

Looking for new career in the Security Industry, need advice on development options for the future?




 GET
LICENSED

GET INSPIRED

GET REWARDS

Contents

GET INSPIRED Introduction	3
Course options in detail	5
1. Door Supervisors.....	6
2. Security Guards.....	10
3. CCTV Training	13
4. Close Protection Training	16
Putting your CV at the top of the 'Must See' pile	21
Interview Techniques	24
Common License Application Errors	26
Marketing Your Skills.....	28
The Healthy Workplace.....	30
Straight Talk from Industry Specialists.....	35
Developing your skills further	40
Facts on SIA License Training	43
Useful Information	47

Look out for this symbol **TIP**  these hints will give you short bursts of inspiration to assist you with training and especially interview hints.

GET INSPIRED

GET INSPIRED

Introduction

There are hundreds of self-help books on the market, but what makes GET **INSPIRED** different is that it specialises entirely on a particular employment sector the – **Security Industry**.

In this book you'll find out about all the courses available to make you one of the most sought after security professionals in the UK. GET **INSPIRED** is devised by one of the most renowned and reliable Security Industry Training network in the UK – GET **LICENSED**, so you can guarantee that all the information is as instructive, accurate and as comprehensive as you can find.

THE GET **INSPIRED** chapters start from scratch and will take you on a step-by-step journey through all the following topics:

- **Course options**
- **Writing the Perfect CV**
- **Preparing for Interviews**
- **Common License Application Errors**
- **Marketing Your Skills**
- **The Healthy Workplace**
- **Interviews with Industry Specialists**
- **Developing Your Skills**
- **Facts on Training**

No other Security Industry Training provider in the UK gives access to this kind of detailed career information. We are confident that you will find the content invaluable for your future career options.

GET **INSPIRED** is designed to help you get to grips with just how the Security Industry has progressed over recent years and how high the training bar has been raised.

What's important to gain from this book, is the detailed information relating to the exceptional career opportunities there are in the Security Industry and how it's possible to plot a professional future within this fast growing industry sector.

Like any career path you might start relatively low on the ladder, but with the right ongoing expert tuition it is possible

GET INSPIRED

to carve out a truly rewarding profession – it's what you put in to it that counts.

One of the most important chapters in this book is **Marketing Your Skills** where you'll find expert tips on how best to influence recruiters and managers to give you the opportunity to prove your worth. Interviews are difficult even for the most qualified of people; really what it boils down to is **careful planning and preparation**.

You'll find a really useful chapter on **Interview Techniques** too with some practical methods for you to overcome nerves, the right kind of questions to ask in order to impress and a whole range of do's and don'ts to help you through the interview ordeal.

Workplace Stress is a subject that's normally difficult to find information about, but regardless of what profession everyone occasionally suffers from pressures and anxiety that affect the way we work – especially in the case of the Security Industry where there's a lot of personal responsibility.

If you have booked your training with GET **LICENSED** in the past, recently, or you are intending to make a career switch you can rest assured that the level of after care service from Get Licensed is exceptional – it's what makes us the most renowned security training network in the UK.

All the information in GET **INSPIRED** has been prepared and approved by an expert team so you can be sure that all the content is factual and up-to-date in line with current **Security Industry Authority** guidelines.

Enjoy and look forward to a great career.

Kick start your career with expert
training from GET LICENSED

If you don't already know, GET LICENSED are the UK's most highly respected and envied Security Industry training network, with an excellent track record and the most comprehensive training courses available on the market. What makes the GET LICENSED training service so unique is that we don't expect you to have to travel all over the country, spend time away from your family plus, with our convenient weekend sessions you don't even need to soak up your leave or spend too much time away from your current job and family commitments.

With over forty training centres conveniently located throughout the UK and a continuous course rotation, you're sure to find a place and time that suits your training needs.

GET INSPIRED



Course options in detail

Over 200,000 successful candidates trained so far.

Are you next?

Kick start your career with expert training from **GET LICENSED**

If you don't already know, **GET LICENSED** are the UK's most highly respected and envied Security Industry training network, with an excellent track record and the most comprehensive training courses available on the market.

What makes the **GET LICENSED** training service so unique is that we don't expect you to have to travel all over the country, spend time away from your family plus, with our convenient weekend sessions you don't even need to soak up your leave or spend too much time away from your current job and family commitments.

With over forty training centres conveniently located throughout the UK and a continuous course rotation, you're sure to find a place and time that suits your training needs.

All our courses are prepared and delivered by expert training providers from the Security Industry with a wealth of knowledge to pass on to all our customers. No matter which course you decide on, you'll find the scenario teaching atmosphere fun, informative and enjoyable that's, our guarantee.

Following is detailed information about some of the courses.

Full details are available from our website at get-licensed.co.uk

GET INSPIRED



1. Door Supervisors

...the first '*friendly*' face of any event.

First things first it's important to remember that you cannot work as a Door Supervisor without an approved **SIA License**. Your **SIA License** will be issued to you on application after appropriate training standards have been accepted by the **Security Industry Authority**. This rule applies to all Security Industry jobs including, **CCTV Operators, Security Guards and Close Protection Personnel** or body guards.

So what is the role of a Door Supervisor? This is often a grey area in the public's perception although most will be aware of the term 'bouncer' this is not a catch-all description we use to describe this important role, we shelved this clichéd title many years ago.

Door Supervisors are most commonly appointed to manage the entrance to public venues like night clubs, bars or more specific one-off public, and occasionally private events. Their role is not to prevent anyone from entering an event based on personal choice, which means they don't work on any kind of individual discriminatory decisions. The rules of entry are laid down by the managers or promoters of the event and if trainers, hoods or baseball caps are not allowed then these are the rules the Door Supervisor must uphold.



Singling out inappropriate clothing might seem like a doddle, not much training required there you're probably thinking and rightly so, but there's more to the Door Supervisors role than acting as a dress-code monitor. Experienced Door Supervisors are trained to spot trouble at a hundred paces, you may not realise it, but when they make a cursory glance into your eyes, trained door staff can soon determine how much alcohol a person has consumed, or whether they might be under the influence of recreational drugs.

GET INSPIRED

You might say that on any given Saturday night ninety percent of people visiting a night club are likely to be, 'over the limit'; however professional Door Supervisors in their observations are applying what's known as 'risk assessment'.

Risk assessment is a term that's regularly applied in the financial sector to establish threats on investment, however in this case, its function is to determine the hazards that an individual's intoxication will pose to the enjoyment of other people.

It's important to remember here that the Door Supervisor is there to ensure that everyone attending the event, bar or club has a safe and enjoyable evening that's not spoiled, albeit for the most part unintentional, disruptive behaviour.

Door managers are the first port of call at any event and on the whole, providing they are doing their jobs properly, they are the first 'friendly' face of the occasion to ensure the general public have a pleasant evening – to emphasise the third paragraph of this commentary, **they are not employed to prevent anyone from enjoying themselves.**

As well as eliminating problematic situations from escalating by managing perceived intoxication levels, skilled Door Supervisors also work as mediators. **Mediation** is a technique whereby reasonable levels of communication are achieved without the need for physical contact by either party. This means having the ability to instil calm into a situation, without the need for any form of restraint, or the need to call on the law to intervene.

All of the above topics fall into the broad category of the **Health and Safety of individuals** which is a prior concern of all professional Door Supervisors. As well as protecting the public's safety expert door staff will also have been trained to manage panic situations like fire or terrorist threats, the prevention of crime scene contamination, 'non-harm' physical intervention techniques, UK licensing rules and drug legislation.

Reading through this brief description it's easy to understand why the level of training is so intensely focused, and probably considerably more involved than you may have imagined. If you're considering training as a Door Supervisor read through the course information carefully, it's a rewarding, professional and an often enjoyable occupation that can lead to interesting prospects for the future.

