QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR ASSIGNMENT MANAGER [PRIVATE SECURITY SECTOR]



Contents

1. Introduction and Contacts.....Page no. 1
2. Qualifications Pack.....Page no. 2
3. OS Units.....Page no.2
4. Glossary of Key Terms .....Page no.3

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Contact Us:
Security Knowledge & Skill Development Council
Ph: 0124 - 4937450

E-mail:
dydirector.sqa@sksdc.in

Introduction

Qualifications Pack – Assignment Manager

SECTOR: PRIVATE SECURITY SECTOR
SUB-SECTOR: 1. COMMERCIAL
2. INDUSTRIAL
3. PERSONAL PROTECTION
OCCUPATION: MANAGERIAL
REFERENCE ID: SKS/Q0007

An **Assignment Manager** in the Private Security Sector is entrusted with the operational, training and administrative responsibilities of one or more security unit(s) deployed at site(s).

Brief Job Description: Assignment Managers carry out site-specific threats and risks assessment, plan and organize security; help clients in developing Standard Operating Procedures (SOP) and site instructions. They are responsible for development of a security plan and deployment of manpower and equipment for executing a security plan. Assignment Managers assess the efficacy of security unit's guarding operations, training standards and preparedness to deal with emergencies through security officers. Planning, training, deployment, administration, documentation, reporting and liaison are some of the important tasks of assistant managers.

Personal Attributes: An Assignment Manager should be intelligent, educated, experienced and capable of handling security operations at site(s). He should possess good communication skills and be able to liaise effectively with the clients and stakeholders. He should establish effective communication channel with site(s) in-charge to monitor security operations.

Job Details

Qualifications Pack Code	**SKS/Q0007**		
Job Role	**Assignment Manager**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**01 June 2013**
Sub-sector	**1. Commercial** **2. Industrial** **3. Personal protection**	**Last reviewed on**	**02 July 2013**
Occupation	**Managerial**	**Next review date**	**01 June 2015**
Job Role	**Assignment Manager**		
Role Description	To manage operations, training, administration and liaison for security unit(s) at single/ multiple locations. The core responsibility includes threat and risk analysis, SOP/ site instructions development, deployment of manpower and equipment, leadership, man management, supervision of operations, training, administration, resource utilisation, documentation, and liaison with stakeholders.		
NVEQF / NVQF level **Minimum Educational Qualifications** **Maximum Educational Qualifications**	6 Graduate Not Applicable		
Training	Should have successfully completed security officer's training		
Applicable National Occupational Standards	Click on the hyperlink to read/download the required NOS 1. SKS/N0126 - Manage the operations of a security unit 2. SKS/N0127 - Organise training of a security unit 3. SKS/N0128 - Administering a security unit 4. SKS/N0129 - Manage security in different deployment contexts 5. SKS/N0130 - Handle emergencies and security incidents 6. SKS/N0131 - Reduce risks to health and safety in the workplace 7. SKS/N0132 - Maintain effective communication 8. SKS/N0133 - Conform to legal requirements while undertaking security operations 9. SKS/N0151 - Plan and manage operations of security units at multiple sites		
Performance Criteria	As described in the relevant OS units		

