Level 3 Apprenticeship in Security First Line Management

Assessment Plan

Summary

This apprenticeship is designed to function as the professional standard for the role of Security First Line Manager and is applicable to both large and small-scale security organisations working across the full range of the sector.

The principles driving the design of the assessment plan are as follows:

1. Maximum relevance to the job and role of a first-line security manager
2. Integration to the approved Standard and day-to-day responsibilities
3. Add value to the apprentice's journey, both during and at the end of the apprenticeship

Each employer/training provider will develop its own apprenticeship training programme that is mapped to the outcomes identified in the Standard.

The assessment approach described below is both critical and robust in testing that the apprentices meet the skills, knowledge and behaviour outcomes specified in the Standard irrespective of the Training Provider delivering the Apprenticeship and the End-Point Assessment Organisation (EPAO) undertaking the End Point Assessment.

The recommended approach intends to be:

- Appropriate, relevant and achievable in different contexts
- Consistent across all contexts
- Affordable and manageable based on the number of potential apprentices

On Programme Assessment

This is an apprenticeship that lasts for up to 18 months with an integrated approach to the assessment of knowledge, skills and behaviours It is essential that the on- programme assessment is agreed between the employer and the training provider and contains the elements listed below:

- A portfolio of evidence will be created against the learning outcomes identified in Annex 1 for Standard Areas 1, 2, 4, 5, 8, 9, 11, 12 and Core Behavioural Competencies. The portfolio of evidence will typically contain examples of the following in an online format containing written, audio or video evidence of:

o Written statements
o Reports
o Assessments and findings
o Presentations
o Performance reviews between line manager and apprentice
o Observations recorded by the training provider
o Continuing professional discussions between the apprentice and the

training provider relating to assignments recorded by the training provider
o   Feedback from the line manager, peers, customers and other stakeholders.
o   Work artefacts and products of performance related to the standard

The portfolio of evidence will be submitted to the End Point Assessment Organisation as part of the Assessment Gateway process. This Portfolio of Evidence will be reviewed, and the content will form the basis of the Synoptic Assessment Interview

•   A synoptic work-based project will be conducted over the period of the apprenticeship and is designed to meet the learning outcomes identified in Annex 1 for Standard Areas 3, 6, 7 and 10. It is expected that the work based project will include evidence of the following activities:-

- Area 3 Risk Management
  Conducting a security and threat assessment against the security provision provided to protect property, people and premises, identifying risks and areas that require improvement
- Area 6 Improvement Planning and Performance
  Developing an improvement plan based on the security and threat assessment conducted, clearly outlining recommendations and the stakeholders that this would be presented to.
- Area 7 Compliance Management
  Researching the regulations that govern Security on a National Scale and identify how they impact the security provision in own area of responsibility. To review the business continuity plans for own area of responsibility, identifying how the security provision supports this, making recommendations for improvement if non-compliance or risk is found.
- Area 10 Operational Management
  Researching organisation vision, mission and objectives and identify how the security provision supports this. Conduct a security provision benchmarking exercise and applying policies and processes that are in place, identify areas for improvement in order to meet stakeholder expectations

Evidence of activities and learning undertaken will be included in the work based project. These will include:-

o   Risk assessments
o   Improvement plans
o   Implementation plans
o   Recommendations, assessment and findings
o   Witness testimonies

This will enable the apprentice to prepare for the end-point assessment where they will demonstrate how they have applied their knowledge and skills during the activities involved in the work-based project. The apprentice will then present their findings during the Apprentice Presentation

Assessment Gateway

Once the apprentice has completed the required on-programme learning, the Employer will confirm that the Apprentice has gained the required, skills, knowledge and behaviours. The Employer will review the content of the Portfolio of Evidence and the completed Work Based Project and could choose to consult the Training Provider prior to making a decision. The employer will have the final decision.

Once the apprentice has completed this sign off process the apprentice can begin the preparation for End Point Assessment, including the building of the Apprentice Presentation followed by the preparation for their Synoptic Assessment Interview.

As a gateway requirement, apprentices without English and mathematics at Level 2 or equivalent, must have achieved these prior to the End-Point Assessment.

End Point Assessment

Achievement of the apprenticeship will depend upon apprentices completing three assessment activities. The methods used will ensure that the apprentice is assessed by the (EPAO) across the whole of the published Standard for Security First-Line Management.

It is expected that the EPA will be carried out within the first 3 months following the gateway decision, and completed within 1 month of the first method starting.