GET INSPIRED

Door Supervisor Qualifications

The **Get Licensed** Door Supervision course qualifies you to work in two Security Industry sectors, as a professional Door Supervisor and a Security Guard. However if you only train as a Security Guard and subsequently decide you'd then like to work as a Door Supervisor additional training will be required and you will have to re-apply for your **SIA License**.


We strongly recommend that anyone who wants to maximise on their flexibility and feels confident that they can manage both rolls as a job take the inclusive Door Supervision Course.

Course Details

The course is broken down into what are known as **Guided Learning Hours (GLHs)**. The learning hours mean the time spent studying with a tutor or on your own. The recommended study hours are a statutory requirement of required training times defined by the **Security Industry Authority**.

Contact hours are defined as actual time spent with your tutor. These hours do not include breaks.

As you'll see from the course detail below (this applies to all Security Industry Training courses) the guided learning hours are intense. The courses are however designed to be 'inclusive' and you'll be given plenty of time to ask questions and participate in the learning program throughout the time you spend with your tutor.

TIP  whichever courses you decide to take remember; the more time you spend studying alone the better the outcome will be. GLH's are indicated as a guide only, the more hours you put in personally the higher your grades are likely to be.

GET INSPIRED

Units	GLH	Contact Hours	Assessment method
Working in the Private Security Industry	10	5	Multiple choice examination
Working as a Door Supervisor	10	10	Multiple choice examination
Conflict Management	8	7.5	Multiple choice examination
Physical Intervention Skills	10	7.5	Observation



2. Security Guards

...the most misunderstood role in the security sector.

It's astonishing to think that despite the radical changes that have taken place in the **Security Industry**, the function of the **Security Guard** remains one of the most misunderstood roles in the sector – and this confusion is most apparent in many of our candidates.



The cartoon on the left is no doubt what you're thinking about, possibly a retired policeman whiling away the last few years of his career trapped in a well starched shirt and a clip-on tie, with little more to do than look intimidating.

This chapter will clarify just how wrong this perception is and bring you up-to-date with exactly what an important role the **Security Guard** plays in protecting business assets and managing a whole range of essential security disciplines, including **communication and conflict management**.

To start with not all security guards are required to wear a uniform. There are still some organisations who prefer their security staff to 'look the part', but in most cases you'll find the majority of security staff are relatively invisible.

One of the main reasons security guards often work 'under-cover' in appearance is that it's been proved statistically that uniformed teams of guards can have a negative effect on people's behaviour particularly when large crowds are gathered at sports or music venues.

TIP → Remember that although **Security Guards** may be working incognito they are still required to wear their **SIA License** identification; this is a legal requirement for anyone working in the industry in all sector roles.

The motive behind scrapping the uniform for some locations is based on psychological reasoning – too many uniformed staff stimulates a feeling of unrest indicating that problems are expected.

Expert security teams will often blend into the crowd, communicating via radios using observation skills learned as part of their training. In the same way that **Door Supervisors** aren't employed to restrict the general public's enjoyment nor are **Security Guards**.

Keeping **observation skills** in mind, these play a crucial part of your communication strategies. Obviously once you become aware of a potential incident occurring that might be either dangerous, affect the safety of others or personal and business property, you need to act.

Good communication plays a vital part of working as a team, without it it's like taking the lead guitarist out of a band – the rest of the crew can't work without every member being relied on to play their part. As well as good team-work you'll be trained in what's known as **Conflict Management**.

Let's say you need to intervene in a situation that you've detected (through careful observation) **Conflict Management** trains you in ways to de-escalate problems without any physical contact taking place, or the need to have the law involved. This is what's known as mediation and performed in the right way will instil calm into volatile situations.

Whilst we're on the subject of dealing with the public's unpredictable behaviour, Physical Intervention is also a vital skill for any member of a security team working at public events; especially where alcohol is freely available.

Physical Intervention is not a brute force skill; it's all about non-harm escorting and restraining techniques trained in compliance with strict regulations relating to civil and criminal law. These are guidelines implemented by the **Security Industry Authority** which protects you and the public from harm or misrepresentation in legal proceedings.

GET INSPIRED

Course Details

The course detail and **Guided Learning Hours (GLHs)** defined in this section are laid out in the same way as the Door Supervisors chapter as required by the **Security Industry Authority**, likewise these hours do not include breaks or time spent studying yourself.

GLH's and Contact hours are defined in the same way.

Units	GLH	Contact Hours	Assessment method
Working in the Private Security Industry	10	5	Multiple choice examination
Working as a Security Guard	8	8	Multiple choice examination
Conflict Management	8	7.5	Multiple choice examination

GET INSPIRED



3. CCTV Training

...if you enjoy advancing technology CCTV training is perfect for you.

Millions of pounds are invested every year by local authorities and venues to maintain high standards of safety for the general public. This investment makes **CCTV Training** one of the most popular programs **Get Licensed** offer. So if you enjoy advancing technology, CCTV training is an ideal choice for you.

There are sceptics who believe that CCTV is an intrusion on personal privacy akin to the 'big brother is watching' syndrome. However, due mainly to the increase in crime rates and violence on our streets, without CCTV, protecting the safety of people and public places would be virtually impossible.

Since most of a CCTV operatives time is spent away from the public eye it's understandable to wonder why the need for an **SIA License** should apply. Once you are aware of the sensitive nature of this expert profession you'll understand the reasoning.

You only have to consider the street riots of 2011 to understand what a crucial role CCTV records play in the conviction of the less scrupulous members of society. These considerations lead us neatly to the legal implications involved in the task of expert observation.



Now that CCTV records are permissible as evidence in a court of law training requirements have changed dramatically. During your CCTV Operative training, you'll be coached in all the legal aspects of what the work involves and just how serious preserving recorded evidence is.

Preserving recorded evidence might seem obvious; however proving that records are not contaminated in any way is slightly more complex. The majority

GET INSPIRED

of your time as an operator will be spent in what's known as 'the hub', the place where all the equipment is stored, similar to the image at the start of this chapter.

Let's say you're working alone and have recorded an incident you feel is suspicious; a theft or wilful damage. You leave the hub unattended for a matter of minutes to visit the bathroom (also recorded on internal CCTV). Those few minutes could render your recorded evidence inadmissible as evidence in a court of law.

The above example, whilst extreme, mainly because it's unlikely you'll ever work alone, highlights how a few moments of distraction could have a serious knock-on-effect on the reliability of your records. This fictional incident proves that considering the pitfalls is an excellent way to learn by mistakes.

Being a keen observer is crucial to all CCTV operation, and aside from recording crime incidents there are a whole raft of health and safety issues combined in the training. If you're working in a large city building its likely there'll be tens of thousands of pounds worth of assets to protect. Looking out for danger zones that threaten these investments are just as important as preventing crime.

Fire and emergency procedures are a compulsory part of expert **CCTV Training**. To emphasise how important this part of the program is, think about music or sports venues with thousands of people contained in one place. As a professional CCTV operative you are relied on to maintain observance in order to ensure the safety of a venue and alert other security team members of potential dangers.

We're back to **effective communication** here and keywords that will crop up throughout your training whatever Security Industry training course you take. George Bernard Shaw is frequently quoted as having said, '*The single biggest problem in communication is the illusion that it has already taken place.*'

When you're working as part of a professional security team, no matter where you might be on the pecking order, never assume that someone else has dealt with a situation, all your co-workers rely on each other. The ability to connect and build rapport in a team is an expert life skill that reduces error, stress and conflicts. CCTV operation can often be an isolated function but its core value is without exception based on expert communication.



Course Details

The **Guided Learning Hours (GLHs)** for SIA License approved CCTV Training are slightly longer because of the additional training required in operating and maintaining equipment.

This qualification enables candidates to progress to the NVQ in Providing Security Services as well as further learning in the Security Industry such as PTLLS. See our web pages for full PTLLS details.

Units	GLH	Contact Hours	Assessment method
Working in the Private Security Industry	10	5	Multiple choice examination
Working as a CCTV Operator	14	14	Multiple choice examination
CCTV Practical	8	8	Observation

GET INSPIRED



4. Close Protection Training

...tactics and strategy are crucial in this varied and rewarding career choice.