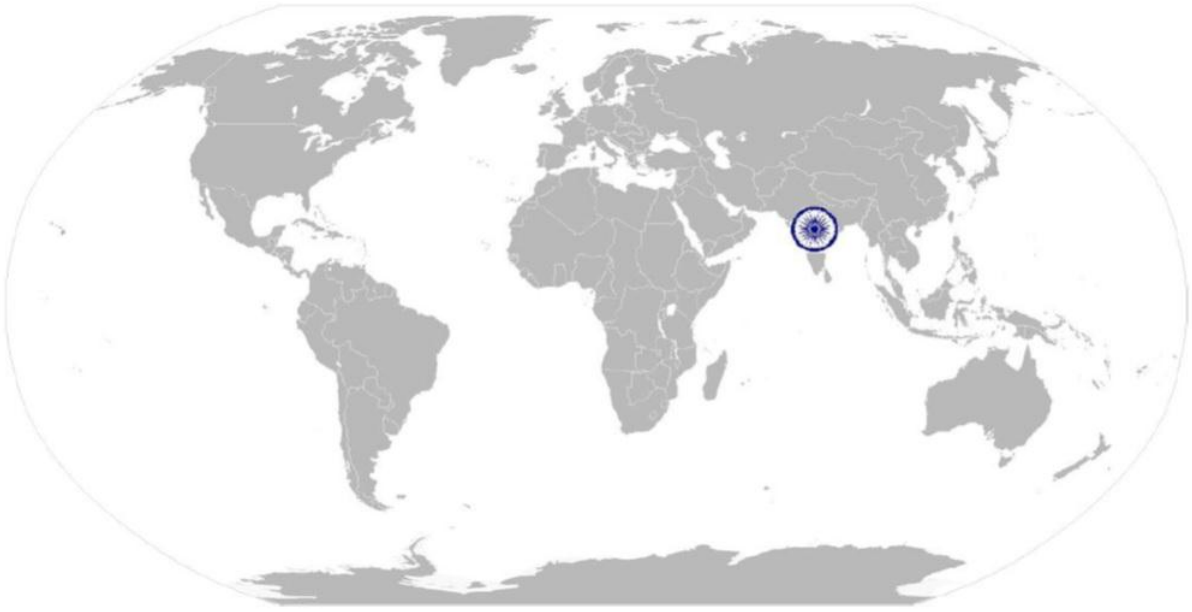
Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-functions	Sub-functions are sub-activities essential to fulfill achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding; he/she needs to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard, which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to find the required one.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of required performance.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform up to the required standard.

Acronyms

Keywords /Terms	Description
ERT	Emergency Response Team
NOS	National Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
OS	Occupational Standard(s)
PPE	Personal Protective Equipment
PSARA	Private Security Agencies Regulation Act (PSARA) 2005
QP	Qualifications Pack
RWA	Residents Welfare Association
SOP	Standard Operating Procedure
PSO	Personal Security Officer

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in managing the operations of a security unit.

National Occupational Standard

SKS/N0126 Manage the operations of a security unit

Unit Code	**SKS/N0126**
Unit Title (Task)	**Manage the operations of a security unit**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in managing the operations of a security unit
Scope	1. **Threat and Risks.** Situations arising from crimes, incidents, accidents, emergencies, crowd/ mob control, aggressive behaviour and other natural or manmade causes 2. **Site Instructions.** Instructions covering the details of deployment and operations at a particular site 3. **Security Operations.** Access control, screening & search, escort, armed & unarmed security duties, personal security officer duties, observation & surveillance, control room operations, traffic control, parking management, information gathering, key-control, dealing with emergencies, investigations, security equipment operation, documentation and reporting 4. **Security Equipment.** Equipment to facilitate access control, search and screening, parking, surveillance and detection of intrusion, smoke, heat, fire and gas leaks 5. **Training Requirements.** Training required for security unit and stakeholders 6. **Checks and Inspections.** Periodic and surprise checks and inspections 7. **Emergencies and Emergency Response.** Response to emergencies by security unit and stakeholders 8. **Untoward Situations.** 9. **Documents and Reporting.** 10. **Designated Authority.** 11. **Personal Safety and Protection Equipment.** 12. **Sensitivities.** Religious, cultural, privacy, gender and status 13. **Safe Handling of Firearms.** Ensure Armed Security Guards and Personal Security Officers (PSO), if provided with the detail, observe laid down safety and security norms with regard to handling of firearms
Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Performance Criteria for the unit	To be competent, the user/individual on the job must be able to: PC1. Comply with organisational procedures related to security operations PC2. Plan operations as per site instructions and availability of resources PC3. Deploy personnel and resources in an efficient and economical manner PC4. Review functioning of teams and shifts and carry out improvements PC5. Assess training and performance standards of security unit PC6. Check and report functioning of provided security equipment PC7. Check and report functioning of personal protection equipment PC8. Initiate actions to have faulty equipment rectified

