

Door Supervisor (Refresher) Course – Joining Instructions & Requirements

1. Course Overview

Thank you for booking the **Level 2 Award for Door Supervisors in the Private Security Industry (Refresher)**. This document contains everything you need to know before attending. If you have any questions, please do not hesitate to contact us.

The Door Supervisor Refresher Course is designed for existing SIA Door Supervisor licence holders who need to renew their licence and remain compliant with current industry requirements. The course updates learners on the latest legislation, best practice, and security industry developments, ensuring they continue to work safely, professionally, and effectively.

2. Pre-Course Checklist

The following must be completed and submitted no later than 48 hours before the course start date:

- **Complete the distance learning From Highfield Qualifications E-Learning platform**
- Submit ACT Awareness (Blue) and Security (Red) certificates. (<https://www.protectuk.police.uk/catalogue>)
- Submit an Emergency First Aid at Work certificate (if not part of your booking) with a minimum of 12 months.
- Please bring the following items on the day: A valid ID (one from Group A and two from Group B), a passport-sized photo, **all blended learning to be completed by the course start date which is the 29th June 2026.**

3. Key Course Information

- **Course Duration:** 2 days
- **Start & Finish Time:** 09:00 - 16:00 each day (including all breaks and Exams)
- **Location:** City College, Norwich's Norfolk House, Exchange Street, Norwich, NR2 1DD
- **What3Words:** **hops.bunny.impose**
- **Facilities:** There will be Water, Tea & Coffee available (maybe some biscuits) and some of the close amenities are Costa, Norwich Market, Tesco Express,
- **Dress Code:** Casual. The course involves some practical assessments.

Breaks During the Learning Day

To support concentration, well-being, and effective learning, adult education sessions that span a full day will include regular breaks. Learners are entitled to one **15-minute morning break**, a **30-minute lunch break**, and one **15-minute afternoon break**. These breaks are scheduled to ensure participants have sufficient time to rest, refresh, and engage informally with peers. Facilitators should ensure that the timing of breaks is communicated clearly and observed consistently throughout the programme.

1. Assessments Overview

Unit	Type	Format	Time	Pass Mark
Principles of Working as a Door Supervisor in the Private Security Industry (Refresher)	MCQ	35 questions	55 min	71%
Application of physical intervention skills in the private security industry (Refresher)	MCQ	30 questions	45 min	70%

5. ID Requirements

You must bring:

• **ONE document from Group A** At least one must show your current address, and one must show your date of birth.

1. *A passport that is signed, current, and valid*
2. *A driving licence photocard issued by the*
3. *Driver and Vehicle Licensing Agency (DVLA) In the UK*
4. *A driving licence photocard and its paper counterpart issued by the Driver and Vehicle Agency (DVA) in Northern Ireland*
5. *A UK original birth certificate issued within 12 months of birth*
6. *A UK biometric residence permit card*
7. *A UK adoption certificate*

Group A Additional Documents

Unless otherwise stated by the SIA, 2 forms of the same type of document will not be accepted. For example, instead of 2 council tax statements, a learner should provide 1 council tax statement and 1 document of a different type.

- a UK biometric residence permit card if both of the following points apply:
- *the 'valid until' date is less than 15 months ago*
- *the card shows the words "Indefinite leave to remain", "Indefinite leave to enter" or "No time limit"*
- *an HM Armed Forces Veteran Card Group B Additional Documents*
- *a driving licence photocard that is current, valid, and issued by the DVLA in the UK (only if you did not use it as a Group A document)*
- *an HM Armed Forces Veteran Card (only if you did not use it as a Group A document)*

Group B Additional Documents:

- *a driving licence photocard that is current, valid, and issued by the DVLA in the UK (only if you did not use it as a Group A document)*
- *an HM Armed Forces Veteran Card (only if you did not use it as a Group A document)*

- **TWO different documents from Group B**

Unless otherwise stated by the SIA, 2 forms of the same type of document will not be accepted. For example, instead of 2 council tax statements, a learner should provide 1 council tax statement and 1 document of a different type.

1. *A bank or building society statement from the last 3 months (we will accept statements, but only if they are from different banks or building societies.*
2. *A utility bill from the last 3 months (gas, electric, telephone, landline, water, Satellite TV or cable TV are acceptable, but not mobile phone bills)*
3. *A credit card statement from the last 3 months (we will accept 2 statements, but only if they are from different credit-card providers.*
4. *A council tax statement from the last 12 months*
5. *A Mortgage statement from the last 12 months*

6. A letter from the last 3 months from any of the following:

- HM Revenue and Customs
- The Department of Work and Pensions
- a Jobcentre Plus – or any other employment service
- a local authority

7. *A P45 or P60 tax statement from the last 12 months*
8. *A paper version of a current UK driving licence (not the paper counterpart to a photocard)*
9. *A driving licence photocard issued by the DVA in Northern Ireland (not the paper counterpart)*
10. *A pension, endowment or ISA statement from the last 12 months*
11. *A valid UK firearms licence with a photo*

6. Contact Information

If you have questions or issues, contact us via:

- Email: mjktrainingenquiries@outlook.com
- Phone: 07395 260580 (Mon–Fri, 10:00 to 16:00)