Close Supervision does have a certain glamorous appeal, but talk to anyone who works in this profession and they'll tell you that it's not all about red carpet events or limousines. Close Supervision requires lateral thinking, strategy and tactical expertise.

Let's put things into perspective. Yes, depending on the star rating of the person you may be protecting, there could be times when you'll find yourself surrounded by paparazzi and screaming fans. But what if your celeb just fancies a walk down Oxford Street, without being bombarded by their fans or the press?

Taking into account that every member of the public who has a mobile phone is a potential threat, either by alerting hundreds of people to the location you're in and the ability to have photographs published on social networking sites within seconds – everyone you encounter is a likely risk to privacy and security.



Generally speaking much of Close Supervision is about getting your employer from A to B without intrusion, and for your average 'A-lister' that often means as fast as possible. The Close Protection course is the longest of all the **SIA License** programs **Get Licensed** offers and takes 150 hours to complete.

Without going into every detail here's a list of the modules covered in the course, most of which were sure you probably didn't imagine would be a requirement to work in Close Supervision.

GET INSPIRED

- **Overview of working as a Close Protection Operative**
- **Threat and Risk Assessment**
- **Surveillance Awareness**
- **Operational Planning**
- **Law and Legislation**
- **Interpersonal Skills using NLP**
- **Close Protection Teamwork**
- **Reconnaissance**
- **Close Protection Foot Techniques**
- **Route Selection**
- **Close Protection Vehicle Techniques**
- **Search Procedures**
- **Incidents and Dilemma Management**
- **Venue Based Security**
- **Communication and Conflict Management**
- **First Aid**

It's easy to see from the above list that this is a seriously professional qualification with all kinds of skill sets winvolved that require expert tuition – but imagine what a difference all these will make to your CV!

TIP → **The Close Supervision course takes 150 hours of intensive study. Before you book the training study the course content carefully and be sure the training program is right for you.**

Although much of the course content (see the tables at the end of this section) may look very similar to the examples for other courses, in fact there is a lot more detail covered in each section.

For example, the introduction module 'Working as a Close Protection Operative', by definition is more complex than the content for say Working as Security Guard.

What the introduction seeks to do is make candidates aware of the complexities of protecting individuals who may be: singers, footballers, politicians or a high-ranking business person.

GET INSPIRED

In an ideal world, if all these individuals were happy to stay in one place, then the job of the Close Protection Operative would be easy. As we all know this is not the case and managing their movements can be extremely complicated.

It's worth pointing out here that many of the individuals who are seeking personal protection may have families, or be part of a team. In cases where more than one person's protection is at stake you may find yourself working as a team.

Let's say you are guarding a politician, for the most part you'd expect they'd behave sensibly and take your advice without question. What if you were escorting one of their teenage children?



This example shows how you'll need to have the ability to switch your communication strategy. Regardless of their shared public status a teenager is far less likely to want to abide by the same rules as an adult might.

Clearly the ability to communicate well is crucial, but not just with the people you are protecting. Sports and music business stars are likely to have fans, and depending where you are at any given time, there could well be thousands of them. Your dialogue with the fans is equally important; one wrong word to a hysterical fan and you could have a riot on your hands.

Much of what you'll learn on this course can be placed under the broad heading of '**Crisis Management**'. This term doesn't necessarily mean dealing with a disaster; in this case the definition of crisis would be to avoid the consequences at all times.



Despite the fact that your charges are in a position where they need protection, they don't necessarily want to remain anonymous. After all their popularity is created by their followers, this means there will inevitably be occasions when your celebrity will want to have some personal contact with their fans.

GET INSPIRED

It's in situations such as these when the person you're protecting is at their most vulnerable. Unfortunately we don't live in an ideal world where everyone behaves rationally. In some cases, such as politicians for example, crowds use these opportunities to have their say; and not necessarily always verbally.

Venue Based Security is a crucial part of your Close Protection strategy. You need to know exactly what the risks are likely to be to get your star from the car to the venue without a hitch. In short, you have to be ten steps head of the crowd's intentions but only a few in front of or behind the person you are protecting.

Course Details

Remember that although the course details in the table below may look relatively simple the module has multiple sub-categories (see page 17). It's always best practice when you're considering a Close Protection course to either speak to a training advisor, or if possible, one of the expert instructors who deliver the course.

Before you start Close Protection training you will have to pass a First Aid at Work Course. Get Licensed do offer FREE non-exam FAW training. Ask for details before booking.

Units	GLH	Contact Hours	Assessment method
Working in the Private Security Industry	140	139,5	Multiple choice examination /portfolio
Working as a Close Protection Operative			
Conflict Management			
Physical Intervention			



Krav Maga

Many people get quite excited when they see the **Krav Maga** logo, don't fall into the trap of thinking this is an opportunity for candidates to become martial arts experts. If you decide to Google Krav Maga please bypass all the references to 'having fun, losing weight or self defence; this is a serious part of Close Protection training.

Krav Maga is a technique devised to prevent, deal with and overcome physical violence. In the case of the Security Industry Krav Maga techniques are taught as a non-harm protection skill.

Obviously if used in its extreme it can be a dangerous technique to pass on to any member of the public. For this reason all the courses which include the training are delivered under strict regulations.

In the case of Close Protection training, Krav Maga is taught in order that the operative uses the skill as a preventative method of self protection to guard against harm to themselves and/or the person you may be escorting.

The course does involve a certain amount of physical contact with the instructor or other members of your group. You will be advised when the course will take place and also the appropriate clothing to wear on the day of training.

We strongly advice that all candidates behave sensibly during this time and pay particular attention to everything your instructor tells you. Because this course does involve physical contact this part of the training is insured by Zurich.

Please remember to behave appropriately at all times during training for this course.

GET INSPIRED



Putting your CV at the top of the 'Must See' pile

Make your CV as interesting as it can be

Anyone who has applied for a job recently will know just how stiff the competition is. This statement doesn't only apply to professional jobs either, all employment sectors now expect the best from their applicants; and that includes an excellent CV.

Obviously there are two types of applicant to consider here. There's the new starter and people who may have a whole range of past experience. If you fall into the first category, be sure you read the vacancy detail carefully, if the vacancy is asking for skills you don't have don't attempt to massage the truth on your CV.

The top of your list of priorities, for any employer to take your application seriously, is your **SIA License**. Many employers will rely on you to be aware that you cannot work in the industry without an approved license. Even if the vacancy advertisement doesn't specifically ask of one, always make it clear in your application that you are a license holder and that it is currently valid.

If you are a new starter the training you've had to get your licence is crucial to your application. There are a surprising number of applications that arrive on managers desks that might simply say, 'Completed CCTV training.' followed by the dates. Do you think that gives enough information? Would you employ a plumber who simply told you they had fixed lots of burst pipes?

The key here, without going into masses of detail, is to make your CV as interesting as it can possibly be. And if you can, keep it to a maximum of two pages.

GET INSPIRED

TIP → Always remember to provide the correct contact information. If possible give a landline number in addition to your mobile contact. Mobiles often get lost.

The layout of your resume is very important. All CVs should begin with your personal information, date of birth and your contact details. The reason CVs have a standard formatting is so that they are easy to read. The last thing a manager needs to do is to search around trying to find your contact number, home address or email address.

Your location could be a crucial factor too. If you're applying for a job in a different town or city to the one where you currently live, make it clear early on, preferably in the first paragraph that you are willing to relocate close to the business. Relocation doesn't necessarily mean your application will be rejected. If you are willing to move it proves that you are enthusiastic.

When you are listing your qualifications include as much detail as possible. Go back to your course workbooks and take each module as a unique skill you have to offer to the vacancy for which you are applying.