SKS/N0126 Manage the operations of a security unit

	PC9. Organise security operations manually in the event of equipment malfunction PC10. Carry out periodic/ surprise inspections and checks PC11. Communicate effectively with team members and stakeholders PC12. Take report and feedback from team members PC13. Coordinate, organize, train and rehearse emergency response teams (ERT) PC14. Respond to emergencies and irregular situations PC15. Take preventive actions and call for assistance to control irregular situations PC16. Maintain personal safety and safety of team members and stakeholders PC17. Maintain documents and reports PC18. Listen to grievances of team members and resolve problems PC19. Report to designated superior(s)
Manage resources of a security unit	To be competent, the user/individual on the job must be able to: PC1. Plan and organize required personnel and equipment as per site instructions PC2. Assess and report suitability of provided personnel and equipment PC3. Carry out adjustments in deployment to cover deficiency of personnel and equipment PC4. Record and report status and issues related to personnel and equipment
Organize guarding operations	To be competent, the user/individual on the job must be able to: PC1. Organise security and guarding operations against likely threats and risks PC2. Organise briefing of guards and supervisors between the shifts PC3. Carry out periodic review of the deployment and operations PC4. Control functioning and operations of CCTV control room, if provided PC5. Follow the laid down procedure of key control PC6. Institute a system of supervision, periodic/ surprise checks/ inspections and reporting PC7. Prepare, issue and monitor patrolling plan PC8. Debrief guards/ patrols/ supervisors after the tasks PC9. Take feedback PC10. Deal with lost and found property
Control entry to and exit from premises	To be competent, the user/individual on the job must be able to: PC1. Identify likely threats and risks to premises from outside PC2. Understand access control procedure and functioning of the equipment in use PC3. Train team members in operation of the equipment PC4. Brief team members regarding people/ vehicles/ material authorized to enter/ leave premises PC5. Identify papers, passes, permission and documentation to facilitate entry and exit of people/ vehicles/ material to and from the premises PC6. Organise receipt of postal mail and couriers, if assigned

SKS/N0126 Manage the operations of a security unit

Control screening and search operations	To be competent, the user/individual on the job must be able to: PC1. Understand procedure of screening and search operations and the functioning of equipment in use PC2. Train team members in operation of the equipment PC3. Sensitise subordinates to respect persons' right to dignity, privacy and gender/ religious/ cultural sensitivity PC4. Deal with persons and vehicles violating laid down procedures PC5. Identify presence of prohibited/ unauthorised items PC6. Segregate material containing prohibited/ unauthorised items
Organise traffic control and parking	To be competent, the user/individual on the job must be able to: PC1. Understand procedures for traffic control, parking and operation of the equipment in use PC2. Train team members in operation of the equipment PC3. Ensure vehicular traffic in the premises is regulated PC4. Organise parking operations PC5. Deal with irregular situations
Knowledge and Understanding (K)	
A. Organizational Context	The user/individual on the job needs to know and understand: KA1. Procedures and site instructions related to security operations KA2. Reporting procedures KA3. Category of authorized people/ people debarred entry KA4. Types of identity/ authorisation documents in use KA5. Areas within the premises having restricted/ controlled entry KA6. Details of unauthorised/ prohibited items KA7. Action to be taken in case of recovery of unauthorised/ prohibited items KA8. Procedure for receipt of postal mail and couriers KA9. Action to be taken in case of delivery of a suspicious package KA10. Method of securing and storing letters and packages
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Methods and techniques adopted by miscreants to defeat security measures and equipment KB2. Knowledge of security equipment installed in the premises KB3. Capability and limitations of the security equipment in use KB4. Understanding of signals emanating from equipment KB5. Common faults occurring in the equipment KB6. Procedure for carrying out operations manually, in case of equipment failure KB7. Indications regarding suspicious packages