Assessment Method	Area Assessed	Grade
Observation	Areas (Skills) 8 and core behavioural competencies.	Fail/Pass
Apprentice Presentation	Areas 3, 6, 7, 10. The approach, implementation and outcomes of the work-based project and how learning was applied	Fail/Pass/Distinction
Synoptic Assessment Interview	Areas 1, 2, 4, 5, 8, 9, 11, 12 and core behavioural competencies. Knowledge and application of learning in a security management setting as described in the Standard together with consideration of CPD evidence and personal development activities and how learning was applied to the role and in the workplace	Fail/Pass/Distinction

Observation

The apprentice observation will be pre-planned and scheduled to when the apprentice will be in their normal place of work or any other suitable venue approved by the EPAO and will be carried out by the Independent Assessor, . The observation should enable the apprentice to evidence their skills in relation to Area 8 and the core behavioural competencies. Each situation within the observation will be different, but it is mandatory that the observation covers as a minimum, that the apprentice:

- Demonstrates use of appropriate methods of verbal and non-verbal communication relevant to the situation.
- Demonstrates the consideration of security requirements in their own area of responsibility (e.g. access control, threat awareness and relevant action, incident response and reporting, team mobilisation)
- Demonstrates conduct that is in line with organisational standards (e.g. Organisation House style (Language, presentation and policy requirements)
- Communicates effectively, politely and with respect using a variety of forms of communication most suitable to the situation at hand.
- Demonstrates adherence to Organisational Policy and Legislation such as the Data Protection Act. (E.g. Assignment Instructions, Feedback, Appraisals)
- Applies organisational policy and process in a fair and ethical way (e.g. Applying access control restrictions to all personnel irrespective of status or seniority)
- Demonstrates self-control when applying conflict management techniques (e.g. dealing with incidents, managing staff, receiving complaints from visitors)

Those areas which are not able to be evidenced during the observation due to the nature of the Security First Line Manager role, will be discussed subsequently during a question and answer session with the Independent Assessor. The additional questions will be generated by the Independent Assessor based on the observation carried out. The EPAO will develop a structured brief and example questions to ensure assessors approach this in a comparable way.

The observation will be 90 minutes in duration with an additional 15 minutes for questions. There will be a 10% tolerance allowed if required by the Independent Assessor.

A large part of the Security First Line Manager role is to provide competent reaction to events, activities or incidents. As such, the observation is focused on the naturally occurring skills that should be evidenced by any Security First Line Manager on a day-to-day basis.

Apprentice Presentation

The apprentice presentation is compiled after gateway and must be submitted to the EPAO within 1 month of the apprentice passing the gateway and a minimum of 7 days prior to the presentation. This will be based on the outcomes from the

Work Based Project. This will be sent in a format that will replicate the presentation – i.e. presentation aides, with additional summary of any other products that may be used on the assessment day.

The apprentice presentation will need to take place in a suitable environment free from external interference and approved by the EPAO.

- The presentation will be for a maximum of 45 minutes with a plus 10% tolerance, at the discretion of the assessor to provide scope for an apprentice to demonstrate their full abilities.
- Questioning must be completed during an additional 15-minute period + 2 minutes.
- Apprentices can use presentation aides i.e. power-point, video clips, flip chart, work products, notes.
- EPAOs must ensure any reasonable presentational requirements are in place e.g. power-point facilities; apprentice's must make any requirement requests at least 2 weeks prior to the scheduled date for the presentation and questioning.
- EPAOs must produce a question bank of sufficient size to prevent predictability and review them regularly (and at least once a year) to ensure they, and the specifications they contain, are fit for purpose. At the end of the presentation, the independent assessor must ask the apprentice their prepared questions (at least 5 open questions) which should be taken from the question bank; follow up questions are allowed to seek clarification.
- Questions must seek to assess KSBs (as detailed in Annex 1 for this EPA method) that were not evidenced through the presentation and/or to ensure depth of understanding in order to assess performance against the distinction criteria.
- Apprentices may refer to their notes, presentation or presentation aides when answering the questions.
- The presentation and questioning audio should be recorded electronically.
- Independent assessors must assess the presentation and questioning using the grading criteria in Annex 1.

The apprentice presentation enables apprentices to reflect and present examples of their development of a project, which took place over the whole on-programme period. The presentation should be digital in nature but can include a variety of software that the candidate feels best represents the work based project.

The evidence provided during the apprentice presentation will be assessed against the following areas of the standard as highlighted in Annex 1:

- Area 3 Security Risk Management
- Area 6 Improvement Planning and Implementation
- Area 7 Compliance Management
- Area 10 Operational Management

These will be assessed against the criteria in Annex 1. The content of the Apprentice Presentation should be focused on the outcomes and conclusions of the work-based project. The apprentice, within the work-based project will need to research and

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consider the impact of industry standards. The apprentice's conclusions and research should be used to inform the End Point Assessor during the presentation, of their ability to understand and apply: Operational Management, Risk Management, Improvement Planning and Performance and Compliance Management.

Synoptic Assessment Interview

The synoptic assessment interview will follow a structured template set by the EPAO and will take the form of a discussion between the apprentice and the Independent Assessor to establish the apprentice's understanding and application of knowledge, skills and behaviours. The portfolio collated during the On-Programme training will inform this method but will not in itself be assessed.