The next paragraph should explain why you chose to re-train. Don't make the fatal error of saying you did it to earn more money, or that it was your only option. You made this move because you're fascinated by the industry, you're interested in working with an expert team and you wanted to build a secure future for yourself.

Personal interests are important too. No employer is going to believe that you'll be willing to spend twenty four hours per day thinking about or doing your job. Don't include too many outside interests though.

A staggering number of people list so many personal interests on their CVs, it's hard to imagine how they have time to do their jobs. Keep your interests short. If any of them are relevant to the job then expand on those. For example these could be being part of a football team or as a member of a salsa class. Both these examples show that you are a good communicator and a reliable team member.



When you've finished compiling your CV a good tip is to read it through carefully and ask the question, 'Would I invite this person for an interview?' If you're unsure of the answer get a reliable friend to read it for you and get them to ask the same question. Obviously the answer should be yes!

GET INSPIRED

Help is at hand from Get Licensed CViZ



To take the strain and pain out of preparing a professional CV, Get Licensed have a handy online App.

CViZ will take you through the step-by-step process so that you end up with a totally polished CV in a standard format that won't be overlooked, and increase your chances of being seen.

There are a lot of experts around who specialise in writing resumes, but these services are often costly. Even if you are willing to pay a pro writer to do the work for you you'll still have to pay out more costs when you want to update your CV.

Get Licensed are well aware that your CV could mean the difference between getting that all important interview, or failing at the first hurdle. As we've already discussed in this section, formatting your CV in the correct way is vital.

CViZ is as easy as filling in any on-line form. Once you've keyed in all the correct detail you're ready to send at any time of the day, no matter where you are.

Most people these days have android phones with access to email. Once you've completed your CV you can store it anywhere you like including to your Face Book account.

Imagine you're on the train or the bus reading the newspaper and you see your ideal job advertised. With CViZ you can make sure your application is the first to reach your prospective employer safe in the knowledge that it's as professional and up-to-date as it can be.

To access the CViZ app. Log on to get-licensed.co.uk and follow the links from the landing page.



Interview Techniques

Impressing the people
who count

Although your **SIA Licence** is the best qualification you can have to work in the Security Industry, selling yourself to a complete stranger can be a daunting prospect. It's not just about having 'the gift of the gab' either, over enthusiasm doesn't necessarily work in your favour.

For example, have you ever walked away from an interview thinking if only I had or hadn't said that? It's nothing to worry about; even the most confident high flyers are occasionally found scratching their heads in frustration. What we're talking about here is successful marketing, and there are a few tactics you can use when applying for jobs, it's all about setting yourself a few objectives.

Research is important. Let's say you've just completed your **Security Guard Training** and you're applying for a job at the British Museum. Go there, take a walk around and check out where the security guards are positioned, chat to them even, observe how they behave. This will give you an insight into what will be expected of you during the interview and if you are successful.

One of the most common questions in interviews is, 'What do you think you can offer to this role?' it's a textbook interview question. Know your skills inside out, read through all your training manuals and know your business skills to the letter, but take care not to read them off as a list as if you've learned them parrot fashion, inject some passion. What the interviewer is doing here is opening a dialogue; they're checking how well you communicate.

It's useful to have a few key words in your armoury too; learn the key points of your job like secure atmosphere, conflict management, health and safety and don't forget to drop in honesty and reliability into the conversation, and always use examples to explain. For example you say 'I'm reliable', the interviewer wants to know how. Try, 'last time the trains were cancelled I had to take three busses and walk half a mile, but I got to work', that response, as well as proving your reliability also shows initiative.

GET INSPIRED

In this scenario the HR manager is likely to talk about the millions of people who visit the museum and then pop another textbook question in the pot; 'how do you feel about working in a large team and dealing with lots of people?', be ready with an example. Talk about football teams, churches, club memberships, the thousands of friends you have on FaceBook, anything that proves you enjoy making connections with other people.

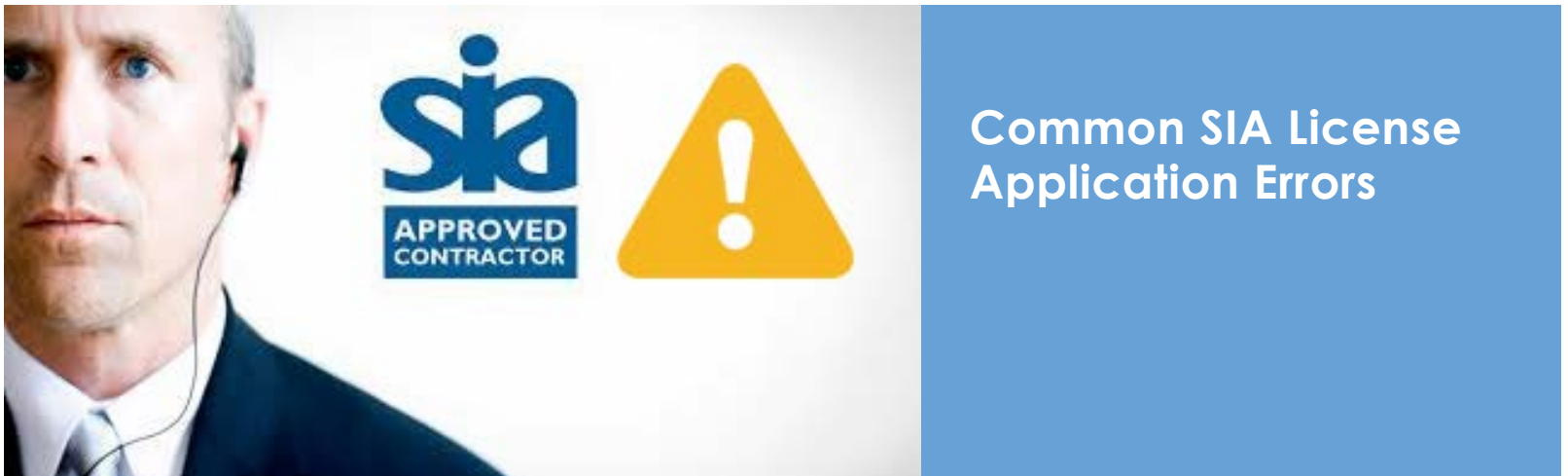
Another well worn question will be, 'Why did you decide to train as a Security Guard?' Here you can fire on all cylinders, teamwork, the safety of assets, long term prospects. You might want to drop in that the Security Industry is the biggest growth industry in the UK and that's why you were attracted. That comment is sure to impress the judges.

Now be ready for the all time favourite. 'You might be expected to cover an extra shift at short notice. How would you feel about that?' Here's where you need a big smile followed by the confident reply that relates directly back to your reliability, and the answer is 'absolutely no problem, I appreciate that difficulties happen from time to time and I can be relied on to fill the gaps when necessary and support my team.'

A lot of what we've discussed here might seem like common sense, but even the most confident people crumble in interviews doing your homework and preparing in advance is the best advice you can get. Remember if you've got to the interview stage there is a reason you've been singled out, but don't be too over confident. Two other things to remember, never, ever, be late for an interview, and don't be too early, ten minutes early is the recommended amount of enthusiasm.

It's not easy, but do try to be relaxed, selling yourself to employers is really all about getting them to like you; they'll be spending a lot of time with you in the future. Qualifications count too, your expert **security guard training** and your **SIA Licence** speaks volumes, they are guaranteed to impress.





This section would not be complete without referring to the **SIA License**; it is after all the most important post-training element and the approved permit you need to find work in the industry.

When you've invested so much time and money in your **Security Industry Training**, no one would condemn you for your enthusiasm in firing through your **SIA License** application, this keenness is equal to wanting to jump into the first car you see as soon as you've passed your driving test.

But beware; one slip-up could cost you dearly. When you receive your application you'll see there's a whole maze of tick boxes and each **must** be completed.

Here's some useful information to help you

There are a surprising number of common application mistakes, and it only takes one of these to have your submission rejected. The form, although fairly complex, is not a test to try and catch you out but should be taken as seriously as the assessment exam for your qualification.