SKS/N0126 Manage the operations of a security unit

	KB8. Items that cannot be put through screening and search equipment KB9. Procedure for vehicle search KB10. Personal protective gear required for security operations KB11. Layout of the parking areas and traffic plan in the premises KB12. Suitability of prevailing conditions for parking KB13. Traffic signals, signage and markings KB14. Category of vehicles KB15. Untoward situations faced during security operations KB16. Procedure for dealing with untoward situations
Skills (S)	
A. Core Skills/ Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Undertake risk and threat assessment to the premises SA2. Deploy personnel and equipment to counter risks and threats SA3. Organise deployment into shifts and guard details SA4. Communicate effectively with stakeholders SA5. Motivate security unit SA6. Deal with people in a courteous yet firm manner SA7. Comply with organizational procedure and guidelines SA8. Respect cultural, religious and gender sensitivities SA9. Carry out documentation and reporting SA10. Maintain confidentiality of information SA11. Use computers to facilitate operations and documentation
B. Professional Skills	The user/individual on the job needs to know and understand how to: SB1. Use security equipment to facilitate operations SB2. Use communication equipment SB3. Monitor functioning of surveillance equipment SB4. Deploy personnel for security operations as per security plan SB5. Prepare a patrolling plan SB6. Institute periodic and surprise checks SB7. Recognize and read different kinds of identification papers SB8. Analyse and infer the signals emanating from security equipment

NOS Version Control

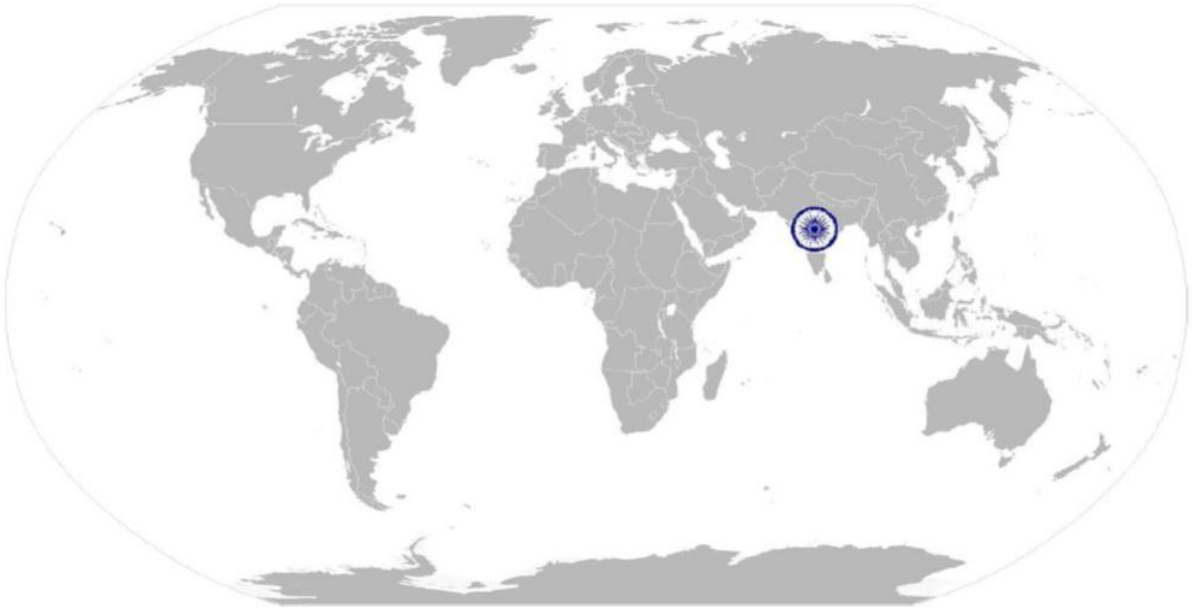
NOS Code	**SKS/N0126**		
Credits(NVEQF/NVQF/NSQF)	**TBD**	**Version number**	**1.0**
Industry	**Private Security**	**Drafted on**	**01 June 2013**
Industry Sub-sector	**1. Commercial 2. Industrial 3. Personal Protection**	**Last reviewed on**	**02 July 2013**
		Next review date	**01 June 2015**

Back To NOS List

NOS
National Occupational Standards

SKS/N0127 Organise training of a security unit

National Occupational Standard



Overview

This unit lays down Performance Criteria, Knowledge & Understanding and Skills & Abilities for organising training of a security unit.

