LONDON SECURITY SERVICES (UK) LTD
YOU'RE IN SAFE HANDS WITH US

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Training and Development Policy

Process Objective:

The Training of personnel is considered by London Security Services (UK) Limited to be one of the Core Business Processes. Recruitment of the right personnel is of critical importance to the correct level of services delivery to the customer.

All new Personnel are trained to industry standards before starting work and must hold a valid SIA license as it's an industry requirement.

Staff will receive comprehensive training which will be delivered over their probation period and will conclude with a signing off their training and probationary period.

All records will be reviewed by the Internal Auditor during routine inspections.

Scope

1. Security Officers
2. Security Receptionist
3. TUPE Personnel
4. BS EN ISO 9001:2015
5. BS 7499:2020
6. SIA requirements

Associated Procedure

Training

Recruitment of licensed staff

Process Owner

Operations Manager

Training Manager or Appointed External Training Provider

Qualification and experience required to carry out this process

Staff involved in the training of staff should attend a SIA approved train the trainers course to level 3 NVQ in Training and Presenting, in addition they should have access to a copy of BS7499:2020 and should be given appropriate training on company requirements.

All training staff will undergo a review of training standards as a minimum once per year. A suitably qualified individual will conduct this review.

Induction Training

The Company will provide induction training to ALL staff, this will include TUPE officers. This training will include matters related to conditions of employment and the procedures operated by the Company under the QMS.

Induction training will be in addition to Basic Job Training and be completed before the officer is appointed to an assignment.

TUPE officers will receive a Company Induction pack in advance of the commencement of the contract.

Records must be maintained by the process owner.

Basic Job Training (new employees who don't have an SIA license or hold qualifications)

Basic job training will be provided for all employees engaged in security duties, whether full-time or part-time, including seasonal and casual employees.

NOTE 1: This training can he waived for new employees with industry experience who possess an appropriate qualification in a security discipline that is comparable with that issued by the Sector Skills Body (SSB) (BS7499:2020).

NOTE 2: SIA Licensing requirements apply if working in licensable security activity.

Basic job training will be provided prior to commencement of operational duties. Training should be provided by sector-competent, qualified training persons, in a room that is suitable for the purpose of training. The room will be adequately equipped and conducive to effective learning.

Training should last a total of at least 32 hours, including the examinations, and should cover the following core subjects:

a) Introduction to the security industry role and responsibilities of security officers.
b) Patrolling.
c) Access control.
d) Searching.
e) Security and emergency systems.
f) Fire safety.
g) Health and safety at work.
h) The law.
i) Emergencies.
j) Customer care and social skills.
k) Communications and reporting.
l) Equality and diversity.

m) Communication skills and conflict management.

When the training period is complete, the trainee should take a written examination with a national recognised qualification which meets the minimum core competency as set by the Sector Skills Body (SSB).

The training should also include additional training hours for subject-specific modules that relate to the role to be undertaken, for example:

1) retail duties.
2) crowd control.
3) reception skills.
4) use of technology

Documents used.

All documents used within this process are identified by the prefix LSS (Quality Document) and are linked to PM 04 within the Procedures Manual. All documents are listed in the Master Documents.

Data to be obtained for analysis.

➢ Number of staff Inducted per month.
➢ Number of staff who attended Basic Job Training per month.
➢ Number of trainees who failed to reach the required standards of training per month.
➢ Number of new staff who were exempt from Level one ISO
➢ Number of staff on probationary training

Key Performance Indicators

➢ Full compliance with BS 7499:2020
➢ All trainees will achieve an acceptable level of competence for employment.
➢ All training to be carried out by a qualified trainer/person.
➢ All documents to be returned, filed, and retained for audit in line with BS7499:2020 and ISO 9001:2015

The process owner is responsible for ensuring that their process(es) are effective in producing the required results in accordance with Company Policy.