

## **Physical Intervention Instructors Course – Frequently asked questions**

### **What is the Maybo Licensed Programme?**

The Maybo Licensed Programme (MLP) enables organisations to deliver Maybo's market leading physical intervention course. Superb materials support the training and we offer an extensive choice of accredited certificates and full qualifications to meet employer and sector requirements.

### **Do you have to be an Awarding Body Centre to deliver this programme?**

To deliver the SIA Licence Linked Units of Qualification in Physical Intervention you need to be a Centre with one of the SIA approved Awarding Organisations and meet their approval requirements for these awards. In non regulated sectors you do not have to be linked to an awarding body if you are delivering our BIIAB or City & Guilds accredited programmes. Our PI programme also provides the training package to support the non SIA specific qualifications from Edexcel and City & Guilds in PI.

Maybo has worked closely with all of the major awarding bodies involved with licensing and our programme has considerable respect among them.

### **What recognition do trainers receive on completing the Maybo programme?**

Trainers receive a Skills for Security accredited certificate in physical interventions and will also receive the new SIA related Level 3 Qualification in the delivery of PI Training as this becomes available.

### **Does this programme meet the new SIA requirements?**

Yes, Maybo's physical intervention programme for the private security industry is officially **approved** for use with the new licence-linked SIA door supervisors' qualifications.

Maybo PI is already the benchmark in this area of risk and the most widely used programme in security functions across retail, licensed retail, healthcare and transport settings. Maybo is the preferred choice of many of the UK's leading businesses and providers of security services.

Maybo PI is approved for:

1. the level 3 qualification in the Delivery of physical intervention training, available to in-house trainers and independent training providers.
2. the level 2 unit of qualification in Physical intervention training for the private security industry

### **How can trainers attain the Level 3 qualification with Maybo?**

1. The new qualification will be integrated within the Maybo PI 5 day tutor training course as soon as the qualification becomes available.

2. Trainers that have already trained with Maybo and who hold current Skills for Security PI Trainer certificate can deliver the L2 unit from June as they have completed an approved equivalent to the L3 qualification. These Maybo trainers can also apply for the L3 qualification certificate if they wish (or, if in future the regulator requires it) without having to attend another train the trainer course.

### **What is the process for becoming licensed by Maybo?**

In order to undertake the programme each organisation and nominated tutor must be approved by Maybo and Skills for Security. To apply to approval please contact Maybo on 01580 882156 or qa@maybo.com.

### **What are the requirements for organisations who wish to undertake the programme?**

The approval process will examine the financial status, policies and procedures, insurance and intentions of the applying organisation.

### **What are the insurance criteria organisations must meet to deliver the programme?**

To carry out the Physical Intervention training you must be aware of the risks involved and ensure that all staff, tutors and your organisation are adequately insured as follows:

- Public Liability  $\geq$  £5m
- Employers Liability  $\geq$  £10m (see note 1)
- Professional Indemnity  $\geq$  £250k (see note 2)
- Where delivering to non employees the policy must stipulate in business activity 'training to Physical Intervention disengagement and holding skills' (see note 2)
- Contracted trainers must be covered by the organisation's insurance, or must have their own cover which the organisation must enclose with the centre approval application

Note 1: Employers Liability is not required where the organisation is a 'Sole Trader' with no employees.

Note 2: 'Professional Indemnity' cover and 'specific physical intervention training' cover is not required where the organisation is applying for delivery to 'employees only' (See Section 2)

Evidence of the appropriate insurance cover will be requested in the approval application form.

### **If tutors are contractors, do they and the organisation both need separate insurance?**

The Licensed Organisation, as the Licensee, must have Public Liability insurance cover in its own name to the minimum value of £5m.

The Organisation must also ensure that it is covered for Professional Indemnity either in its own name or through the Nominated Tutor acting as the contractor for delivery of the Physical Intervention training. If taking the second option via the Contractor, it is advisable that the Organisation receives written confirmation from the Contractor that

he/she is covered for Professional Indemnity. We recommend a minimum cover of £250,000 for this insurance.

For both Public Liability and Professional Indemnity insurances, there must be an express statement on the policy documents, or in a covering letter or email from the insurance company/broker, to the effect that Physical Intervention training is being undertaken.