National Occupational Standard

SKS/N0127 Organise training of a security unit

Unit Code	SKS/N0127
Unit Title (Task)	**Organise training of a security unit**
Description	This unit lays down Performance Criteria, Knowledge & Understanding and Skills & Abilities for organising training of a security unit.
Scope	1. **Training Requirements.** Pre-induction training, on-the-job training, specialized training, training on security equipment(s), assessment of training standards, formation of emergency response teams (ERT), training of stakeholders, holding of mock-drill and rehearsals, training aids and simulators and documentation 2. **Documents.** Muster roll, personal training state, attendance sheet, training and rehearsal register 3. **Stakeholders**. Principal employer, superior(s), own management, security unit personnel, visitors and tenants/ residents 4. **Training Infrastructure.** Training areas, trainers, curriculum/ course content, classrooms, equipment, aids and simulators
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Assess the training requirements	To be competent, the user/individual on the job must be able to: PC1. Understand relevant legislation/ regulations, organizational requirements relating to standards of training in the Private Security Sector (PSS) PC2. Assess site-specific training requirements for security personnel and stakeholders PC3. Assess the standards of training of security unit personnel PC4. Report to superiors on existing training standards and additional training required PC5. Assess time required for conduct of training PC6. Decide on learning objectives of the training PC7. Maintain environmental and situational awareness to upgrade training standards
Organise training for security unit	To be competent, the user/individual on the job must be able to: PC1. Decide on the type and method of training keeping in view availability of time and resources PC2. Chalk out training programme(s) PC3. Arrange for required trainers and training infrastructure PC4. Brief security unit on training schedule PC5. Carry out/ facilitate pre-induction training PC6. Carry out/ facilitate on-the-job training PC7. Train team members in the operation of security and communication equipment

SKS/N0127 Organise training of a security unit

	PC8. Carry out routine checks to assess training efficacy PC9. Conduct mock-drills/ rehearsals for security unit as per site instructions PC10. Assess and report on standards of training and performance PC11. Carry out training related documentation PC12. Enforce organisation's standards of grooming, conduct and behaviour PC13. Motivate security team through personal example and involvement
Organise training for stakeholders	To be competent, the user/individual on the job must be able to: PC1. Organise stakeholders into emergency response teams (ERT) PC2. Decide on the type and method of training to be imparted PC3. Chalk out training programme(s) PC4. Arrange for required trainers and training infrastructure PC5. Brief stakeholders on training schedule PC6. Carry out/ facilitate training PC7. Carry out routine assessment of training efficacy PC8. Conduct mock-drills/ rehearsals as per site instructions PC9. Record and report the standards of preparedness and response of stakeholders/ ERTs PC10. Encourage stakeholders' participation through personal example and involvement
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation/ regulations, organizational guidelines on training KA2. Desired standards of training and response from security unit personnel and stakeholders KA3. Training documentation formats KA4. Reporting procedure KA5. Organization's training infrastructure and capability KA6. Leadership and management fundamentals KA7. Organizational protocol for pre-induction and on-the-job training KA8. Management information system KA9. Performance management system KA10. Accounting and issue procedure for training stores, material and equipment
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Methods of training security personnel and stakeholders KB2. Assessment of training standards of personnel and stakeholders KB3. Learning objectives of the training