- The interview will be against set criteria identified in Annex 1 to ensure standardisation and consistency. It will be appropriately structured to draw out the best of the apprentice's energy, enthusiasm, competence and excellence. The evidence provided during the Synoptic Assessment Interview will be assessed against the following areas of the standard as highlighted in Annex 1:-

    Area 1 : Health and Safety
    Area 2 : Customer and Stakeholder Management
    Area 4 : Staff Management and Development
    Area 5 : Contract Performance and Management
    Area 8 : Communication
    Area 9 : Corporate Social Responsibility
    Area 11 : Security First Line Manager Responsibilities
    Area 12 : Security Resource Management
    Elements of Core Behavioural Competencies – see annex 1

- The portfolio as a minimum must include evidence of projects that have required the apprentice to demonstrate the full range of knowledge, skills and behaviours listed in Annex 1 relevant to the Synoptic Assessment Interview. This may include reports, assessments and findings, presentations, performance reviews between line manager and apprentice, observations recorded by the training provider, continuing professional discussions between the apprentice and the training provider relating to assignments recorded by the training provider, feedback from the line manager, peers, customers and other stakeholders and work artefacts and products of performance related to the standard

- There will be a bank of questions for the oral questioning which will allow the Independent Assessor to tailor the questioning to individual apprentice's portfolio

- The oral questioning will be completed in 60 minutes (+10% at the discretion of the independent assessor to provide scope for an apprentice to demonstrate their full abilities) at an employer site. The room must be in a quiet location and free from distractions.

- The employer representative may attend. Employers should only attend

as an observer and can only respond to direct questions from the independent assessor in order to provide context and clarity for the Independent Assessor regarding the employer and industrial sector. Employers must not lead the Apprentice during the discussion and they must not influence grading decisions.

- The apprentice may refer to their evidence in their portfolio during the Synoptic Assessment Interview.

End-Point Assessment Final Judgement

The overall grade for the apprenticeship will be awarded by the Independent Assessor following completion of all 3 methods.

All components in the end-point assessment will be graded Fail/Pass/Distinction as per the tables below

Assessment Summary

Please refer to Annex 1 for the Pass/Distinction Criteria:

Method	Standard Area	Fail Mark	Pass Mark	Distinction Mark
Observation	Area 8 Communication (Skills)	Did not evidence Pass requirement from Annex 1	Met Pass Requirements in Annex 1	Not Applicable
	Core Behavioural Competencies			
Apprentice Presentation (AP)	Area 3 Security Risk Management	Did not evidence Pass requirement from Annex 1	Met Pass Requirements in Annex 1	Met Distinction Requirements in Annex 1
	Area 6 Improvement Planning and Implementation			
	Area 7 Compliance Management			
	Area 10 Operational Management			
Synoptic Assessment Interview (SAI)	Area 1 Health and Safety	Did not evidence Pass requirement from Annex 1	Met Pass Requirements in Annex 1	Met Distinction Requirements in Annex 1
	Area 2 Customer and Stakeholder Management			
	Area 4 Staff Management and Development			
	Area 5 Contract Performance and Management			
	Area 8 Communication			
	Area 9 Corporate Social Responsibility			
	Area 11 Security First Line Manager Responsibilities			

| Area 12 Security Resource Management | | | |
| Core Behavioural Competencies | | | |

Overall Grading

The apprentice must achieve a minimum of a pass in each of the methods in order to achieve a pass overall as they are all fundamental to the role

Observation	Apprentice Presentation	Synoptic Assessment Interview	Final Grading
Fail	Fail	Fail	**Fail**
Fail	Fail	Pass/Distinction	**Fail**
Fail	Pass/Distinction	Fail	**Fail**
Fail	Pass/Distinction	Pass/Distinction	**Fail**
Pass	Pass/Distinction	Fail	**Fail**
Pass	Pass	Pass	**Pass**
Pass	Pass	Distinction*	**Distinction***
Pass	Distinction	Pass	**Pass**
Pass	Distinction	Distinction	**Distinction**

*The interview carries more weighting, hence the differential in the Final Grade

Resit/Retake

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit or a re-take. A re-sit does not require further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for the re-sit or a re-take. The apprentice's employer will need to agree that a re-sit or re-take is an appropriate course of action.

Any assessment method re-sit or re-take must be taken during the maximum EPA period, otherwise the entire EPA must be retaken, unless in the opinion of the EPAO exceptional circumstances apply outside the control of the apprentice or their employer.

Re-sits and re-takes are not offered to apprentices wishing to move from pass to distinction. Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of Pass, unless the EPAO determines there are exceptional circumstances requiring a re-sit or re-take.

An apprentice who fails an assessment method will be required to re-sit/re-take any failed assessment methods only.

Ensuring Independence

The approach to be used will demonstrate clear impartiality and independence, with the inclusion of third party assessors, providing an independent view. Impartiality is delivered through the fact that no single party who has been involved in employment, training and delivery can make a decision on competence.

The independent assessor(s) will be recruited and trained by the EPAO (s) which will need to be registered on the Education and Skills Funding Agency Register of End Point Assessment Organisations (RoEPAO). The independent assessors will be allocated by the End-point Assessment Organisation(s) from a pool of approved assessors maintained by the End-point Assessment Organisation(s).

