilities as a door supervisor and the second exam tests their conflict management skills.

Will I get a certificate if I pass?

Yes. Once the exams have been independently marked, which takes around two weeks, candidates receive a certificate accredited by Skills for Security.

Who are Skills for Security?

Skills for Security are the skills and standards setting agency for the security business sector, as well as the leading awarding body for security industry qualifications.

They lead the industry in setting the skills agenda for the sector and their aim is to increase security related training and education, with the goal of raising the skills and professionalism of the security industries workforce.

What benefits does this course offer?

This outcome of the course is of benefit to both employers and employees as it:

- ♥ provides a recognised qualification
- ♥ aids staff in individual development
- ♥ helps to develop an professional and effective workforce
- ♥ improves employment prospects
- ♥ promotes customer care and safety
- ♥ increases public trust and perception of the venue

How do I reserve a place on a course?

To enquire about reserving a place on one of our forthcoming courses, or for onsite/in-house training, please contact us 01208 816709, or by email enquiries@rtc-training.co.uk



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