

Training Matrix – Security Steward – Student Staff

Mandatory Training:

Mandatory onboarding and induction training	
Training title	Content
Licensed Trade Induction	At an SU venue, led by managers in the Licensed trade team and HR.
Fire evacuation training	Fire safety talk and evacuation demonstration with SU managers in our venues, led by Trading Services venue operations manager.

Online training	
Training title	Content
Manual handling	Your back during Manual Handling; Daily Tasks; LITE Assessment; Techniques
Working in Licensed Trade premises	The Licensing Act and its aims; Age Verification Process; Best Practice Working

Job role training	
Training title	Content
Security training day	Basic licensing, SU building tour (including back of house tour); Ways of communication, radios, headsets and other equipment; Building queues and smoking area, queue control; Removing customers, conflict management and writing reports

Knowledge and tasks you will complete whilst at work:

Area	Tasks/Knowledge
General	Adherence to SU rules whilst on duty and code of conduct when off duty
	Knowledge demonstrated of position rotation procedure and adherence on club nights
	Correct equipment and uniform worn (jacket, pen, notepad, radio) correct use of BodyWorn CCTV before engaging in conversations with customers
	Wristband Allocation via MSL swipe system
Radio Protocol	Using the correct codes, being fluent, know when to use and not use the radio
	Code Black procedure understood
Removing a customer	Identify intoxication and make sure customers are escorted safely and offered a ride on the night bus to get home safe.
	Removal protocol - Confidence, Assertiveness, Awareness, Recoding of details
	Interaction with bar and refusal of service protocol
Report Writing	Knowledge of where to find the forms, when to write up reports, how to be factual and informative
	Cognito Online Incident Report forms completed to high standard
Queue Control	Using customer service skills in getting the crowd to follow your command.
	Queue and customer entry control - ID,VDF, Intox & Bag checks
	Keep a good flow of queue, asking for support if issues arise/removing customer from the queue until help arrives
Fire checks	Fire checks in your area, following the fire check sheet, make sure you open all fire exits to ensure they are clear and open efficiently.

	Knowledge and ability to demonstrate your positional responsibilities/assembly points should a fire break out, and able to coordinate and control re-entry.
	Checking for tampering, able to see if the item is in working order
Club/Function nights	Knowledge and demonstration of door set up, internal set up, equipment needed
	SU Function night Set Up Shifts completed to high standard and in time frame
	Door positioning, good demonstration of customer service skills when welcoming customers,
	Closedown procedure for both venues, assisting bar staff with cleaning and skiffing
Mental Health First Aid Champion	How to provide a platform for discussion and listen. Show these skills having received the training previously during security training day.
SIA course	4 day SIA Course completed
Quiz completion	Licencing Awareness - Licencing QUIZ (100% Pass achieved)
	Security QUIZ (100% Pass achieved)

Supervisor training programme and Duty Manager Development programme information is available when we recruit student staff for these opportunities. These opportunities occur in November and February each year. For more information please contact your line manager.