Before you dive in at the deep end, when you receive your application form make a few photocopies, complete all of them and have someone reliable to **check all the information you are providing is correct; but most importantly** that **all** the questions are answered in full. An obvious outcome of this process is that each photocopy should be exactly the same.

There are portions of the form that you might think are relatively unimportant and their completion should have no bearing as to whether the application is valid; **never assume anything of this kind**, every question is there for

GET INSPIRED

a specific reason and many of what might appear insignificant questions are in fact compulsory but may not be marked as such.

The most common errors

Not submitting the correct number and types of documents. The SIA licensing board will only accept approved documents which are relevant to your application; these may vary for **Security Guards, Door Supervisors or CCTV Operators**.

The best place to check is here: sia.homeoffice.gov.uk and follow the links to **Identity Document Checklist**. There's also a handy booklet to download here called: *How to fill in your SIA License Application Form*, the download costs nothing use it wisely.

Question B2 on the form is frequently overlooked, although it may not be marked as **mandatory you must answer this question**. It's a tick box asking yes or no to the question; 'Have you ever been issued with an application or license number not listed above?' It's easily ignored and not answering could cost you your license.

You'll find a section on the form for **Counter-Signatories**. Be sure that whoever is counter signing for you provides **all** the information required as well as signing and dating the back of your photograph. Full details are in the download booklet.

Another very simple question that's often by-passed is; 'Do you have a current overseas Passport?' This question requires a simple yes or no in the tick boxes and again is a compulsory answer.

Last but not least, and vitally important are your address details for the last five years, **there must be no gaps between the dates here**. If you've lived at the same address for the last five years then it's simple, if not and you're unsure of the exact dates get some help to refresh your memory.

Don't forget the photocopy exercise you can make as many mistakes as you like on these but not on the actual submission. As well as the useful booklet download from the website above there is also an example of an accurately completed form to assist you but remember **it's your personal information that's required not the copied content of the example**.

If you're not entirely confident completing the form the **Get Licensed** team provides a service dedicated to helping all our qualified candidates to complete the application form, don't be afraid to ask us for help.



Marketing Your Skills

Marketing is a life-skill we all need to succeed in business

The role of professional **SIA Licensed** staff has changed dramatically over recent years and with the training standards now so high workplace responsibilities have developed too.

A few years ago networking was defined as good communication, but regardless of what profession you work in nowadays networking skills are an important attribute especially if you want to find yourself on the first rung of the managerial ladder such as a team leader.

The marketing industry have always held effective networking as one of the most sought after skills in choosing recruits, this expertise has now filtered through the entire workforce and it's a key ingredient if you want to further your career. You might think that working as a **CCTV Operator**, **Security Guard** or a **Door Supervisor** means there's no real requirement to be a practiced networker, but expectations have changed.

We've all experienced that feeling of dread walking into a room filled with people we've never met before or starting a new job; it's exactly the same feeling of anxiety we experienced on our first day at school. Just take a deep breath and remember everyone in that room has been in the same position at some stage.

A good ice breaker in these situations is that you all probably have something in common and it's either clipped to your jacket or hanging around your neck – your SIA License. This makes introductions easy. Ask about where the other people did their training or what sector they specialised in; that conversation should keep you going for a while.

Once you've made one contact in the room you'll be surprised how infectious the feeling of conquering your anxiety is so try to extend your group and include other people – remember it might be their first time too. Often

GET INSPIRED

your confidence can run away with you, try not to let your nerves get the better of you by getting too loud. It's a bit like walking into a party and spotting one person telling all the jokes to a response of nervous laughter and a few raised eyebrows; always stay calm.

You learn more about a group and how they operate by paying attention, remember that part of your role as a security professional is to observe; you don't learn anything by listening to your own voice. Being labelled as a good listener is probably one of the best attributes you can have tagged to your name, being attentive is an excellent managerial skill.

If you're working in a big team remembering all their names is hard even for the leader of the group; I come from a big family and even my mother forgot our names occasionally. They'll be wearing their license so be polite, make small talk and give yourself a few seconds to scan their badge whilst distracting them. A good trick here is to point out what a good likeness the photograph is, without being too schmoozy, that gives you plenty of time to read their name.

If you're in a briefing meeting and there's no real need to rush off to your post hang around. Most good working relationships are made before and after meetings, it's at this time you're more likely to get to know people socially as well as professionally and find out if you have things in common that you might be able to share out of working hours.

Not all networking is about selling products or skills it's about forming relationships with co-workers who share common interests in work and personal time too. We spend almost half our lives at work so it's a good idea to make that time as pleasurable as possible; that's what effective networking is all about.

Remember that the Security Industry, like any other professional organisation, relies on good communication. In the case of the security sector dealing with facts is a crucial part of your role.

Technology has changed the way we work, but often we all rely too heavily on its capabilities. Talking to a person in a one-to-one situation is much more beneficial to everyone involved. Don't put in an email what you can say – talking is your most valuable asset.



The Healthy Workplace

A healthy environment is a productive place to work

It's a little known fact that Health and Safety is not only governed by legislation, it's also administered by what's known as 'common law' and all employers are duty bound to ensure that their employees' safety is cared for whilst they are in their place of work. Although the application of health and safety rules in the workplace is the employers' responsibility, some accountability is required by the employee too. That's why Health and Safety is taught as a major part of your SIA Training.

Employers are bound by the Health and Safety at Work Act 1974 and all workplaces are covered by this legislation which states that all employers must do everything in their power to ensure the safety of individuals and provide adequate welfare facilities. To help you understand how the legislation works The Health & Safety Executive have published some useful guidelines on their website www.hse.gov.uk it's well worth familiarising yourself with these rules during your SIA Licence training.

The regulations are long and far too complicated to go into detail here, but essentially what they are about is a healthy work-life balance. The Chartered Institute of Personnel Development's (CIPD) recent survey asked a cross-section of employees how they felt about their work, and the two concerns that most frequently came up were long hours and work intensity.

As a result a Government initiative was launched known as 'Health, Work and Well-being' which aims to address the stresses caused by the findings of the CIPD report. You'd be forgiven for wondering what this has to do with health and safety in the workplace, but basically a healthy workforce equals a healthy working environment, and most employers are aware that happy employees are more productive and they often provide incentives to help boost morale.

GET INSPIRED

The CIPD are very clear about their standpoint here, and despite the laws relating to Health and Safety, Health and Well-being of staff should be a basic provision of employment, these initiatives are not necessarily lead from the top either. Whether you decide to work as a Door Supervisor, Security Guard or a CCTV Operator taking initiatives to create a healthy working environment will inevitably be well rewarded.

Obviously, like any other business, the Security Industry can be a stressful sector to work in, you'll work long hours often in shift rotations so it's important that you have a strategy to cope with these pressures. Most employers welcome staff motivated groups that prove initiative and enthusiasm, and the majority will help fund schemes like subsidised gym membership, health screening or occasionally on-site exercise facilities in-line with the Government's policy of 'Health, Work and Well-being'.

Talking about health and safety in your interview is an excellent way to prove your professionalism, especially if you enquire about any bonuses that may be included in your contract. Ask about private health care, health club membership or social groups; asking these kinds of questions shows you have an interest in your own well-being and that of your employer. It also identifies that you are able to apply the Health and Safety Training you had during your course in relation to your work.

When it comes to Health and Safety issues Security Industry employees are high on the list of any employers' well-being policies, discussing how the legislation is implemented is rarely if ever discussed in interviews. Addressing the subject proves openly how seriously you take your job and just how well you've been trained. After all safety consciousness, although it might not seem that important, it is the golden rule of the Security Industry, use your knowledge well.

Dealing with Workplace Stress

Anyone who currently works in the Security Industry will be well aware of the stresses involved especially the responsibility of protecting assets, buildings and the safety of the people who work there, but workplace stress is not something to be ignored. Even chief executives are prone to suffering from stress, it's a common complaint.