The independent assessors should possess the following:-

- a relevant assessment qualification

- Have current security sector knowledge i.e. worked in industry within last five years and complete a minimum of 3-days continuing professional development (CPD) relevant to the sector per year

Roles

Employer

- Creates opportunity for the apprentice to carry out work and produce outcomes

- Brings a view of the apprentice from working with them in the workplace through the apprenticeship

- Supports the generation of workplace evidence to show how the apprentice has demonstrated the competencies required of the standard and technical specification – this must be done in adherence to the agreed assessment strategy

- Works with the training provider to carry out a continuous review of the evidence generated by the apprentice against the standards as part of the formative assessment process.

- Responsible for the gateway decision.

Training Provider

- Brings a view of the apprentice from supporting them through the apprenticeship

- Maps and assesses work against the Specification developed by the EPAO and endorsed by the employers. Specifies the technical content e.g. Assignment instructions/SOPs/Regulatory requirements that need to be included must be and assessed).

- May support the employer on deciding whether the apprentice is ready to pass the gateway

- May work with the employer to carry out a continuous review of the evidence generated by the apprentice against the standard and meeting the agreed assessment strategy as part of the on-going assessment process.

EPAO

- Responsible for delivering the EPA

- Provides and independent view as they will not have has any prior involvement in the apprenticeship or with the apprentice

- Brings added rigour and consistency to the assessment through their wider knowledge and experience

- Scores all components of the final End Point Assessment independently of the other assessors

- Arranges annual standardisation events which will be attended by assessors.

The independent assessors should possess a relevant assessment qualification, sector competence and appropriate management experience

Internal Quality Assurance (IQA)

All EPAOs will be required to have in place staff who can carry out internal quality assurance activities to meet the criteria specified in the job description and specifically:

- Current occupational knowledge
- Proven competence in quality assurance
- Achievement of an appropriate IQA qualification

To ensure the consistency and comparability of assessment decisions in the end-point assessments and to ensure that all assessments are carried out in accordance with the End Point Assessment Organisations requirements, an internal quality assurance process will be put in place by the EPAO. This will include a range of IQA activities including:

- Planning for and sampling/moderation of assessor decisions
- Observation of assessors
- Interviewing of apprentices
- Standardisation activities (Annual)
- Auditable record keeping
- Reporting

Each Internal Quality Assurer will be required to develop a sampling plan for each sampling activity they undertake taking into account

- All apprentices
- All assessors
- All methods of assessment
- All records

The sampling plan will also detail the method of IQA selected for each candidate e.g. Observation, Sampling of evidence etc. The level of sampling will be determined by a number of factors, including the assessor risk, and any other factors identified through quality assurance sampling.

The EPAO will develop a plan to observe all assessors carrying out the assessment process with candidates. This will be monitored in accordance with the risk management sampling strategy detailed above.

The Internal Quality Assurer must complete IQA records as required by the End Point Assessment Organisation and must maintain a clear and easily auditable audit trail of their IQA activities.

All Internal Quality Assurers will be required to carry out the following activities:

- Attend and deliver standardisation and external training at least once per year
- Induct new assessors
- Mentor assessors
- Observe assessors according to the IQA observation plan
- Contribute to EQA meetings.

As part of ensuring consistency and comparability of assessment decisions, standardisation activities will take place managed by the EPAO which will include the standardising of assessment decisions by assessors:

Standardisation will take place annually and will involve both assessors and Internal Quality Assurers and focus on identified development areas.

There will be regular monitoring of assessor practice throughout the year to identify development areas for assessors. Results from these will be discussed with the assessor during a feedback process. By benchmarking the assessments against the assessment outcomes this will allow a fair comparison between apprentices employed in different types and sizes of organisations.

External Quality Assurance

Ofqual will deliver the EQA for this EPA.

Affordability

In developing this approach to assessment an attempt has been made at all times to keep the approach simple but effective, to use existing work-based training methods wherever possible and to avoid duplication or the need for adding additional burden into the assessment process.

This has led to a well-defined, cost-effective and deliverable process that employers will find easy to understand and apply to their own environment.

The **flexibility and affordability** built into this assessment model is critical to its ability to cater for all types and sizes of company. The following key aspects deliver this:

- The use of relevant work-based activities in end-point assessment
- Opportunity for a combination of methods to be carried out on same day
- Ensuring efficiency of assessment e.g. performing assessments on multiple candidates on the same date(s) where possible.

