

Level 2 Award in Door Supervision Sample Questions

Unit 1 – Working in the Private Security Industry

1. Which of the following is not classed as a security operative?
 - A) Door supervisor
 - B) Cash and Valuables in Transit operative
 - C) Close Protection operative
 - D) Traffic Warden

2. The 'Hierarchy of Control' is designed to:
 - A) minimise risks
 - B) document risks
 - C) eliminate all risks
 - D) make staff wear PPE

3. What colours are first aid signs?
 - A) Red and white
 - B) Yellow and black
 - C) Blue and white
 - D) Green and white

4. Which of the following can be removed to break the fire triangle?
 - A) Fuel
 - B) Foam
 - C) Fire hose
 - D) Fire blanket

5. For effective communication to occur, the security operative must have:
 - A) an authoritarian attitude
 - B) a positive attitude
 - C) a negative attitude
 - D) an aggressive attitude

Unit 2 – Working as a Door Supervisor

1. A key quality of a door supervisor is:
 - A) professionalism
 - B) having martial arts skills
 - C) provocativeness
 - D) sarcasm

2. Which of the following is the most serious type of assault?
 - A) ABH
 - B) Verbal assault
 - C) GBH
 - D) Common assault

3. Why should door supervisors wear gloves when handling drugs?
 - A) To prevent substances being absorbed through the skin
 - B) To avoid insurance claims
 - C) It looks professional to the customers
 - D) To comply with health and safety law

4. Having arrested someone, door supervisors are responsible for the person's:
 - A) personal property
 - B) welfare and safe custody
 - C) interview
 - D) dietary needs

5. Forensic evidence at the scene of a crime should be:
 - A) Photographed by the door team
 - B) Destroyed
 - C) Preserved
 - D) Contaminated

Unit 3 – Conflict Management for the Private Security Industry

1. Which of the following statements is positive and least likely to cause conflict?
 - A) "Excuse me but may I search your bag?"
 - B) "Give me that bag, I'm going to search it"
 - C) "I know you are nicking stuff. Now give me that bag."
 - D) "I hope you are not thinking about refusing a search."

2. Which of the following is an example of an 'inhibitor'?
 - A) Aggression
 - B) Swearing
 - C) Fear of legal consequences
 - D) Finger pointing

3. Which of the following is an example of using dynamic risk assessment?
 - A) Think safety first
 - B) Rush in
 - C) Make sure you are there first
 - D) Avoid the situation

4. If you do not allow a customer room to walk away from you, what is the most likely outcome?
 - A) It does not make any difference
 - B) The customer may try to push past you
 - C) Customers never walk away when given the opportunity
 - D) An available exit path will make the customer more emotional

5. Why should security staff reflect on conflict situations?
 - A) To determine if they should resign
 - B) To determine if they acted correctly
 - C) To determine if they should be disciplined
 - D) To determine if they can sue the customer