



Solution focused training for Bristol
Part of City of Bristol College

Door Supervisor Joining Instructions

**Firstly, allow us to welcome you to your course!
You have taken the first steps in becoming qualified in your chosen field.**

These instructions are for you to understand exactly what is required to enrol you onto the course and ensure you have everything ready. Please read this document carefully before you attend your course, as some candidates may not be entitled to hold a SIA licence, even if they hold a valid Door Supervisor certificate. Partners in Bristol are a training provider and cannot be held responsible for the outcome of your application for a license with the Security Industry Authority (SIA).

Attendance

You are required to attend every day of the course (15 days) in person, for the full duration of the classes. The course has a number of strict learning hours, and 100% attendance is required to complete the training. We recommend aiming to arrive at least 15 minutes early to account for traffic.

Course Hours (Monday-Friday)

Week 1 Employability & Customer Service **9:30 – 16:00**

Weeks 2 & 3 Door Supervisor **09:00-17:00**

Exams: your online exams will take place on the last day of the course unless otherwise specified. Please note that the location and time may be different from the rest of the training, and you will be notified of this in advance by your tutor.

What to Bring

Please always have a photographic ID on you, for the full duration of the course and exams.

Additionally:

- Identification and address confirmation documents on the first day (see page 2)
- We will provide you with a course workbook and laptop to work on during class, however bringing a notebook and pens/highlighter are advised.
- A smartphone can also be useful as additional online training materials are available.
- **1 Official Passport Photo of yourself**, this photo must be a true likeness. i.e., taken within the last 6 months. We recommend obtaining a photo just before the course starts.
- **Drinks & Food for the day** – our centres do not have any coffee/tea or microwave facilities, so please plan accordingly. There are shops & cafes in the vicinity, and you will have regular breaks each day.

Please note that translation or reading/writing devices are NOT permitted on any Highfield exams and courses. All candidates must be able to read, write & speak in fluent English at a minimum Level 1, which will be assessed during the enrolment process.

The course includes 4 online multiple-choice exams, as well as hand-written statements. If you have additional learning needs, please discuss with your advisor during the enrolment process, as we can offer reasonable adjustments to those who have a medical diagnosis and provide evidence of their support needs.



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Identification documents

These documents MUST be produced in the original copy and have the correct home address for the candidate

Group A.

You need to provide at least 1 document from this group.

- A valid (in date) passport from any nationality
- A valid UK driving licence paper or photocard
- A UK original birth certificate issued within first 12 months of birth (Copies made after 12 months of age are NOT permitted)
- A valid UK biometric residence permit card or eVisa post March 2025

Group B documents

You need to provide 2 different documents from this group – they must show your name and current home address, as well as the date it was issued

- Bank or building society statement or credit card statement within the last 3 months (we will accept 2 statements, but only if they are from different banks or building societies)
- Utility bill from the last 3 months (we will accept gas, electric, telephone landline, water, satellite TV or broadband bills **but not mobile phone bills**)
- Council tax statement from the current tax period
- A letter within the last 3 months from any of the following:
 - HM Revenue and Customs
 - Department for Work and Pensions (**including Universal Credit statements**)
 - Jobcentre Plus – or any other employment service
 - Local authority / NHS letter
- P45 (within 3 months of termination of employment) or P60 tax statement from the last tax period
- A valid UK firearms licence with photo attached.



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Criminal Records Checks

If you have a criminal conviction, or a criminal caution, **you must declare this** during the enrolment process, as you may be prohibited from obtaining an SIA licence.

You can check yourself, by logging onto the [Criminal Record Indicator](#) on the [SIA website](#).

Please also note, if you are currently under Police investigation, on Police bail or due in criminal court, you need to postpone your course start date until a decision is known.

Mental Health Checks

When you are applying for any security licence, the SIA will often conduct a mental health check. They may ask you some questions about your well-being and mental health. If you have been detained under the Mental Health Act within the past five years, you need to disclose this information at the application stage.

Physical Fitness

The Door Supervisor Course requires all candidates to have a reasonable basic level of physical fitness for the below reasons. If you have any medical conditions that you feel may hinder your ability to partake in the below activities, please consult a medical practitioner prior to attending the course.

1. First Aid practical examination: Candidate is required to complete CPR on a mannequin dummy. This will involve kneeling on the floor and the use of both hands.
2. Physical Intervention: Candidates are required to demonstrate breaking up fights, evading punches, breakaway techniques, escorting drunk customers up and down stairs and several other activities which involve physical involvement including standing for periods of time.

Standards of Behaviour

The Security Industry Authority places strict expectations on candidates undertaking any SIA training. These expectations include professionalism, honesty, integrity, good time keeping, friendliness, good hygiene, self-discipline, teamwork, and a willingness to promote a safe learning environment for all. Any student who is threatening, abusive, insulting or disruptive to the class runs the risk of being withdrawn from training.

Important Additional Information

As part of a funded SWAP programme, you are required to have completed and submitted ALL Employability & Customer Service coursework before the end of week two. Failing to complete elements of the programme may delay or prevent you from getting your Door Supervisor certificate and SIA licence.

Galleries – Bristol Only: No Bikes or E-Scooters are allowed on site

[We very much look forward to seeing you on day one of your course.](#)