The expected volumes per annum is: - 100

Annex 1: Pass-Distinction Grading Criteria

Area 1 Health and Safety – Synoptic Assessment interview

Area of Activity				EPA METHOD AND GRADING CRITERIA		
				If an Apprentice does not meet the pass criteria, this will be classed as a fail.		
Standard Area	Area Title	Area Description	Knowledge or Skills	EPA Method	Pass	Distinction
Area 1 Health and Safety	Assessing & Controlling risks in relation 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, 'in –house', Dept for Transport.	Knowledge	**Synoptic Assessment Interview**	The Learner can: • Identify three examples of Health and Safety Regulations and explain why these minimise risk and hazards to health and wellbeing • Identify own responsibilities when complying to Health and Safety Regulations in their own area of responsibility • Identify the implications of non-compliance to staff, visitors and the organisation. • Explain a H&S incident that has occurred in the workplace, describing the investigation undertaken and the measures implemented as a result. (Learners must reference H&S policy and Legislation compliance when describing this incident)	In addition to the pass criteria, in order to achieve a Distinction in this area, the Learner must also: • Explain their organisations process for evaluating H&S Compliance referencing the organisational H&S policy, H&S audit practices, and action planning process for risk reduction.
	Application of Health & Safety legislation in a security environment	Application of health and safety policies & practices, ensuring compliance with all legislation and regulations whilst minimising risks and threats derived from operating in a Security related role .	Skills			

Annex 1: Pass-Distinction Grading Criteria

Area 2 – Customer and Stakeholder Management – Synoptic Assessment Interview

Area of Activity				EPA METHOD AND GRADING CRITERIA		
				If an Apprentice does not meet the pass criteria, this will be classed as a fail.		
Standard Area	Area Title	Area Description	Knowledge or Skills	EPA Method	Pass	Distinction
Area 2 Customer and Stakeholder Management	Recognise the security needs of Customers & Stakeholders, and effect appropriate solutions.	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 .	Knowledge	**Synoptic Assessment Interview**	The Learner can: • Describe the market in which their role operates • Identify their customers and industry stakeholders • Identify how knowing these helps build relationships and confidence in the service. • Give one example from their own experience of a specific security problem raised by their customer (e.g. unauthorised access, down manning) and describe the measures implemented to meet the Customer's needs.	In addition to the pass criteria, in order to achieve a Distinction in this area, the Learner must also: • Identify internal and external sources of information and explain how accessing these would add value to the service they are responsible for. • Describe an activity that has been implemented in their own area of responsibility that has strengthened their relationship with the customer.
	Manage Customer/Clients/Stakeholders	Ability to deliver a specific solution to meet the security needs of customer/industry stakeholder. Develop strong relationships and demonstrate competence & reliability in relation to security solutions and advice .	Skills			

Annex 1: Pass-Distinction Grading Criteria

Area 4 – Staff Management and Development – Synoptic Assessment Interview

Area of Activity				EPA METHOD AND GRADING CRITERIA		
				If an Apprentice does not meet the pass criteria, this will be classed as a fail.		
Standard Area	Area Title	Area Description	Knowledge or Skills	EPA Method	Pass	Distinction
Area 4 Staff Management and Development	Manage Staff performance, development and welfare.	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 .	Knowledge	Synoptic Assessment Interview	The Learner can: • Describe the structure of their own Department. Must be able to identify job roles, required knowledge, skills and essential and desirable qualifications for each. • Identify three forms of legislation in relation to people management and the relevant organisational policy to support this. • Describe the techniques they use to motivate staff in their area of responsibility • Describe the communication techniques they use with their teams and Customers and why these are effective. •Describe own organisations development policy and describe the coaching and guidance you have provided to the workforce to comply with this	In addition to the pass criteria, in order to achieve a Distinction in this area, the Learner must also: • Describe the benefits that a motivated workforce brings to the Team, the Customer and the Organisation • Explain how Equality, Diversity and Inclusion is communicated and represented within the Teams that they manage and what impact this has on Team performance, and the organisation as a whole.
	Ensure Staff are competent to operate within the security industry.	The ability to interact with and manage people professionally and with integrity, whilst remaining compliant with all National and International Security regulations and guidelines, employment law and human rights acts. Providing coaching and guidance to instil confidence and competence within the workforce .	Skills			

Annex 1: Pass-Distinction Grading Criteria

Area 5 – Contract Performance and Management – Synoptic Assessment Interview

Area of Activity				EPA METHOD AND GRADING CRITERIA		
				If an Apprentice does not meet the pass criteria, this will be classed as a fail.		
Standard Area	Area Title	Area Description	Knowledge or Skills	EPA Method	Pass	Distinction
Area 5 Contract Performance and Management	Review security service provision against agreed KPI's, action within relevant regulations & guidelines	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 .	Knowledge	Synoptic Assessment Interview	The Learner can: • Identify three different contract models that can be used in the Security Industry and briefly describe each. • Explain how the Security Service Provision is performance managed in their own organisation (e.g. SLA/KPI) • Identify the regulations that govern security provision on a national scale, identifying at least two of the licenses required and the impact if their own team is non-compliant • Describe two KPI criteria for their own area of responsibility and how they relate to the service that they deliver. • Identify the management information that can be used to evidence KPI performance. • Describe an example of how the security provision could fail to meet the minimum requirements of a KPI and provide example of measure that could be implemented to resolve	In addition to the pass criteria, in order to achieve a Distinction in this area, the Learner must also: • Explain the potential impact of failing to meet a KPI to staff, the Customer and the Organisation. • Give examples of penalties that can occur if performance is not managed. • Describe when they have provided added value to their customer and how this can impact perception of the overall contract performance.
	Undertake Review	The ability to review and effect change in relation to analysis of information/intelligence, feedback received, of a security nature .	Skills			

