

Door Supervisor Exam Questions

1. One of the primary objectives of the Security Industry is to prevent
 - A. injury
 - B. crime
 - C. damage
 - D. burglary

2. One of the primary objectives of the Security Industry is the protection of persons and
 - A. Privacy
 - B. Premises
 - C. Perimeters
 - D. Possessions

3. Which one of the following best describes the SIA?
 - A. The Security Industry Association
 - B. The Supervisors Industry Association
 - C. The Regulatory Authority for the Security Industry
 - D. The Trade Association for the Security Sector

4. Which one of the following is not a type of behaviour expected of a Security Industry operative
 - A. Assertiveness
 - B. Aggressive
 - C. Courteous
 - D. Tactful

5. Under which law would a security operative that has been charged with actual body injury be prosecuted?
 - A. Civil Law
 - B. Criminal Law
 - C. Total Law
 - D. Virtual Law

6. In respect of the Human Rights Act, which of the following is not true, the Act
 - A. Does not create any criminal offences
 - B. Protects the rights and freedom of individuals
 - C. Is only enforceable by the European Court of Human Rights
 - D. Allow an individual to bring proceedings against a public authority

7. In applying the principles of the Data Protection Act, personal data must be
- A. Obtained only for specific and lawful purposes
 - B. Information kept up to date on behalf of the individual
 - C. Shared with third parties when requested
 - D. Only used for providing personal references
8. Discrimination within the workplace only applies to
- A. The sexual Discrimination Act
 - B. Those over 65 years of age
 - C. Full time workers
 - D. All acts of discrimination
9. The acronym TILE helps people remember the areas to be assessed for manual handling activities. What do they stand for?
- A. Tasks individuals learn easily
 - B. Tasks involved in lifting equipment
 - C. Tasks involved in loading equipment
 - D. Task, individual, load, environment
10. Which one of the following has no legal responsibility for health and safety matters in the security industry
- A. A The Health and Safety Executive
 - B. The Security Industry Authority
 - C. The Local Authority
 - D. An employee
11. Which of the following MOST accurately has to be reported to the appropriate authority under the RIDDOR regulations?
- A. Major injury, injuries with more than three days off work
 - B. Deaths, dangerous occurrences and minor injury to public
 - C. Smoke inhalation, deaths and work related diseases
 - D. Major injury, death and injuries requiring first aid
12. Which **ONE** of the following is true in respect of safety signs?
- A. Signs must be a symbol of pictogram and be of a specific colour
 - B. There are no specific requirements for shape, colour
 - C. Supplementary text should not be used
 - D. Text-only signs are not permitted

13. Following an injury at work, who is responsible for completing the accident book?

- A. Employee
- B. Security office
- C. Person who keeps the accident book
- D. Anybody who has the relevant information

14. Which **one** of the following correctly describes the priorities for dealing with, or controlling, risks?

- A. Attempt a less risky option and prevent access to the premises
- B. Attempt a less risky procedure and prevent access to the hazard
- C. Issue personal protective equipment and provide welfare facilities
- D. Issue personal protective equipment and provide medical facilities

15. Other than when electronically operated a fire door should be

- A. Open until the alarm is raised
- B. Locked when fire is discovered
- C. Closed at all times
- D. Only used in a fire evacuation

16. Which **one** of the following is a product of combustion?

- A. Air
- B. Heat
- C. Fuel
- D. oxygen

17. What effect does an AFFF extinguisher have on a 'Class F' fire?

- A. Removes the fuel
- B. Cools the fire
- C. Separate the heat from the fuel
- D. Starves the fire of oxygen