Workplace stress is not easily defined although the Health and Safety Executive (HSE) have set some guidelines relating to



'excessive pressure or other types of work related demands'. These pressures can escalate and if left unchecked develop into acute anxiety and depression which are, if proven, regarded as serious medical conditions.

Security Industry employers do have a role to play in ensuring the welfare of their staff especially in the current frosty unemployment climate in which employees are under further pressure to hold on to their jobs.

Any employer who has more than five members of staff must, by law, have a Health and Safety Policy part of which will contain policies relating to stress. You'll often find this policy displayed on the walls of staffrooms, it's not there as decoration or to hide a nasty stain on the wall – read it and know your rights.

There are underlying factors to consider here too which can aggravate stress which may not be a direct result of your job such as drug and alcohol abuse, eating disorders and family problems. These non-work related issues are covered by The World Health Organisation's International Classification of Diseases which refers to these more personal problems as impairments. Anyone who is suffering from such problems could be classified as disabled within the Equality Act 2010.

The Equality Act covers long term problems categorised as conditions which include the inability to carry out normal day-to-day activities, the ability to learn, understand or concentrate and if medically proven to be a disability employers may be required to make adjustments to the employees workload or re-allocate the employee to less stressful tasks for a period of time.

Clearly all SIA Licensed staff such as Door Supervisors, Security Guards and CCTV Operatives will at some time be subject to stressful situations, these are after all expected as part of the job. Anyone who thinks working in the Security Industry is an easy ride are misunderstanding these roles, they are highly professional functions, facts which are inevitably reflected in the training and why the tuition is so rigorous.

It's worth remembering that whilst you are coached during your SIA Training in Health and Safety issues relating to your job there are aspects of health and safety policies that relate to the employee as well and they are there specifically in place to cover your wellbeing too. All employers are aware of these policies but it's well worth familiarising yourself with what rights you have as an employee.

If you have any questions or doubts regarding your rights, the best place to find information before you make any claims against your employer is at the **Health and Safety Executives** website www.hse.gov.uk

GET INSPIRED

It's worth bearing in mind too that making claims against an employer can lead to increased anxiety. Good working relationships are key to avoiding workplace stress and a positive attitude to the demands expected of you will always work in your favour.

Most problems can be nipped in the bud through honest and effective communication. All employers, with a reasonable attitude, are on your side and they will have Management Standards which define the culture of their organisation and when these standards are efficiently controlled they should eliminate conflicts.

An excellent place to get step-by-step guidance about avoiding workplace stress, or answers to any concerns you may have is at this dedicated www.hse.gov.uk/involvement/doyourbit/index.htm where you can find lots of shared experiences from employers and employees.

In a nutshell the advice is simple. Talking, sharing and co-operating helps get the best from all groups of people, in the end it's all about feeling valued and involved to avoid the need for conflict and stress.

Workplace Discrimination

We've covered quite a lot here recently about interview technique, but once all the congratulations have died down; the reality of starting work can be just as intimidating as the interview itself. Here's some information you might find useful on the subject of discrimination.

Discrimination at work doesn't necessarily come under the category of racial or sexual, it's a catch all phrase which means any action, verbally or otherwise, that leaves you feeling as if you are being treated differently from your colleagues.



Equal opportunities law provides a level playing field where people are employed, paid, trained and promoted on ability and how you do your job. You cannot be discriminated against for any of the following:

- **Gender**
- **Marriage or Civil Partnership**
- **Gender reassignment**
- **Pregnancy or maternity leave**
- **Sexual orientation**

GET INSPIRED

- **Disability**
- **Race**
- **Ethnicity**
- **Nationality**
- **Religion**
- **Age**

Nor can an employer treat you differently because you work part time or are on a fixed term contract.

There are four recognised types of discrimination

Direct Discrimination – This is where an employee feels they are being treated differently for any of the reasons listed above, except where there are genuine occupational requirements for a particular job; for example, security guarding a mosque where you would be expected to adhere to, and uphold religious traditions.

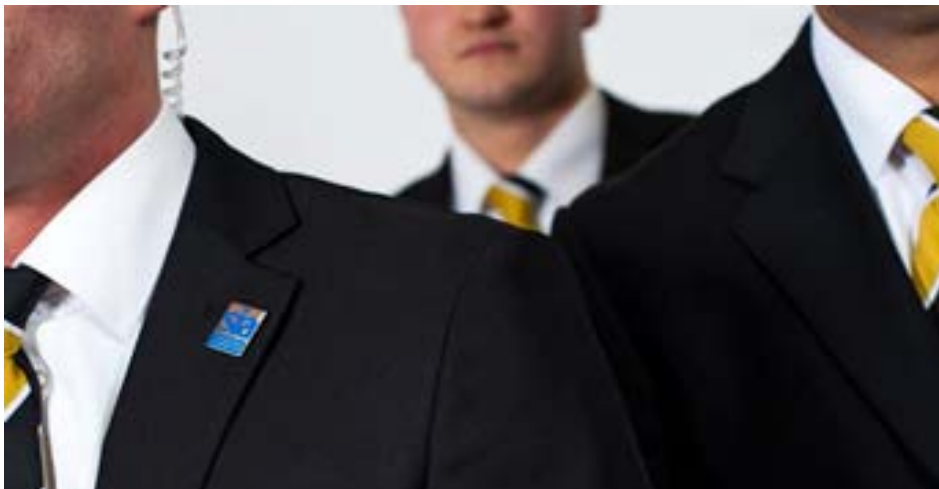
Indirect Discrimination – For example, applicants for a specific role must be clean shaven; this rule would put certain religious groups at a disadvantage when applying for a job.

Harassment – Harassment means any intimidating behaviour by colleagues, managers or employers this includes sexist language, racial abuse, or any action which is intended to humiliate. Nicknames come under this category, especially if the name is insulting in any way to you personally or offends your colleagues.

Victimisation – Here's where an individual feels they are being excluded in any way e.g. from social events or prevented from taking training courses for any of the reasons listed above.

Other forms of discrimination

Your SIA License Training means you have reached a level of professionalism and you deserve to be treated with respect regardless of your beliefs. If you feel you are being victimised in any way your first port of call is your HR Manager and don't be afraid to speak up, you'll be doing yourself and your colleagues a service – don't forget, everyone has the right to be treated equally.



Straight Talk from Industry Specialists

Tips on how to plan your future in the industry

One of the best ways for you to get a clear picture of training and working in the Security Industry is to hear some facts from specialists in their fields. We chose two areas to concentrate on, the **CCTV Operator** and **Security Guarding**. Both of the candidates we spoke to are former trainees of Get Licensed.

Sanjeed Ahmed CCTV Shift Co-ordinator

Q. What was your motivation to work in the field of CCTV?

It was no accident. I was foundering around after school in all kinds of dead-end jobs, I was unhappy and seeing my friends getting on with their lives in good jobs made me determined to find a direction.

Q. How did you find the training?

If I said it was a walk in the park I'd be telling a lie. I was nervous at first mainly because I was worried I wouldn't be able to deal with being back in a 'classroom' environment.

Q. Was it as bad as you thought it might be?

No it wasn't, after a few hours I was totally hooked: I did some reading up before the course about what was involved and that helped.

Q. Where did you go to get your information?

I ploughed the internet and read everything I could, it was then I realised what I was taking on and how fascinating the work was likely to be once I'd qualified.

Q. What in particular captured your attention?

Well like most people I assumed all that CCTV surveillance involved was keeping your eye on car parks and empty corridors. At that stage I'd no idea there were legal implications that went with the job like protecting evidence or crime scene preservation. Not to mention the importance of safeguarding your records and writing detailed reports.

Q. Did you expect you'd need a Home Office approved license to operate CCTV equipment?

No way, like I said I was badly informed about the work, but all that I knew before I was trained was hearsay. Having the badge says a lot about how serious you're taken as a pro.