Annex 1: Pass-Distinction Grading Criteria

Area 8 – Communication – Synoptic Assessment Interview and Observation

Area of Activity					EPA METHOD AND GRADING CRITERIA	
					If an Apprentice does not meet the pass criteria, this will be classed as a fail.	
Standard Area	Area Title	Area Description	Knowledge or Skills	EPA Method	Pass	Distinction
Area 8 Communication	Ensure security of 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	Knowledge	**Synoptic Assessment Interview**	The Learner can: • Differentiate between communication methods available, explaining how they would use them and how they could be adapted to suit different levels of audience. (e.g. Verbal – telephone/radio, Non verbal – body language, and Written – Email, Reports, Letters) • Identify which communication method is most likely to be used internally and which used externally and explain why. • Identify how the Data Protection Act impacts their own role/area of responsibility. • Describe a Security Incident that they have been part of and can describe the forms of communication used throughout.	In addition to the pass criteria, in order to achieve a Distinction in this area, the Learner must also: • Explain the impact of failing to record events accurately throughout an emergency. • Explain why accurate communication is required post-emergency situation – what will this information be used for? • Describe the impact of ineffective communication to staff, the customer and the organisation.
	Manage Communication	The ability to communicate effectively on all levels, in various formats, both internally and externally, particularly during crisis management, incident reporting, liaising with other providers, such as Emergency Services .	Skills			
				Observation	•Demonstrates use of appropriate methods of verbal and non-verbal communication relevant to the situation in order to ensure that risk does not escalate and all parties are aware of their responsibilities and updated continually.	

Annex 1: Pass-Distinction Grading Criteria

Area 9 Corporate Social Responsibility – Synoptic Assessment Interview

Area of Activity				EPA METHOD AND GRADING CRITERIA		
				If an Apprentice does not meet the pass criteria, this will be classed as a fail.		
Standard Area	Area Title	Area Description	Knowledge or Skills	EPA Method	Pass	Distinction
Area 9 Corporate Social Responsibility	Manage Community 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.	Knowledge	**Synoptic Assessment Interview**	The Learner can: • Describe what is meant by Corporate Social Responsibility and give one example of good practice and one example of bad practice. • Identify one crime/threat reduction initiative that they have linked in with (e.g. Project Griffin, Business Watch etc) and describe how they implemented this to support the security provision in your area of responsibility to protect property, people or premises. • Describe what is meant by sustainability and provide two examples of how you have supported your organisations approach to reducing its carbon footprint	In addition to the pass criteria, in order to achieve a Distinction in this area, the Learner must also: • Give one example of a practice implemented within their own area of responsibility that supports their organisations Corporate Social Responsibility and can explain how this was implemented (e.g. training, communication etc.) and what benefits this brings to the staff, the customer and the organisation.
	Encourage Community Social Responsibility	Identify and implement effective measures to reduce/minimise risk and promote community social responsibility	Skills			

Annex 1: Pass-Distinction Grading Criteria

Area 11 – Security First Line Manager Responsibilities - Synoptic Assessment Interview

Area of Activity				EPA METHOD AND GRADING CRITERIA If an Apprentice does not meet the pass criteria, this will be classed as a fail		
Standard Area	**Area Title**	**Area Description**	**Knowledge/Competence?**	**EPA Method**	**Pass**	**Distinction**
Area 11 Security First Line Manager Responsibilities	Manage Expectations	Understand the 'bigger picture'. Be aware of how your role impacts on others and the Security Environment.	Knowledge	Synoptic Assessment Interview	The Learner can: • Explain own job role and the diversity of requirements (Minimum criteria: People Management, Client Management, Compliance Management, Incident Management, Communication, Record Keeping) • Give an example of when you have reviewed the service performance and explain how that performance impacts others and the security environment.. • Give an example of when they have reviewed service performance and how they have identified and communicated success.	In addition to the pass criteria, in order to achieve a Distinction in this area, the Learner must also: • Identify when they have provided "added value" to their customer and what benefits this can bring to staff, the customer and the organisation. • Give two examples of sources of feedback that can help them develop the service they provide. (E.g. Customer Survey, Appraisals, Team Briefings) • Explain how their actions or inaction can impact on the industry as a whole.
	Manage Expectations	Deliver solutions to meet specific security expectations, to ensure successful completion of responsibilities.	Skills			

