



Security First Line Manager Level 3

Apprenticeship Overview

KEY INFORMATION

Content:

- Apprenticeship has 12 themed areas including:
- Security Risk Management
- Communication
- Operational Management
- Compliance
- Staff Management & Development
- Improvement Planning
- Contract Performance Management

Delivery:

- Training period 18 months
- Online group workshops x 6
- Online monthly one to one tutorial
- Assignments & activities to prepare for end point assessment

End Point Assessment:

- Completed within 1-3 months with 3 elements:
- Project presentation
- Observation with Q&A
- Professional interview

Cost:

- This apprenticeship can be funded using levy/digital account funds.

Who is the apprenticeship suitable for?

- This programme is suitable for those working in a security environment such as the private security industry, event security, 'in-house' security and the MOD.
- Security first line managers will be supervising people and activities in line with regulatory requirements; 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. Understanding the threat, vulnerability and risk on a local, national and international security basis and how to respond accordingly would offer candidates a significant advantage over others with general managerial skills.
- We will check every individual applicant's eligibility and suitability to join the apprenticeship programme through our comprehensive initial assessment and on boarding process.

How long is the apprenticeship?

Training will be completed within 18 months. The end point assessment process is completed within 1-3 months.

How is the apprenticeship delivered?

- TSP can enrol apprentices and start a programme in any month.
- Apprentices will be assigned a personal tutor and agree an individualised training plan that details all of the training components, assignments and training activities required to prepare for the end point assessment.
- Six bi-monthly online group workshops will be provided that will cover key areas of the core and optional knowledge and skills requirements. These sessions are also recorded to provide a useful catch up service.
- Personal tutors will meet with candidates monthly for tutor checkpoints providing support, monitoring and collecting evidence of the completion of the training activities that are set at each workshop. This can include online learning, quizzes, assignments, project work, work shadowing and mentoring and a range of other learning activities and revision. These are examples of what is termed 'off the job training' and it is a requirement of the apprenticeship that at least 6 hours of 'off the job training' take place each week within working hours. Our training plans ensure that this is achieved.

What professional recognition and progression routes can this apprenticeship provide?

Candidates may also consider progressing onto management apprenticeships at level 5. This apprenticeship aligns and is recognised by The Security Institute.

Programme Content

TSP's apprenticeships are underpinned by high quality online training and assessment materials. Our delivery team consists of experienced tutors that provide apprentices with the breadth of support that they need to ensure success.

This apprenticeship consists of 12 'themed areas' that each contain knowledge, skills and behaviour standards that need to be successfully met. Apprentices demonstrate that they have met these through three end point assessment methods. These knowledge, skills and behaviour standards from each themed area are summarised below along with the method of end point assessment.

Areas Assessed by Presentation

- Security Risk Management
 - Security risk assessments, threat & vulnerability assessments, SWOT and PESTLE
 - Sources of information: ACT, local police etc.
 - Security risk management planning
- Improvement Planning & Implementation
 - How to identify customer concerns
 - Process for improvement planning, Deming's cycle
- Compliance Management
 - National and local regulations
 - Business continuity planning
- Operational Management
 - Measures required to protect assets
 - Protect staff: lone working, under duress or in hostile environments
 - Managing customer needs v expectations

Areas Assessed by Observation

- Communication
 - Verbal and non-verbal
- Security Conscious
- Professional
- Courteous and respectful
- Calm
 - Demonstrating self-control in conflict situations
 - Understanding emotional/threat indicators
 - Conducting dynamic risk assessments
 - Applying positive de-escalation techniques
- Customer Focused
- Confidential
- Integrity
 - Applying organisational policy fairly & ethically

Functional Skills & Wider Skills

- If you do not already have a level 2 English or Maths qualification, we will provide training to achieve Functional Skills Certificates as part of your apprenticeship.
- We have a responsibility to look after the welfare and wellbeing of our learners and we take our safeguarding responsibilities seriously through our personal tutor team.
- All of our programmes contain content relating to the Prevent Duty and British Values.

Areas Assessed by Interview based on a Portfolio of Evidence

- Health & Safety
 - Minimising risks and hazards
- Customer & Stakeholder Management
 - Identify and know your industry stakeholders
- Staff Management & Development
 - Legislation & policies
 - Engagement & motivation theories
 - Equality, diversity & inclusion
- Contract Performance Management
 - Contract models & measuring performance
 - SLA's, KPI's
- Communication
 - Communication methods during security incidents & emergencies
 - Effective communication skills & the impact of ineffective communication
- Corporate Social Responsibility
 - Meaning and impact of effective CSR
 - Sustainability
 - Crime, threat reduction initiatives
- Security First Line Manager Responsibilities
 - Diversity of requirements
 - Adding value
 - Action, inaction and its impact on the team, business and industry
- Security Resource Management
 - Resources and equipment used in day to day security delivery
 - Mobilising staff
 - Maintaining equipment

We also provide: Levy Funded Apprenticeship Delivery

- Leadership & Management Level 3-5
- Customer Service Level 2-3
- Business Administration Level 3
- Facilities Management Level 2-4
- Professional Security Operative Level 2
- Passenger Transport Operations/Management Level 2-4

info@tsplearn.co.uk | tsplearn.co.uk | 0118 984 4638