Q. On the subject of being a pro, how did you find your first job. Did the work meet all your expectations?

It's a scary moment when you get your first opportunity, there's no point saying otherwise. It all seemed to go so fast. One minute I was in a class the next minute I was actually working. It was great to be able to say 'I'm a CCTV operator' rather than 'I'm a shelf stacker'; not that there's any shame in working in a supermarket.

Q. Looking at your CV, which is pretty impressive by the way. Not that long ago you worked at the O2 Arena, how was that?

I worked for an agency at the time who placed me there as part of a massive security team; that's when my career really turned a corner. When you have to co-ordinate with around fifty or sixty other security officers and a few thousand fans you've got to have your wits about you. It was the O2 job that got me into shift co-ordination.

Q. From operator to co-ordinator in three years is a hell of an achievement, did it take a lot of hard work on your part?

The Security Industry is a BIG business, but if like me you start off doing agency work you soon make a name for yourself. From the first job I did I was never out of work again. I know that sounds too good to be true, but if you're committed to the job you're in demand that's fact.

What the recruiters are looking for is expertise and reliability. Working as a co-ordinator means I get to know all the

cream of the crop. What I mean by that is there are some people who you know all it takes is one phone call and they're on the case.

Q. Do you get let down often then? Sanjeed laughs here.

I'm not going to run people down, things happen especially if people have family commitments; you have to allow for a bit of flexibility. The guys I can rely on are at the top of my list for posts. Like I said, you soon get a reputation and it's up to individuals to make it a good or a bad one.

Q. What's your next move?

The CCTV business changes regularly, sometimes daily, I have to be sure I'm bang on target with technology, what my employers expect and all the legislation involved. I'm constantly learning and adapting for now I'm happy where I am, but who knows there might be a managers role I'll be up for soon. I'll keep you posted on that score.

Update

Shortly after this interview, even before we published this book Sanjeed had moved on. He's now managing a whole security team, overseeing the installation of a new CCTV system for his employer and his wife has had a baby. Definitely a force to be reckoned with is Sanjeed, congratulations on all counts!

Gordon Williams former Security Guard now Specialist Security Recruitment Advisor

Q. What background did you need to land a role as a Specialist Recruitment Advisor?

A lot of years in the business helped, like everyone I started at the bottom and worked my way up. I was a uniformed guard for about four years after training; it's the best experience you can get being at the coal face.

Q. And you now specialise in providing teams of security guards?

Well yeah, that's the short version of what I do, it's slightly more complicated than that though. I specialise in the retail sector and there are specific security requirements to work in my field. Before you ask, and I'm saying this because I get asked it all the time. I don't supply store detectives, that's not my remit.

Q. What makes a good Security Guard, what would it take to be part of your team?

A lot of what a Security Guard does is about connecting with people, it's not just about standing around in a uniform looking official. In fact most security guards these days aren't uniformed at all.

When I'm recruiting I look for particular attributes. Apart from the obvious like top-notch training and a valid license naturally, what I need is personality and reliability too.

Q. Not necessarily attributes you associate with Security Guards?

My teams spend 90% of their time dealing with the general public, which can be anything from the elderly to young kids; you have to be able to be approachable on all levels.

Q. And the actual security guarding, what does that involve in the retail sector, why is it different?

Every day has different challenges. For example not all groups of kids are on the make, most of them are just killing time because they have nothing better to do. Then there are the ones who are out to cause trouble, identifying which is which takes skill.

Shopping centres attract all types of people. You often get drunks wandering about, and they pose a threat because they can get nasty, or because they are a bit the worst for wear they'll take chances they wouldn't when sober.

Q. So occasionally you're almost an additional police force?

We don't have the right to arrest, all we can do is prevent situations from getting out of hand and if they do then we alert the appropriate guys to deal with it. A lot depends on where guards are deployed. I worked Top Shop in Oxford Street once, I won't forget that Christmas weekend in a hurry.

Q. That event must have involved a bit of diplomacy?

There's no two ways about it you have to like people. There are security guarding jobs where you can avoid the mayhem, like banks or embassies, but even in those places there's certain etiquette involved. I worked at a government building for a while; one minute you're handing out a pass for your average visitor the next you might have a whole crowd of international delegates in front of you.

Q. So you've dealt with most aspects of the job then?

Not all, I've never worked a sports or music venue.

Q. Would you like to in the future?

Not now. The great thing about the Security Industry is that once you have your training you can carve yourself a niche. I decided to specialise in the retail sector because it was my background before I trained as a security guard.

Q. Any plans for the future or are you happy where you are?

I'm negotiating a deal at the moment to start up a new agency. I have a business background so it seems like the most obvious step for me. I appreciate now's not the best time to be considering starting a business but you don't get far unless you try.

Q. You've come a long way since your uniform days. What advice would you give to anyone starting out in security?

If I didn't think the Security Industry was a safe bet for the future there's no way I'd consider starting my own business. There are certain professions we'll always need and in my opinion security is high on the list. My advice would be to go for it, take a chance; there aren't many careers around that provide so many opportunities for the future.

Sound advice there from Gordon. Thanks for your input and good luck with your new venture.



Developing Your Skills Further

Determination & commitment
two important words to
remember

If you had any apprehensions that the Security Industry might not be the right career path for you, the previous chapter proves without doubt the excellent opportunities there are for the future. These were just two of the many interviews we conducted but, Sanjeed's and Gordon's stories were by far the most engaging.

What was most interesting was that both our interviewees started out as regular (although expertly trained) recruits, but what singled them out was their persistence to succeed. There are two important words that cropped up time and again in many of our interviews; **determination and commitment**.

These two words can be combined as one and that word is **vision**. There's no harm in training, taking a job and being happy, but most of us want a little more; a career to be proud of. Let's take a look at what it takes to engage that vision for you.

Security Industry training is about amounting skills. When you begin working in your chosen sector you will become exposed to opportunities to absorb detail which, in addition to your training, will begin to develop you from expert to pro.

Take Sanjeed's comment as an example when he worked for the first time at the O2 Arena with a huge security team network. He doesn't give away too much detail here, but there is an interesting part of that interview we didn't print. It was Sanjeed's first time working with a large team of security experts with far more experience than Sanjeed.

Obviously Sanjeed was exposed to a huge learning curve, one that probably changed his career. Many people would be nervous at this prospect, but what's important is that lessons were learned.

GET INSPIRED

Sanjeed's CV reads like a roll-call of achievements similar to the O2 Arena example, what it told us when we read it was that his determination to succeed is exceptional. Remember where he started out? He was a shelf stacker in a supermarket earning a minimum wage and embarrassed to tell his friends what he did for a living.

It's fair to say that he may have made a few mistakes along the way, and his career path probably wasn't always as rosy as he makes out. What he didn't do was lose sight of the ultimate goal.

Gordon's another example of how using your initiative pays off. He'd worked in the retail industry for nine years before he trained as a security guard; he re-trained because he'd been made redundant.

What Gordon did was apply his background to his re-training in a very clever way. He was able, via his CV, training and retail experience, to pinpoint a unique position for himself as not only an expert security guard, but also one with specifically marketable skills.

Gordon has agreed for us to use his methods of skill development in the following short case study.

Developing and Marketing Your Skills – Gordon's career case study

Prior to being made redundant Gordon worked for the well known retailer Woolworth as an assistant manager. For those of you too young to remember Woolworth stores were a household name until it closed their doors in 2008. Gordon had been with Woolworth for twelve years, but despite his management skills his age (45 at the time) was a black hole for employers, especially in the so called 'trendy' retail industry.

Like most guys his age personal commitments were important, but changing direction after years of what he'd hoped was a 'job for life' wasn't an easy option.

Retail experience was his obvious on-line keyword job search, but what kept cropping up during his Googleing were opportunities for retail security experts.

To be fair Gordon had a reasonable insight into what retail security entailed after twelve years in the business, but there were experience blocks, mostly no actual 'hands-on' security know-how. He then investigated what an **SIA License** meant.