18. Who **should** be informed **first** on discovery of a fire?

- A. Colleagues
- B. Management
- C. Fire brigade
- D. Fire warden

19. When leaving the building following a fire alarm, the local fire marshall/warden should ensure everyone has left and
- A. Try to put out the fire
 - B. Close all doors and windows
 - C. Open all doors and windows
 - D. Remain behind to direct the Fire Brigade
20. A security operative who discovers a gas leak should treat this situation as
- A. A low level risk
 - B. A training exercise
 - C. An emergency
 - D. An opportunity to gain experience
21. Which of the following is the **most** important piece of information that security operative should know in the event of an emergency?
- A. Shift times
 - B. Location of phones
 - C. Evacuation procedures
 - D. Location of health and safety manager
22. How should a security operative respond in the event of receiving a bomb threat from a person who is suspected of being drunk
- A. Treat it as a hoax call
 - B. Treat it as being serious
 - C. Pretend to treat it seriously
 - D. Ignore the call since they are drunk
23. Where a member of staff has suffered a minor injury, which of the following **most** accurately describes an appropriate **initial** response?
- A. Inform a line manager
 - B. Call an ambulance
 - C. Contact a qualified first aider
 - D. Make an entry in the accident book
24. Which **one** of the following are generally accepted blocks to communication?
- A. The environment, emotions and feelings, different cultures
 - B. Alcohol and drugs, mental health problems, different cultures
 - C. White noise, different cultures, mental health problems
 - D. Emotions and feelings, white noise, alcohol and drugs

25. In order to help a customer effectively, which **one** of the following actions should take place

- A. Establish eye contact
- B. Ask the customer's name
- C. Establish a rapport with the customer
- D. Find out what the customers' needs are

26. Which of the following correctly describes the elements of the communications process?

- A. Message, encoding, deliverer, channel, decoding
- B. Message, messenger, encoding, channel, receipt, decoding
- C. Message, messenger, receiving, encoding, decoding, channel

27. Which of these would be **most** likely to inhibit an angry response?

- A. Having a fear of legal consequences
- B. Being unsure about what action to take
- C. Not having a suitable weapon
- D. Being caught by surprise

28. When dealing with an unhappy individual, it is important **not** to

- A. Acknowledge their anger
- B. Debate the facts
- C. Say sorry
- D. Take action

29. Which of the following best reduces the risk to personal safety in a situation where there is a risk of being physically assaulted?

- A. Standing firm and not showing fear
- B. Being calm and not being intimidated
- C. Standing square on with steady eye contact
- D. Leaving the situation immediately

30. It is important to have a workplace violence policy so that

- A. Customers are aware of what are acceptable levels of aggressive behaviour
- B. Customers are aware that unacceptable behaviour cannot be challenged by staff
- C. Staff are aware that they can challenge customers whose behaviour is unacceptable
- D. Staff can enforce their own standards of acceptable behaviour on customers

31. A common trigger of aggression can be when a person is made to feel

- A. Insulted
- B. Proud
- C. Surprised
- D. Unhappy

32. Which one of the following best describes the 'fight or flight' response?

- A. The way non-human species react to danger
- B. An immediate reaction to danger driven by survival instinct
- C. A rational human response to danger
- D. A learned response to danger

33. Which **one** of the following **best** describes the basic elements of effective communication?

- A. The receiver should reflect back to ensure that they have understood the message
- B. The sender should question the receiver to ensure they have understood the message
- C. The sender and receiver should check each other's understanding of the message
- D. The receiver should listen actively to ensure they have understood the message

34. Which of these could be classed as an **inhibitor**?

- A. Being confident and proud
- B. Being drunk and abusive
- C. Having no suitable weapon
- D. Having self control

35. Which one of the following is a bodily effect to the 'fight or flight' response?

- A. Heart and pulse rate slows down
- B. Blood is diverted to large muscles
- C. Thought processed become unclearer
- D. The bodies digestion system is increased

36. Which **one** of the following is an element of the dynamic risk assessment process?

- A. Record actions
- B. Evaluate options
- C. Learn from the incident
- D. Report incident to the line manager

37. Which **one** of the following best **describes** why responding calmly and politely in customer service will reduce the risk of physical violence?

- A. It ensures a quick response
- B. It facilitated active listening
- C. It reduces the risk of escalation
- D. It encourage a win-win approach

38. Why is communication made **more** difficult in emotional situations?

- A. The sender cannot send clear messages due to the physical distractions
- B. Both the sender and the receiver are unable to confirm mutual understanding
- C. The emotional state of the receiver means that there is no common ground
- D. The receiver's ability to interpret messages is affected by the psychological noise

39. Which one of the following is a sign of assertive behaviour?

A.

40.