



SECURITY FIRST LINE MANAGER

The Security First Line Manager Level 3 Apprenticeship prepares individuals for a career in security management. This apprenticeship covers a range of topics, including risk management, security planning, incident response, team management, and customer service.

Upon completion of the apprenticeship, apprentices will have a solid understanding of security management and will be able to manage a team of security personnel, plan and implement security measures, respond to incidents, and ensure compliance with relevant legislation and regulations.

As a Security First Line Manager, they will have a vital role in ensuring that their organisation's assets, people, and reputation are protected. They will also be able to work effectively as part of a team, communicate professionally and empathetically, and represent their organisation positively to stakeholders. With these skills, they will be able to progress to more senior roles within their organisation or pursue further training in security or management.



Level 3



£0 to £250

Maximum cost for non-levy employers and micro-businesses



18+ months

Approximate on-programme training (does not include EPA period)



£5,000

Maximum cost/funding for levy employers



Linked to our Facilities Management pathway providing career advancement and progression opportunities.

[find out more](#)





Knowledge

- Health & Safety
- Recognise the security needs of Customers and Stakeholders and effect appropriate solutions
- Identify and assess possible threats and take relevant action
- Manage Staff performance, development and welfare
- Compliance with regulations and advice/solutions to potential security risks
- Security of Communication
- Effective deployment of resources
- Control security of Office/Site/Venue
- Manage Expectations
- Effective deployment of resources



Skills

- Health and Safety
- Customer Service and Stakeholder Management
- Respond to Threats
- Ensure Staff are competent to operate within the security industry
- Undertake Review
- Manage Outcome
- Ensure Compliance
- Manage Communication
- Encourage Community Social Responsibility
- Manage Office/Site/Venue
- Manage Expectations
- Manage Resources/Planning and Organising
- Problem Solving



Behaviours

- Security conscious
- Professional
- Courteous
- Respectful
- Calm
- Customer Focused
- Confidentiality and Integrity

ENROLMENT TIMELINE

- 01 Complete the online skills scan
- 02 Accept the Team's invitation to an induction session
- 03 Register in Bud (photo evidence of ID required)
- 04 Complete initial assessments (Functional Skills)
- 05 Attend enrolment session
- 06 Sign enrolment forms

CONGRATULATIONS YOU ARE NOW ON THE PROGRAMME


SECURITY FIRST LINE MANAGER ROADMAP

Modules are delivered holistically through-out the programme.

21+ months

18+ months

3+ months

Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	Module 7	Module 8	Module 9	Module 10	Module 11	Module 12	End-Point Assessment
Apprenticeship Induction	Introduction to First line management security	Health and Safety	Customer Service and stakeholder management	Operational and people management	Compliance Management	Contract Performance and Management	Communication	Security Risk Management	Security Resource Management	Staff Management and Development	End-Point Assessment Preparation	
INDUCTION	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Preparing and submitting a presentation
KSBs	Evidence Portfolio	Evidence Portfolio	Evidence Portfolio	Evidence Portfolio	Evidence Portfolio	Evidence Portfolio	Evidence Portfolio	Evidence Portfolio	Evidence Portfolio	Evidence Portfolio	Evidence Portfolio	Completed portfolio of evidence
Preparing for your apprenticeship training Introduction to Security First Line Manager	Security First Line Manager responsibilities	Legislative requirements Liabilities and responsibilities Communication Monitoring, measuring and reporting Incident Management and reporting Access and Inclusion	Identifying the needs of Stakeholders Customer satisfaction Hard/Soft Data Sources of information Trend Analysis	What is "Effective" Security? The 8 Principles of Security Security Requirements Additional Service Requirements Assignment Instructions	Organisational Requirements Statutory Requirements SWOT Analysis Benchmarking Business Continuity Planning	Security Provision requirements Service Level Agreements KPIs Service Delivery Models Remedial Action Planning Implications of Contract Failings	Effective Communication Communication cycle Active listening Barriers to Communication GDPR Security Logs and Records	Limits of Authority PESTLE Analysis SWOT Analysis Security Risk Assessment	Identify the manpower resources used within the Security Service Evaluate the effectiveness of the response and resources allocated	HR Function, Legislation and Organisational Processes Leadership Styles Team Building Motivation Team Objectives Staff Performance Training and Development	Personal development and CPD revisit Portfolio and synoptic project review Presentation skills Professional discussion and interview in synoptic project	REMOTE ASSESSMENT Workbased project and portfolio
1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	LIVE ASSESSMENT Synoptic Assessment interview/ apprentice presentation

EPA GATEWAY

🔍 Formal review every 8-12 weeks

0 - 6 months Functional Skills Level based on Prior Qualifications and Assessment results

