

## Assignment Form

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<b>Unit Number &amp; Assignment Title</b>	<b>Unit 1 Learning Outcomes 1 (LO: 1.1, 1.2, 1.3)</b>
<b>Date:</b>	

Evidence for these Learning Outcomes is by assignment. Please answer the questions in the form of an assignment. At the end of your assignment please put in this declaration " I .....(name) **declare that this assignment is my own work, sign it, scan it and return back to your assessor.**

### **1.1 Explain the role of a locksmith and their responsibilities within the security sector.**

A locksmith is defined in the Cambridge Dictionary <https://dictionary.cambridge.org/dictionary/english/locksmith> as "A person who makes and or repairs locks and supplies keys". However locksmiths do far more than this as they are now also a advocator/applicator of security.

Locksmiths may provide services for gaining entry to a locked car or house or any other locks, replacing locks when they fail or keys are lost. Locksmiths may also extract snapped or broken keys from existing locks and they may also duplicate customers' keys.

So what are the responsibilities of a locksmith ? They have a duty and legal responsibility to the customer by providing adequate service which means everything we do for a customer is under a contract of service and so must be of a minimal acceptable standard for the customer.

If your service is not adequate then under consumer law the customer would have rights to cancel the contract. Providing less than adequate service could also result in your business receiving negative reviews and or legal action being taken against you and or the business.

The locksmith must always advise and provide the customer with the best security locks and devices that they can. However the customer's budget will come into this and they may not be able to afford the best so the locksmith should provide a minimum of adequate security in accordance with financial constraints. If they are unable to afford this then we shouldn't lower our standards and offer anything less than adequate.

All locksmiths' advice and installations should be in line with government legislation and the manufacturers guidelines. As a locksmith we need to be aware of legislation that could affect the lock we suggest for example in houses of multiple occupancy exit doors should be fitted with locks which can be opened in an emergency without the need for a key this is called keyless egress and when fitting locks to fire doors we would only fit locks suitable for a fire door.

There may be circumstances when the customer requires work doing that is outside our normal scope of work such as opening a safe or fitting access control or CCTV. As a locksmith we should only provide a service that we are skilled and competent in. Anything outside of our scope of work should be referred on to another security professional.

## **1.2 Summarise key aspects of legislation and regulatory requirements relating to your own role and responsibilities.**

Like any other business, Locksmiths have to abide by the laws and regulations of the UK. There is specific legislation and regulations that we as locksmiths need to understand and implement.

- 1. Building Regulations 2010** - The Building Regulations 2010 cover the construction and extension of buildings and these regulations are supported by Approved Documents. Approved Documents set out detailed practical guidance on compliance with the regulations. It is mainly Part Q that concerns locksmiths which informs us of the types of standard of locks and hardware which is required on new build properties.
- 2. Regulatory Reform (Fire Safety) Order 2005** - The Order is designed to provide a minimum fire safety standard in all non-domestic premises with a few exceptions. If it is a workplace it designates the employer the Responsible Person (RP). If any other person has control to some extent then they could have duties under the Order. If it is not a workplace then any person having control to some extent or the owner can be designated the Responsible Person. Those persons, or a person acting on their behalf, are required to carry out certain fire safety duties which include ensuring the general fire precautions are satisfactory and conducting a fire risk assessment. If more than five persons are employed it has to be a written fire risk assessment. As locksmiths we need to be aware of the requirements within the order especially in regards to locks that need to be fitted in order to comply with this order.
- 3. General Data Protection Regulation 2010** - GDPR is an EU law with mandatory rules for how organisations and companies/businesses must use personal data in a transparent and friendly way. Personal data means any information which, directly or indirectly, could identify a living person. Name, phone number, and address are perfect examples of personal data. Although we have now left the EU we will still follow the GDPR as this is enacted in UK Law under the Data Protection Act 2018 with only slight differences.

4. **Health And Safety At Work Act 1974** - The Health and Safety at Work Act 1974 (HASAWA) lays down wide-ranging duties on employers. Employers must protect the 'health, safety and welfare' at work of all their employees, as well as others on their premises, including temps, casual workers, the self-employed, clients, visitors and the general public. Although this act refers specifically to employers because of the risks and possibility of injury to members of the public involved in some aspects of a locksmith's work self employed locksmiths would need to be compliant with this law.
5. **The Management of Health and Safety at Work Regulations 1999** - Were introduced to reinforce the Health and Safety Act 1974. They explicitly outline what employers are required to do to manage health and safety and apply to every work activity. The regulations place a set of duties on employers and employees to maintain a safe and healthy workplace. There are specific requirements on construction sites - Construction (Design and Management) Regulations 2015 which is the law that applies to the whole construction process on all construction projects, from concept to completion; and what each duty holder must or should do to comply with the law to ensure projects are carried out in a way that secures health and safety.
6. **Equality Act 2010** - Approved Document M. This is an official Building Regulations document explaining how doors can comply in providing accessibility for disabled people. Many people still refer to the subject of furniture to meet Building Regulations and British Standards as "DDA Compatible" or "will meet DDA requirements". It is important to know that the Disability Discrimination Act (DDA) was incorporated into the Equality Act 2010. It is the Equality Act not the Disability Discrimination Act that is the current legislation in place. The commonly used statement of 'reasonable adjustments' means ensuring that physical features of your doors do not cause difficulty to any disabled people wishing to access their services (your business, shop or office).
7. **Safeguarding** - Safeguarding is a term used in the United Kingdom to denote measures to protect the health, well-being and human rights of individuals, which allow people — especially children, young people and vulnerable adults — to live free from abuse, harm and neglect.  
**Prevent** - Prevent is about safeguarding and supporting those vulnerable to radicalisation. It aims to stop people becoming terrorists or supporting terrorism.

### 1.3 State services that are within the locksmith and security industry.

So what services do locksmiths provide ?

- Domestic property services including : Lock replacement, lock repairs, replacing & repairing upvc/composite door locks (Multipoint door locks) opening locks which could be an internal door lock, shed doors, padlocks, caravan locks, filing cabinet locks, key cutting. Providing upgraded locks to B.S and above, provision of keyed alike locks. Gate locks, Evictions. Supply and fitting of extra locks to vans.
- Commercial/ Industrial property services including: Replacing locks, Lock repairs, Door closer replacement and adjustments, master keyed systems,

access control systems, digital lock supply and fitting. Gate locks and padlocks.

- Emergency Services include: out of hours repairs after a burglary, boarding up services, lock replacement, temporary securing of property for insurance companies, customers locked out and or locked in.
- Automotive services including: supplying and programming new keys and or remotes when they have been lost or stolen, fitting of extra security locks to vans.
- Safes : Domestic and commercial entry to safes, re-coding of safes, replacing safe locks, repair of safes after damage, cutting of safe keys.
- Installer: Lock installations (master key systems) access control systems,
- Maintenance: Lock repairs, lock maintenance, replacing locks, fitting of locks.
- Security advisor: Consultant, alarms, locks, access control, cctv.

