

# LEVEL 3 SECURITY FIRST LINE MANAGER

This security programme is designed to function as the professional standard for the role of Security First Line Managers and is applicable to private sector, government and public security organisations / departments.

The apprenticeship enables candidates to develop the skills and knowledge required to manage people working in a security environment, and will provide a vocational route to a career in Security Management.



## DURATION

15 - 18 months



## LEVEL 3

Equivalent to 2 A Levels

### Key responsibilities:

Security First Line Managers will be competent in 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.

### Roles/Occupations may include:

Supervisor, Team Leader, Shift Supervisor or Shift Manager, Area Manager, Operations Manager.

### Sectors may include:

Government departments, retail, shopping centres, call centres, corporate, construction, automotive, historic locations (national infrastructure), commercial, transport, logistics, aviation, education, healthcare, ports and harbours.



To find out more, contact the Mercury Apprenticeship team on [contact@mercurytrainme.com](mailto:contact@mercurytrainme.com)

# SECURITY FIRST LINE MANAGERS HAVE THE KNOWLEDGE AND UNDERSTANDING OF:

## HEALTH & SAFETY:

- Have complete understanding of current health and safety regulations, with a view to minimising H&S risks and hazards to health and wellbeing, relevant to the Security Context/ Environment in which you operate e.g. Private Security Industry, MOD, Event Security both in-house and private teams.

## CUSTOMER & STAKEHOLDER MANAGEMENT:

- Understand the market in which the role operates and the specific needs of each customer/industry stakeholder, thus developing strong customer relationships and confidence in the security provision.

## SECURITY RISK MANAGEMENT:

- Understand the Organisational structure, policies & procedures as well as potential threats to the industry, modus operandi of individuals and specific organisations, both internally and externally.

## STAFF MANAGEMENT & DEVELOPMENT:

- Awareness of the role requirements and individual knowledge & skills and security specific accreditation/certification of personnel needed to carry out their role within the Security Environment.
- Understanding of Employment law, human rights, policies and procedures governing people management, and knowledge of leadership & motivational theories and principles.

## CONTRACT PERFORMANCE:

- Knowledge of relevant regulations governing security on a local and national scale.
- Understand areas of development that need to be addressed, of a security nature, in relation to specific customer needs.

## IMPROVEMENT PLANNING & IMPLEMENTATION:

- Understand concerns surrounding issues, threats and risk and be aware of available options.

## COMPLIANCE MANAGEMENT:

- Understanding the regulations governing Security on local, National and, where appropriate, international scale.
- Know how to identify and assess strengths, weaknesses, opportunities, risks, vulnerabilities and complex threats to security operations.

## COMMUNICATION:

- Be conscious of the need for the appropriate use of written/verbal communication in all areas of security, including effective use of radios.
- Control access to customer & client information, security details, alarm codes, keys etc.

## CORPORATE SOCIAL RESPONSIBILITY:

- Know the impact and effects that your industry has on the environment and your responsibility to that community.
- Understand the importance of linking in with intelligence sources and crime/threat reduction initiatives.

## OPERATIONAL MANAGEMENT:

- Understand the customers area of responsibility in order to provide the correct level of protection of all building and assets.

## SECURITY FIRST LINE MANAGER RESPONSIBILITY:

- Understand the 'bigger picture.'
- Be aware of how your role impacts on others and the Security Environment.

## SECURITY RESOURCE MANAGEMENT:

- Awareness of all personnel and equipment in your area of responsibility e.g. screening equipment, radios, CCTV equipment, barriers and staffing levels.

# Partnership Expectations

## Learner:

- Voluntarily takes part in the programme for their own development
- Attends all structured learning sessions
- Completes tasks and assignments in agreed time frames
- Takes part in Functional Skills (where needed)
- Takes responsibility for own learning and development

## Line Manager:

- Plans time for learning to take place
- Works with Mercury to arrange visits and learning opportunities
- Supports on-the-job learning and offers relevant experience
- Takes part in reviews with apprentices to discuss progress, provide feedback and guide development

## Mercury Coach/Mentor:

- Organises monthly face-to-face coaching and mentoring
- Facilitates weekly online coaching and mentor support
- Monitors progress
- Provides feedback to apprentice and manager/supervisor

**The above expectations meet the funding rule compliance requirements and will be continually monitored across the duration of the programme**



## **Additional Free Training programmes provided by Mercury during this programme (all accredited certificates)**

Equality, Diversity and Inclusion  
Managing Conflict in Teams  
GDPR  
Team working  
Self awareness and personal development  
Safeguarding Training  
Display screen equipment assessor  
Communications  
Mental health first aider  
Fire safety  
Introduction to Fraud and Fraud prevention (Retail)  
Awareness of Home Working  
Awareness of Lone Working  
Awareness of Modern Slavery  
Risk Assessment (Health and Safety Level 2)

## How is the programme assessed?

- 1) 90-minute Observation with questions
- 2) Presentation with questions
- 3) Assessment interview

*Learners will need to achieve a pass within each element of the final assessment in order to gain the qualification*

### Entry Requirements:

Learners will be required to have or achieve level 2 English and Maths prior to completion of their Apprenticeship.

### Functional Skills:

Your Coach/Mentor embeds these subjects throughout the programme. During induction, we will assess your level of Maths and English using a Skills Forward diagnostic system. If you do not hold the qualifications, your Coach/Mentor will work with you to achieve these by the time you are due to complete your Apprenticeship.

### Off-the-job learning:

There are a number of activities that count towards this off-the-job training, for examples, watching PowerPoint presentations, listening to Podcasts, reading industry literature, using our virtual learning system for subjects such as anti-terrorism training, safeguarding etc, self-study, completing assignment and observing senior mentors/senior Leaders.

### End Point Assessment Gateway and EPA:

The EPA is synoptic and takes place at the end of the apprentice's learning and development, which will be a minimum of 12 months on programme learning. The employer and Mercury will formally sign off that the learner has met the minimum requirements in regards to knowledge, skills and behaviours within the standard and confirm they are ready to move to the EPA.