



Physical intervention for door supervisors and security officers



‘I would encourage all employers, whether they are security providers or operators, to consider this guidance and its relevance to their operation.’

DAC Chris Allison
Head of Licensing Portfolio for ACPO,
on the publication 'Physical Intervention:
reducing risk'



Maybo's leading physical intervention programmes give employers the complete answer to their physical intervention training needs.

Maybo's PI training is delivered in association with Skills for Security and approved for use with SIA licence-linked qualifications for trainers and end users and for accredited equivalents for in-house security functions.

The programme can be delivered either in-house or by independent training providers.

Industry change from 2010

Door supervisors coming into the security industry after August 2010 will have to complete a level 2 qualification in physical intervention to gain an SIA licence. This qualification is also a valuable option for other licensed security functions that may require physical intervention such as retail and hospital security officers.

Trainers wishing to deliver this level 2 qualification will themselves need to hold a new level 3 qualification in the delivery of PI training. Both qualifications are expected to become available from June 2010

Training trainers in physical intervention

Maybo physical intervention is already the benchmark in this area of risk and our trainer route is the most popular for security functions across retail, licensed retail, healthcare and transport settings. Maybo is the preferred choice of many of the UK's leading businesses and providers of security services, enhancing their service and helping to mitigate risks.

Maybo's physical intervention programme is the chosen skill set for thousands of door supervisors who have chosen Maybo, ahead of formal industry changes.

Maybo provides trainers and awarding-body centres with extensive resources to deliver licence related PI qualifications and accredited alternatives. Trainers that have already trained with Maybo and who hold current Skills for Security PI Trainer certification will receive recognition for their prior training and:

- can deliver the level 2 licence-linked qualification from June
- can apply for the level 3 qualification certificate if they wish (or, if in future the regulator requires it) without having to attend another train the trainer course

Why use Maybo physical intervention skills?

- Maybo is regarded as a leader in the field of violence risk management and trainer development
- Maybo training is approved for use for all SIA endorsed awarding bodies. The Maybo programme being the best known and most widely used in the retail and licensed retail sectors as well as transport and healthcare
- Maybo is the preferred choice of more venue operators and security and door supervision employers than any other model. It is the name your customers will recognise
- Maybo is not only the leading training provider, we advise employers on all aspects of policy and strategy to support training in this area of risk and provide the tools
- The Maybo team has expert witness experience on use of force matters and violence risk management
- Maybo provides the greatest range of dates and locations for easy access to trainer courses and refresher training
- Maybo encourages non-physical responses to conflict and violence throughout its training.

Who is eligible for the programme?

Maybo's physical intervention course is designed for private and in-house staff working in security and enforcement roles in the Security Industry Authority (SIA) licensable sectors and the wider licensed retail sector including:

- Retail security & profit protection
- Licensed retail
- Colleges and universities
- Healthcare security
- Transport security
- Local authorities
- Hospitality
- Event security
- Parking enforcement
- Justice and custodial services

Tutors must be qualified trainers experienced in delivering conflict management training and where relevant meet SIA and awarding-body criteria.



Licensed for physical intervention

The Maybo PI programme for security industry trainers is an approved equivalent to the new qualification in Delivering physical intervention training (level 3). Our 5-day tutor course will include this qualification as soon as it becomes available. The programme the trainers will deliver is for end users to gain the qualification in Physical intervention for the private security industry (level 2) or, for non-licensed personnel, an accredited certificate that is equivalent to the level 2. It covers disengagement and holding skills.

- **Disengagement:** The disengagement (defensive) skills unit addresses how staff can protect themselves or others from assault. It includes training on how to separate and guide people. The course content includes relevant law, medical implications and safe practice.
- **Holding:** The restrictive escorting and holding skills unit addresses the area of restraint. The course focuses on teaching safer skills for common holding activities such as during ejection, standing holds and escorts. It also raises awareness of the additional risks associated with ground holding techniques.

Additional specialised modules are available for higher risk roles including horizontal (ground) holding, mechanical restraints and searching methods. Employers need to identify through risk assessments and training needs analysis the appropriate level of training required. The SIA requirement is a minimum standard for specified roles.



Top quality training materials support the course

Maybo has developed outstanding tutor and delegate resources. These include:

- a 200 page colour tutor manual
- a tutor CD with PowerPoint slides
- secure web-based administration, with trainer administrative documents
- a superb 32-page A4 colour workbook for delegates
- Comprehensive Centre resources from pre course letters to risk assessments

Course commitment

Trainers who meet entry requirements will complete open learning which is followed by an intensive five day tutor development workshop. In order to maintain and build on skill levels trainers have to attend a Skills for Security recertification course on an annual basis.

The tutor development fee includes the QA process, tutor development workshop, tutor resources, accredited certificate, licensing and access to Maybo's on-line management system. Open courses range from £990 to £1200 per tutor and run regularly across the UK. In-house courses are also available and recommended for groups of 5 to 10.

‘This training better protects the industry's staff, customers and businesses’

Cathie Smith
Director, BIIAB

‘Credible, specialist training responding to an area of significant concern for employers’

David Greer
Chief Executive, Skills for Security

‘This programme provides a safer, professional approach for our staff and customers’

Roy Wise
Training and Development Manager,
Showsec



Direct training from Maybo licensed centres

Employers that do not have internal trainers can access Maybo security training and awards through Maybo licensed organisations across the UK. To identify providers visit the directory at www.maybo.com

Delivering the end user programme

The training is suitable for staff in a number of security roles all of whom must have completed conflict management training first. Staff subject to SIA licensing must hold a licence, or have completed the full required training for the qualification, before undertaking the PI element.

The entry L2 equivalent courses can be delivered over one day (with pre study), or up to four days through modular format if training extends to cover ground holds and mechanical restraints.

Tutors will be supplied with a high quality workbook for the delegate. Stress is taken out of the administration because tutors have user-protected access to Maybo's custom-built on-line management system. This enables tracking of delegate records. In the case of non-licensed roles the ordering of BIIAB and Skills for Security accredited certificates and Edexcel and City & Guilds generic PI qualification options.

Delegate registrations that include the delegate workbook, cost from £10 to £20 depending on the level of training and whether accredited certification is required. All figures are subject to P&P and VAT.

Prices are subject to change

For more information or to discuss your options

phone **Maybo** on 01580 881347,

or email info@maybo.com

Further information visit www.maybo.com



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Adjustments: Maybo reserves the right to limit or extend the scope of licensed delivery at any time at its absolute discretion. This will generally be based on emerging sector requirements or initiatives.

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