PSA LICENSING REQUIREMENTS

TEMPORARY LICENCE
FOR
EVENT SECURITY
(PSA 49:2020)

Training Requirements For Temporary Licence (Event Security) Applicants

1. **INTRODUCTION**

This document provides training specifications for compliance with licensing by the Private Security Authority and applies to individuals seeking temporary licences to provide security services in the Event Security sector.

The Government of Ireland through the Private Security Services Act, 2004, established the Private Security Authority (PSA) as the national regulatory and licensing body for the private security industry. The PSA's mission is:

> **To regulate the activities of those involved in the private security industry to ensure that the interests of consumers are fully protected through the establishment, promotion, monitoring and enforcement of appropriate standards.**

Individuals seeking a temporary licence from the PSA must successfully undertake training in accordance with this document. Only PSA contractors licensed to provide Event Security services may provide this training. The training shall be delivered by a competent person assigned by the licensed contractor for such purposes.

Delivery of the training contained in this document **shall** be carried out through the **English or Irish** language only. Trainers are required to ensure that all individuals have a level of English which will allow them undertake their duties without putting event patrons, work colleagues or the general public at risk.

NOTE: *For the purposes of licensing a temporary licence (event security) means an individual who guards or patrols or provides any other protective services in relation to any premises or any other place where a public or private event or function is taking place or about to take place and includes a person who for those purposes controls, supervises, regulates, restricts or directs the movements of persons, whether in vehicles or otherwise.*

2. COURSE REQUIREMENTS

2.1 Training for licensing purposes will only be accepted from PSA licensed contractors in the Event Security sector.

2.2 Training shall be delivered by a competent person assigned by the PSA licensed contractor for such purposes.

2.3 All training shall take place at a venue suitable for the provision of training and conducive to effective learning.

2.4 Training shall be for a duration of 8 hours and delivered in accordance with the course outlined in Section 4.

2.5 All training shall be undertaken in accordance with the requirement set out in Section 3 of this document and such other guidelines or instructions as may be issued by the PSA.

2.6 All training shall be completed before an application for a temporary licence is lodged with the PSA.

2.7 The PSA shall be notified of all courses 48 hours in advance of the commencement date of the course. Notification to be sent by email to standards@psa-gov.ie and to include the following information:
- The name of the licensed contractor.
- The location where the course will be held together with the date and start time.
- The name of the competent person delivering the course.

2.8 Training shall only be provided in English and/or Irish.

2.9 The PSA licensed contractor shall keep a record of all training undertaken. The following details shall be recorded:
   a) Date on which the course was undertaken.
   b) Name of competent person who delivered the course.
   c) Location where the course was undertaken.
   d) Names of all persons who attended the training.
   e) PPSN of all persons who attended the training.
   f) The PSA licence number issued to each person who attended the training. *(To be added to the record when licence issues from the PSA)*

2.10 All training records shall be retained in an appropriate format, including digital versions, for not less than two years from the date the training was completed.

2.11 PSA Inspectors or other persons authorized by the PSA may at any time enter any place where a training course is being provided to ensure all PSA requirements and guidelines are being adhered to.

3. **COURSE CONTENT**

Trainers shall develop and deliver a course based on the requirements set out below.

3.1 **Private Security Authority (PSA):** *At the end of this module, the learner should be able to*
- Explain the role of the Private Security Authority and regulation of the private security industry.
- Understand the event individual licensing process.
- Explain the PSA requirements on PSA identity cards and organisational uniforms and bibs.
- Understand the powers of the PSA Inspectors.

3.2 **Event Security:** *At the end of this module, the learner should be able to*
- Understand the fundamental operation of an event (arrival, circulation, egress and emergency).
- Identify the operational structure within an event and understand an Event Chain of Command.
- Explain the role of event security at an event.
- Outline the different roles of Door Supervisors, Security Guards and Temporary Licence (Event Security) staff.
- Explain in detail the specific duties and responsibilities which may be required of Temporary Licence staff.
- Outline how Temporary Licence staff will interact with other personnel at the event (ratio levels).
- Outline how Temporary Licence staff will interact with supervisors and other personnel, Crowd Management Team, Safety Stewards, Customer Care Personnel, Volunteers and 3rd party auxiliary teams (Gardai, Medics) at the event.
- Identify the specific work environment and associated facilities.

3.3 **Access and Exit Control Procedures:** *At the end of this module, the learner should be able to*
- Identify locations within an event where access control is required.
- Outline access and exit procedures for the following
  - Road Closures
  - Soft Ticket Check
  - Bag Check
  - Ticket Scan
  - Access and exit policies to event site
  - Areas of authorized access (Pass up system), VIP, Backstage and Artist Area.
- Explain escalation measures to be followed for breaches of access.

3.4 **Search Procedures:** *At the end of this module, the learner should be able to*
- Outline the principles and various policies and practices of search procedures for Temporary Licence (Event Security) staff.
- Explain the legal considerations and constraints associated with searching.
- Outline potential dangers for security staff associated with conducting searches.
- Explain escalation measures to be followed while implementing search policy.

3.5 Bar Procedures: *At the end of this module, the learner should be able to*
- Explain the role of a Temporary Licence (Event Security) within a bar environment.
- Understand and implement various bar policies for responsible service of alcohol.
- Effectively implement verification of identification within bar access.
- Implement Refusal of Service in a competent manner.
- Understand the integration of crowd management within a bar area and queue management systems.
- Explain escalation measures to be followed while implementing the bar policy.

3.6 Emergency Procedures: *At the end of this module, the learner should be able to*
- Detail the types of emergencies which may arise at an event.
- Explain how staff are required to respond to emergency situations.
- Detail the reporting procedures to be followed in emergencies.
- Outline why, when and how the evacuation of people might occur.

3.7 Communications: *At the end of this module, the learner should be able to*
- Outline the importance of communications at an event.
- Explain the methods of communication to be used by security staff at an event.
- Provide details of communication equipment to be used.
- Have the ability to use two – way radio effectively.
- Understand the importance of a debrief policy and reporting procedures.
- Understand the importance of the operational chain of command.

3.8 Conflict Management: *At the end of this module, the learner should be able to*
- Outline the various types of conflict that may arise during an event.
- Outline the various procedures to be followed as the various conflicts arise.
- Explain escalation measures to be followed while implementing the conflict management policy.
- Understand the integration policy of security staff and Temporary licence staff when dealing with Conflict Situations.

3.9 Drugs Awareness: *At the end of this module, the learner should be able to*
- Identify the various types of drugs that may be found within an event environment.
- Outline the escalation procedure to be followed where drug use or drug dealing is suspected.
- Understand the response procedures to be followed when dealing with persons suspected to be suffering from drug or substance abuse.

4. COURSE OUTLINE

Time	Module Descriptor	Total time
09.00-09.30	Course Introduction, Sign In	30 minutes
09.30-10.00	Private Security Authority	30 minutes
10.00-11.00	Event Security	60 minutes
11.00-11.15	Break	
11.15-12.00	Access and Exit Control Procedures	45 minutes
12.00-12.45	Search Procedures	45 minutes
12.45-13.15	Lunch	
13.15-14.15	Bar Procedures	60 minutes
14.15-15.00	Emergency Procedures	45 minutes
15.00-15.45	Communication	45 minutes
15.45-16.30	Conflict Management	45 minutes
16.30-17.15	Drug Awareness	45 minutes
	TOTAL TRAINING TIME	**7.5 HOURS**