

**University of Bath - Security Services  
Continued Professional Development Training Plan**

<b>Parking Warden</b>	<b>University Receptionist</b>	<b>Technical Support Officer</b>	<b>Security Officer</b>	<b>Senior Security Officer</b>	<b>Security Manager</b>	<b>Head of Security Services</b>
<b>Compulsory</b>	<b>Compulsory</b>	<b>Compulsory</b>	<b>Compulsory</b>	<b>Compulsory</b>	<b>Compulsory</b>	<b>Compulsory</b>
Customer Care *	Customer Care for Front Desk and Reception Roles *	Customer Care for Front Desk and Reception Roles *	Customer Care for Front Desk and Reception Roles *	As for Security Officer	As for SSO	Degree in Security or Risk Management ****
Diversity *	Diversity *	Diversity *	Diversity *	Plus -	Plus -	Agresso ***
PDA Ticketing **	PLAN 640 **	PDA Ticketing **	PDA Ticketing **	SDPR - Conducting a Review *	SWIMM - Middle Managers *	
Communicating Across Cultures *	Communicating Across Cultures *	Communicating Across Cultures *	Communicating Across Cultures *	Delegation - A Tool for Empowering Others *	Training for the Occasional Trainer *	
Communicating Assertively *	Communicating Assertively *	Communicating Assertively *	Communicating Assertively *	Team Leading Award ILM 2 *	Agresso ***	
Lifting & Carrying *	Email **	PLAN 640 **	IRIS **	Management Skills ILM 3 *	Chair of Interview Panel *	
Fire Awareness **	Oracle **	Fire Awareness **	Fire Awareness **			
Email ***	MS Excel ***	Email ***	Email	Presentation Skills *		
IRIS **	MS Word ***	IRIS **	Basic MS Word ***	Investigating Accidents and Incidents *		
FAAW ****	Website Editing ***	Project Management	FAAW ****			
Conflict Management **	IRIS **	Diploma ****	PLAN 640 **			
Health & Safety - General Awareness *		Health & Safety - General Awareness *	Defibrillator **			
Health & Safety - Manual Handling *		Agresso ***	Drugs Awareness ****			
			Conflict Management **			
			SIA Door Supervisor ****			
			Health & Safety - General Awareness *			
			Health & Safety - Manual Handling *			
<b>Optional</b>	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>
Customer Care [NVQ 2] *	Customer Care [NVQ 2] *	Diploma in Risk Management ****	SIA Vehicle Immobilisation ****	SIA Vehicle Immobilisation ****	Foundation Degree in Security Management ****	Masters Degree in Security Management ****
	Advanced MS Excel ***		Producing a Personal Evacuation Plan *	Performance Management - Part 1 *	Foundation Degree in Risk Management ****	Masters Degree in Risk Management ****
	Advanced MS Word ***		NVQ 2 Basic Job Training ****	Performance Management - Part 2 *		
			Oracle	Leading Teams *		
			Basic MS Excel ***	Producing a Personal Evacuation Plan *		
			Intermediate MS Word ***	Risk Assessing *		
			Fire Extinguisher **	Fire Extinguisher **		
			SIA Security Guarding ****	Handling Difficult Situations *		
			Handling Difficult Situations *	Investigating Accidents & Incidents *		
			Investigating Accidents and Incidents *	Training for the Occasional Trainer *		
			Search Procedures **	Agresso ***		
			Presentation Skills *			
			SIA CCTV ****			
			Team Leading Award ILM 2 *			

Key:- \* = Horizon

\*\* = Security

\*\*\* = BUCS

\*\*\*\* = External