'I knew that the security we had at Woolworth was supplied by an external agency and I was aware there were certain compliance rules for who was working on the doors or on the shop floor, but I'd no idea they were Home Office approved.'

GET INSPIRED

Gordon investigated further and with a bit of clever research realised he could work in an environment he knew, and with a bit of time and effort make a few strategic inroads.

'I decided I'd get my **SIA License** and I gave myself a three year game plan, if it didn't work I still had a skill. For me it was a winning situation.'

Within a few months Gordon had his license and he was working again. The next task was to find some inroads into the career he'd enjoyed for so many years.

'I did any retail job the agency I signed up with gave me, I stood outside shopping malls, I wandered around empty supermarkets late at night, but I had a plan and that's what was important.'

It wasn't long before Gordon was topping the bill with his agency and one day an ideal opportunity came up for him; managing a security shift rota for one of the shopping malls he'd guarded in the past.

'That was point A of my plan; I was finally reaching my goal.'

You've read what Gordon does now in his interview. He's now a Retail Security Recruitment Specialist. Don't be put off by the sceptics who see the Security Industry as a dead-end or stop-gap option. Remember those two words at the beginning of this chapter: **determination** and **commitment**.

They're the two most important words you need to succeed at anything you decide to do.

GET INSPIRED



A Few Facts on SIA License Training and your future in the industry

A career for long-term future plans

Expert Security Industry training provides you with genuine qualifications which, as well as singling you out as a real professional they are skills that are recognised in other areas of work too.

There's a serious misunderstanding that working in the Security Industry, as a **Security Guard** for example, labels you as working in a dead-end role – that's because the sceptics are ill informed.

Anyone looking for professional career development will inevitably take into consideration the long term benefits and scope for advancement. These considerations are entirely natural and the facts you've already read in this book are clear.

The Security Industry does have plenty of scope now and for the future. The way to analyse these possibilities is to examine the intensive training requirements. Taking **Security Guard Training** as our focus, think about adding the following skills discussed here to your CV.

Good communication and teamwork are crucial elements for security personnel to function properly, and proving that you've worked in a collaborative workforce is one of the key messages to include either on your CV or relate during an interview. All managers or HR co-ordinators place teamwork and effective communication high on their wish list for new candidates.

Mention shift patterns to almost anyone and they'll immediately think about low paid factory workers – wrong! How about doctors, consultants, surgeons and nurses or the emergency services etc. these are highly skilled professionals whose entire careers are based around variable work patterns.

GET INSPIRED

Shift patterns are a measure of your reliability – imagine how the NHS would suffer without staff that is willing and able to work 24-7 and be relied on to be at their post every day. It's a good idea to include your work patterns on your CV; to prospective employers they determine your reliability and trustworthiness.

So far these may seem like basic skills, but it's surprising how many candidates for jobs overlook these relatively simple but essential abilities. Make the most of them; they're excellent indicators of how serious you take your job and what you have to offer to a team or business as a whole. Let's take a look at some of the more specialised skills included as standard in your **SIA License Training**.

Conflict Management is one of the most crucial areas you'll cover because you will inevitably be working with the public who, at the best of times, can be unpredictable. Carefully applied conflict management skills will teach you how to deal with tricky situations without any need to find yourself in any danger of harm.

There are times when things do get out of hand, so you'll be trained in aspects of **civil and criminal regulations** which protect you from legal actions that might arise if someone were to decide to press charges against you on the grounds of assault or misrepresentation. Providing you are acting within these learned outcomes it's rare that any cases escalate to the courts.

Physical intervention is often a misunderstood aspect of the Security Industry. Generally people assume that because you are appointed in a protective role you're automatically expected to be a tough guy – this is not true. Physical Intervention Training is based on tried-and-tested non-harm techniques planned to maintain your wellbeing and the safety of the people you are in contact with.

Crime scene preservation – ever thought this would be included in your Security Industry training? It's actually a very important part of the program. Imagine there was an intruder in the building you're protecting who manages to escape with a sack of laptops; you'll be relied on to ensure that nothing around the scene is contaminated in any way to assist the forensic team's work.

If you were sceptical at the start of this chapter that training as a security guard was a 'no-brainer', imagine what the basic outline of the fundamental skills we've discussed here will do for your future career planning. Achieving **SIA License** status will prepare your CV for considerably more attention than you probably imagined.

Even if you were to use security guarding as the first step, the long-term benefits are easy to understand, and with the vast amount of security professionals required right now to work in this sector your future cannot fail to prosper with the right expert training.

Job Search Motivation

Staying positive when you're searching for jobs, if you're not currently employed, we know is easier said than done. Keep your eyes firmly focused on your training outcomes; these are positives that you worked hard to earn.

The major problem with on-line job applications is the lack of one-to-one communication, if you're not short listed you're unlikely to be told, unfortunately that's the way the job market works right now. There is one tactic you can employ here though.

If there is a contact number, and you haven't heard anything for a few days, call to check your application has been received; if nothing else it shows your enthusiasm and opens up a dialogue.

Be sure your CV and cover letters are up-to-date. This might sound obvious to you, but if you use a standard cover letter for all your applications in a PDF format, chances are it's dated the day you wrote it. PDFs don't auto correct dates and times Microsoft Word will.

Whether you're applying for a job as a **Door Supervisor**, **Security Guard** or a **CCTV Operator** the standard of your communications is important, use a spell checker. You'd be surprised at the number of spelling errors that crop up in job applications.

A good tip here is to get someone to read your cover letter out loud to you. This might sound crazy, but it will give you a good idea how you sound to the recipient. So now you've fired off ten CVs and had two calls for interviews. Celebrate! It doesn't have to be a slap-up meal at the Ritz, have a coffee or a drink with a friend. If you're really enthusiastic, who knows they might even pay!

Rewarding yourself is really important; it stimulates bits of your brain called the lateral hypothalamus known as brain stimulation reward (BSR). Don't have too much stimulation though especially if your interview is the next day. Don't become a job search slave; spending hours glued to your email inbox constantly tapping the refresh key can have a negative effect on your BSR. Treat your job searching as a routine task, create a manageable schedule of say three hours a day and stick to it. For the rest of the time do something positive, see friends or take a walk.

Now you might think this next comment is really off the wall, eat well. Being unemployed doesn't mean you have to eat junk. We're back to the BSR here, reward yourself with brain food. Okay so you might not be the best chef, but remember fruit is the fastest food you can get your hands on and it's cheap too.

GET INSPIRED

It's important that when you do turn up for your interview that you look healthy and are alert. Snacking in front of the TV is great on a rainy Sunday afternoon, but too much of it can lead to depression which isn't going to help your motivation; stay motivated at all times.

See interview knock-backs as a positive practice not as a de-motivator. It would be great if you did, but it's unlikely you're going to get the first job you apply for. Every time you interview its practice for the next time, even great actors constantly revise their stage rolls that's how they perfect their skills in front of an audience.

Do any of these comments sound familiar: Why bother I won't get it? It's a waste of time there'll be too many applicants? The competition is too stiff I give up. Erase any or rather all of these from your vocabulary right now! You will get there eventually persevere and remember to concentrate on your **SIA License Training**, its proof you're worthy.



GET INSPIRED



Useful Information: Contact Numbers and web addresses

Keep these numbers and
notes safe

get-licensed.co.uk

tel 0845 838 7074

fax 0845 838 7374

 **GET
LICENSED** CV build and share app
get-licensed.co.uk/cvbuilder/

Industry news:

theglfocus.com

Security Industry Authority:

sia.homeoffice.gov.uk

Health and Safety Executives website:

www.hse.gov.uk

GET INSPIRED

Notes

Keep a record on these pages of:

- **Your training dates**
- **Your instructors contact details**
- **The training venue address and phone number**
- **Your pass scores**
- **Where your CV and cover letter are stored**
- **Your job search details**

GET INSPIRED

Notes

GET INSPIRED