Annex 1: Pass-Distinction Grading Criteria

Area 12 – Security Resource Management – Synoptic Assessment Interview

Area of Activity					EPA METHOD AND GRADING CRITERIA		
					If an Apprentice does not meet the pass criteria, this will be classed as a fail.		
Standard Area	Area Title	Area Description	Knowledge or Skills	EPA Method	Pass		Distinction
Area 12 Security Resource Management	Effective deployment of resources	Awareness of all personnel and equipment in your area of responsibility e.g Screening equipment, radios, CCTV equipment, barriers etc	Knowledge	Synoptic Assessment Interview	The Learner can: • Summarise the "resources" that they have to deliver the security service provision in their own area of responsibility. (People, CCTV, Electronic Barriers, Turnstiles, Gates etc) • Give an example of where they have had to react to an event or an emergency that has resulted in mobilisation of staff and/or impacted the day to day use of equipment and resources. (e.g. Power Cut, Unauthorised access incident, additional staff required for an event, Staff absence with no relief officer)		In addition to the pass criteria, in order to achieve a Distinction in this area, the Learner must also: • Include legislation compliance when summarising resources (e.g. People – Equality Act 2010, CCTV – Data Protection Act, Electronic Barriers – Health an Safety(Access and Inclusion)) • Identify the maintenance requirements for equipment and resources that are used in the day-to-day security service delivery.
	Manage Resources Planning & Organising.	Utilise resources effectively, without injury or loss, in order to ensure full delivery of Security Service standards.	Skills				

Annex 1: Pass-Distinction Grading Criteria

Core Behavioural Competencies – Synoptic Assessment Interview and Observation

Area of Activity			EPA METHOD AND GRADING CRITERIA		
			If an Apprentice does not meet the pass criteria, this will be classed as a fail.		
Standard Area	Area Title	Area Description	EPA Assessment Method	Pass	Distinction
Behaviours	Security Conscious	To work in a manner that promotes the security of people, property and premises	Observation	Learner can show evidence of: • Demonstrating the consideration of security requirements in their own area of responsibility (e.g. access control, threat awareness and relevant action, incident response and reporting, team mobilisation)	NA
	Professional	To demonstrate conduct that is in line with organisational Standards	SAI Observation	Learner can show evidence of: • Demonstrating conduct that is in line with organisational standards (e.g. Organisation House style (Language, presentation and policy requirements)	
	Courteous & Respectful	To be polite, respectful and considerate when communicating with others	Observation	Learner can show evidence of: • Communicating effectively, politely and with respect. (e.g. Identified in Appraisal or other feedback methods)	
	Calm	To enhance Security service performance through conflict management techniques	Observation	Learner can provide show evidence of: • Demonstrating self-control when applying conflict management techniques (e.g. dealing with incidents, managing staff, receiving complaints from visitors)	

Customer Focused	Exceed customer expectations and add value where possible	SAI Observation	Learner can show evidence of: • Providing a service over and above contractual requirements (e.g KPI performance, Appraisal or other feedback received)	
Confidential	To promote confidence by complying with organisational policy and legislation	SAI Observation	Learner can show evidence of: • Demonstrating adherence to Organisational Policy and Legislation such as the Data Protection Act. (E.g. Assignment Instructions, Feedback, Appraisals)	
Integrity	Work for the greater good and not sacrifice high standards for immediate gain or personal benefit	Observation	Learner can show evidence of: • Applying organisational policy and process in a fair and ethical way (e.g. Applying access control restrictions to all personnel irrespective of status or seniority)	

Annex 1: Pass-Distinction Grading Criteria

Area 3 – Security Risk Management – Presentation

	Area of Activity				EPA METHOD AND GRADING CRITERIA	
					If an Apprentice does not meet the pass criteria, this will be classed as a fail.	
Standard Area	Area Title	Area Description	Knowledge or Skills	EPA Method	Pass	Distinction
Area 3 Security Risk Management	Identify and assess possible threats and take relevant action.	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.	Knowledge	Presentation	The Learner will give a presentation of the work based project encompassing Areas 3, 6, 7, and 10. For this area the pass criteria is that the Learner can: • Identify the Organisational Structure for their own area of responsibility and incorporating their Client/Customer, describing limit of authority in each level and escalation processes for one example activity (e.g. Health and Safety incident, Additional Security Officer requirement etc) • Describe the Security Risk Assessment that was conducted and the threats identified to people,	The Learner will give a presentation of the work based project encompassing Areas 3, 6, 7, and 10. In addition to the pass criteria, in order to achieve a Distinction in this area, the Learner must also: • Describe the use of appropriate organisational process (e.g. Threat x vulnerability=risk, SWOT or PESTEL) when conducting their Security Risk Assessment

Respond to Threats	Identify and manage the threat effectively and use appropriate resources to reduce risks to the customer/organisation	Skills	property and premises and to the business continuity for Client/Customer. • Identify two recommendations resulting from the Security Risk Assessment and the impact these could have to the Security Provision, the Client and one other service provider in the organisation. • Explain how these recommendations would be/have been communicated to the relevant levels in the Organisational Structure	• Identify sources of information outside of own organisation or area of responsibility that support a Security Risk Assessment (e.g. Estate Security, Neighbouring Building Security Service, Project Griffin, Local Police etc)

