

Overview

This NOS is aimed at security and loss prevention service providers and sets out the skills, knowledge and understanding for you to deal with disorderly and aggressive behaviour.

This NOS covers the following activities:

1. Deter adverse behaviour through visible security presence
2. Deal with adverse behaviour

Performance criteria

You must be able to:

Deter adverse behaviour through visible security presence

1. provide a visible presence in designated areas that deters adverse behaviour
2. meet the required company and customer standards for appearance and

behaviour

1. monitor indications to promptly recognise adverse behaviour
2. discourage adverse behaviour before it escalates, using your professional

judgement and skills to diffuse situations

1. keep relevant authorities informed at all times
2. complete the required records, accurately, legibly and within required

timescales

Deal with adverse behaviour

1. maintain the health, safety and welfare of yourself and others whilst taking appropriate action to prevent risks to security or safety

1. respond promptly to adverse behaviour in a polite, professional and calming manner

1. use non-threatening language and gestures to diffuse potential aggressive or abusive behaviour

1. politely encourage people involved to refrain from using or continuing to use adverse behaviour

1. where necessary and practicable, segregate individuals concerned to

Deal with disorderly and aggressive behaviour

minimise the effect on others

1. summon immediate help from other people when you need it, particularly if situations escalate

1. take appropriate, prompt and permitted action to prevent further adverse behaviour, in line with legal constraints and your instructions

1. report details of adverse behaviour in line with your organisation's procedures, instructions and guidelines

1. record the details of situations where you have had to deal with adverse behaviour, in line with legal requirements and within required timescales

1. complete the required records, accurately, legibly and within required timescales

Knowledge and understanding

You need to know and understand:

Legal and organisational requirements

1.current relevant legislation, regulations, codes of practice and guidelines

relating to:

1.1 disorderly and aggressive behaviour

1.2 dealing with adverse behaviour and how it affects you in your work

2.your organisation's procedures, instructions and guidelines for dealing with adverse behaviour, and what actions you are permitted to take

Deter adverse behaviour through visible security presence

3.your instructions for discouraging and dealing with adverse behaviour

4.how to maintain a visible security presence without encouraging adverse behaviour

5.how to recognise when behaviour begins to become unacceptable and how to deal with these situations promptly and effectively

6.how to recognise criminal activity (eg drug handling)

7.the layout and geography of the locations where you provide security services

8.your organisation's standards of dress and behaviour

Deal with adverse behaviour

9.how to recognise and diffuse aggressive or abusive behaviour, through using both verbal and non-verbal language

10.when and how to use only reasonable force effectively when you need to

Deal with disorderly and aggressive behaviour

- 11.who you should call for help when you need it and how to contact them
- 12.what details you should record relating to dealing with adverse behaviour
- 13.the various techniques and methods used for escorting people

Scope/range

1. adverse behaviour:

1.1 anti-social

1.2 criminal

1. indications of adverse behaviour that are:

2.1 visible

2.2 audible

1. relevant authorities:

3.1 site management

3.2 police

3.3 radio network

1. help from:

4.1 your colleagues

4.2 police

4.3 other authorities

1. action that you could take:

5.1 verbal warning

5.2 lawful removal from the premises

5.3 apprehend the person involved

SFSSLP12

Deal with disorderly and aggressive behaviour



Scope/range related to performance criteria

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SFSSLP12



Deal with disorderly and aggressive behaviour

Scope/range related to knowledge and understanding

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Values

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Behaviours

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Skills

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Glossary

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Links to other NOS