### **What are the requirements for tutors who wish to undertake the programme?**

Tutors can only enter the scheme when nominated by a Maybo approved organisation. In addition to suitable experience in SIA Licensable sectors, nominated tutors must hold the following qualifications or equivalents:

- Level 3 qualification in the delivery of learning (e.g. C&G 7303)
- Level 3 qualification in delivering conflict management training (e.g. C&G 1886)

Adequate insurance cover must be in place before an organisation receives a licence. If you have questions regarding insurance requirements contact Maybo.

### **How long is the tutor development?**

The tutor development course is five days. Before the course tutor delegates will need to do 3-5 hours of study.

### **How is the tutor development course assessed?**

The course is rigorously assessed to ascertain competence in the techniques and in the teaching of them. Assessments are undertaken continually during the week and through a final practical assessment on the fifth day. The Maybo Lead Tutor will complete a comprehensive record of each assessment and will assess whether a delegate is a Pass, Refer or Fail.

### **What happens if tutors don't pass the tutor development course?**

If the Maybo Lead Tutor decides that a tutor delegate has further development needs they will be advised that they have been referred. During one to one feedback the Maybo Lead Tutor will agree with the tutor delegate an action plan that will lead to a future assessment.

Additional tutor development will result in additional cost. Tutor development fees are non-refundable.

In rare cases the Maybo Lead Tutor may decide that the tutor delegate has failed the assessment. This can happen where the Maybo Lead Tutor believes it is not realistic to expect the tutor delegate to reach the required competence, or where the Maybo Lead Tutor has serious concerns that the tutor delegate has an irresponsible attitude towards the teaching of physical skills that could put others at risk.

### **What is the price of the approval process, tutor development, licensing and tutor materials?**

The tutor development fee includes the initial and on-going QA process, the tutor development workshop, the superb tutor materials, tutor certification, free user-protected access to the Maybo online management system, and the Maybo Licence fee for 12 months. Tutor delegates must make their own travel and accommodation arrangements.

### **Who issues the Licence Agreement and the certificates?**

Maybo issues the Licence Agreement to the organisation. Skills for Security issue the tutor certificates and will also be issuing the Level 3 qualification when it becomes available.

### **How long do the Licence and tutor certificates last?**

The Licence and tutor certificates last for 12 months from the date of successful completion of the tutor development course. Tutors must successfully complete a one day re-certification course on an annual basis to continue delivering the programme and for the continuation of the organisation's Maybo Licence.

### **Will Maybo check the quality of tutor delivery at times outside annual verification?**

Yes, Maybo will carry out site visits to tutors' training courses/venues or other premises to verify compliance with the terms and conditions of the Licence Agreement.

### **Who can the physical intervention programme be delivered to?**

Delivery is restricted to staff working in Security Industry Authority (SIA) licensable sectors and the wider licensed retail sector. The Maybo Physical Intervention programme must only be delivered if candidates have completed one of the following:

- A Maybo or BIIAB accredited programme in conflict management, or
- Unit 2 of the Level 2 National Certificate for one of the following:
  - Door Supervision
  - Close Protection
  - Security Guarding
  - Vehicle Immobiliser

Please note:

- Tutors must see evidence that delegates meet the requirements at the start of every course.
- Tutors are not permitted to teach others to deliver the programme.
- Organisations can be licensed to deliver both internally and externally.
- Tutors can only deliver the licensed programme on behalf of licensed organisations. Tutors can become nominated tutors for more than one organisation, subject to Skills for Security and Maybo approval.

**How are end –user delegates registered?**

Tutors have user-protected access to Maybo’s custom-built on-line management system. This is the central system for ordering and tracking registrations (workbooks), recording organisational and tutor permissions, recording course delivery and provides access to the latest compliance files.

**What materials are required for each end-user delegate?**

Licensed organisations must obtain delegate registrations from Maybo via the online management system.

**How are registrations priced?**

Each delegate registration is £10 and includes the superb delegate workbook.

**How long are end-user courses?**

The end-user course consists of 10 guided learning hours, 7.5 of which are contact learning hours (face to face).

**Can delegates who complete the end-user training gain a qualification?**

Yes, from 1<sup>st</sup> June delegates will be eligible for the new Level 2 SIA linked physical intervention qualification.

**How often do delegates have to recertify?**

The delegate’s employer must be committed to ongoing refresher training in the disciplines covered and in line with the sector physical intervention employer guidance. Where practicable this can be delivered to delegates by tutors at regular intervals in the workplace to help maintain skills and facilitate local problem solving. In addition delegates should be refreshed every 18-24 months in line with best practice.