Annex 1: Pass-Distinction Grading Criteria

Area 6 – Improvement Planning and Implementation – Presentation

	Area of Activity				**EPA METHOD AND GRADING CRITERIA**	
					If an Apprentice does not meet the pass criteria, this will be classed as a fail.	
Standard Area	**Area Title**	**Area Description**	**Knowledge or Skills**	**EPA Method**	**Pass**	**Distinction**
Area 6 Improvement Planning and Implementation	Manage outcome of service review and take action	Understand concerns surrounding issues, threats and risk and be aware of available options.	Knowledge	**Presentation**	The Learner will give a presentation of the work based project encompassing Areas 3, 6, 7, and 10. For this area the pass criteria is that the Learner can: • Identify the customer concerns surrounding issues, threats and risk and how addressing these concerns will improve the Security Service delivery. • Present an action plan based on the two recommendations from the Security Risk Assessment (for Area 3) and describe how these will be implemented (Who would be consulted, what training is required, what policies and processes would need to be updated as a minimum)	The Learner will give a presentation of the work based project encompassing Areas 3, 6, 7, and 10. In addition to the pass criteria, in order to achieve a Distinction in this area, the Learner must also: • Describe the action planning process used including identifying when evaluation would take place and why this is important. • Identify when a recommendation cannot be actioned (e.g. cost, risk vs return, outside limit of authority)
	Manage Outcomes Problem Solving	Formulate and implement improvements to security, in order to reduce issues, address threats and minimise risk	Skills			

Annex 1: Pass-Distinction Grading Criteria

Area 7 – Compliance Management – Presentation

Area of Activity					EPA METHOD AND GRADING CRITERIA	
					If an Apprentice does not meet the pass criteria, this will be classed as a fail.	
Standard Area	Area Title	Area Description	Knowledge or Skills	EPA Method	Pass	Distinction
Area 7 Compliance Management	Ensure compliance with regulations & provide advice/ solutions to potential security risks.	Understanding the regulations governing Security on a local, National and, where appropriate, international scale. Know how to identify and assess strengths, weaknesses, opportunities, risks, vulnerabilities and complex threats to security operations	Knowledge	**Presentation**	The Learner will give a presentation of the work based project encompassing Areas 3, 6, 7, and 10. For this area the pass criteria is that the Learner can: • Describe the Business Continuity Plan responsibilities for the Security Service Provision in your area of responsibility • Give two examples of what would be classed as non-compliance of regulations governing Security on a Local or National scale. (e.g. Licensing, Data Protection Act, Health and Safety Legislation, Employment Law, Equality Act) and then describe how a SWOT analysis can prevent these occurring for each example in their own area of responsibility.	The Learner will give a presentation of the work based project encompassing Areas 3, 6, 7, and 10. In addition to the pass criteria, in order to achieve a Distinction in this area, the Learner must also: • Provide detail of the organisations Business Continuity Plan and then describe Security Service and one other Services responsibilities under this plan. • Identify what Organisational best practices are in place that sets them apart from competitors, and describe how this is embedded in the security service they provide
	Ensure Compliance	Compliance with all organisational security operations, policies, and procedures, utilising identified best practices and risk management principles. Take action to address non-compliance.	Skills		• Explain their own management processes that ensure the security service is compliant with Organisational policies and procedures. Give an example of when there has been non-compliance to organisation processes or policy and describe the steps taken to resolve.	

Annex 1: Pass-Distinction Grading Criteria

Area 10 – Operational Management – Presentation

Area of Activity					EPA METHOD AND GRADING CRITERIA		
					If an Apprentice does not meet the pass criteria, this will be classed as a fail.		
Standard Area	Area Title	Area Description	Knowledge or Skills	EPA Method	Pass		Distinction
Area 10 Operational Management	Control security of Office/Site Venue	Understand the customer's area of responsibility in order to provide the correct level of protection of all buildings and assets	Knowledge	Presentation	The Learner will give a presentation of the work based project encompassing Areas 3, 6, 7, and 10. For this area the pass criteria is that the Learner can: • Identify the Client/Customer Specific requirements for the Security Service, describe the reasons for these requirements in relation to the Client/Customers organisational vision, mission and objectives. • Describe the Client/Customer assets that the Security service is employed to protect and describe the measures implemented that meet this requirement. • Describe the processes implemented to protect staff in your own area of responsibility for Lone Working, Under Duress and Hostile Environments.		The Learner will give a presentation of the work based project encompassing Areas 3, 6, 7, and 10. In addition to the pass criteria, in order to achieve a Distinction in this area, the Learner must also: • Provide examples of other organisational security requirements and how this differs from their own security service requirements. • Differentiate between managing customers' needs vs expectations (e.g implications of training, equipment, cost, time, environment etc)
	Manage Office/Site/Venue	Ability to dispatch/provide a sufficient level of security in order to protect the customer's assets in all circumstances including lone working, under duress and in hostile environments.	Skills				