SKS/N0127 Organise training of a security unit

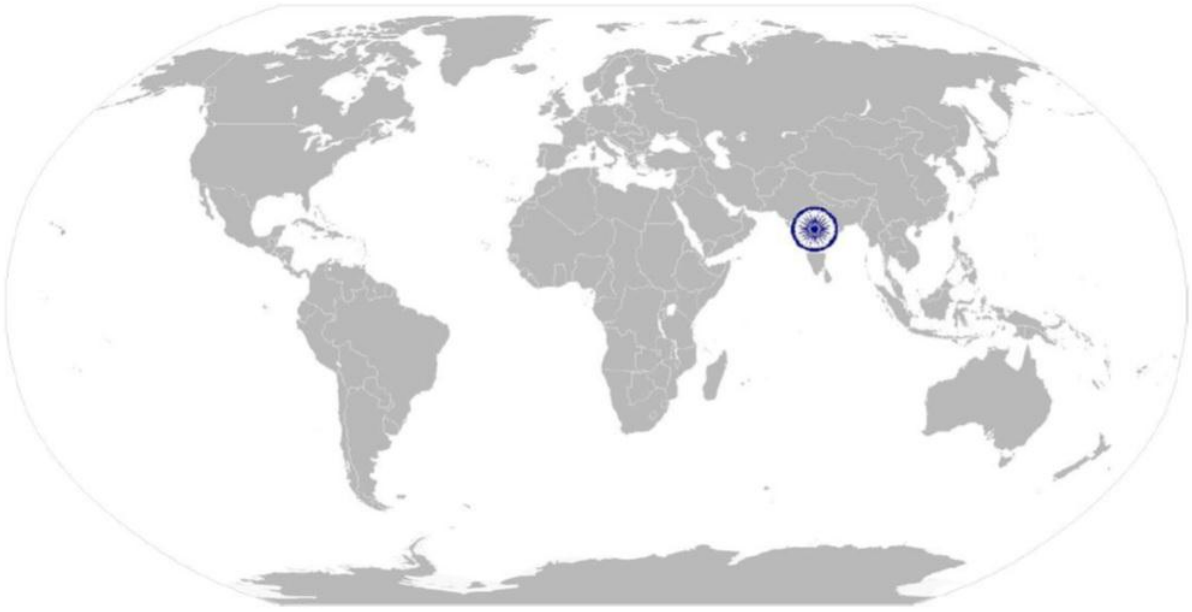
	KB4. Requirement of trainers and training infrastructure KB5. Conduct of assessment KB6. Conduct of mock-drills and rehearsals KB7. Training documentation KB8. Basic operating knowledge of computers
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Organise effective training in a given situation SA2. Communicate effectively SA3. Liaise with stakeholders SA4. Motivate and lead the team
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Organise and facilitate training and rehearsals SB2. Assess standards of training and response SB3. Assess and report on training performances of team members SB4. Decide on learning objectives SB5. Prepare training schedule SB6. Brief trainers and trainees SB7. Report on training outcome

NOS Version Control

NOS Code	**SKS/N0127**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**01 June 2013**
Sub-sector	**1. Commercial 2. Industrial**	**Last reviewed on**	**02 July 2013**
		Next review date	**01 June 2015**

Back To NOS List

National Occupational Standard



Overview

This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities for administering a security unit.

National Occupational Standard

SKS/N0128 Administering a security unit

Unit Code	**SKS/N0128**
Unit Title (Task)	**Administering a security unit**
Description	This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities for administering a security unit.
Scope	1. **Administrative Requirements.** Accommodation, transportation, food, medical, hygiene & sanitation, support staff, shift timings, working hours, rest, leave, entitlement of salary/ allowances, payment to staff, documentation, addressing grievances, welfare, security of female guards and handling of petty cash 2. **Documents.** Muster roll, attendance sheet, pay roll, site assignment document, individual's verification & identification documents, personnel movement control documents, duty roster, leave & absence register, medical register 3. **Leadership.** Administration, discipline, motivation, impartiality, punctuality, concern for subordinates, welfare and leading by example 4. **Stakeholders**. Principal employer, superior, own management, subordinates, visitors and residents/tenants
	Performance Criteria (PC) w.r.t the Scope
Element	**Performance Criteria**
Implement security unit processes	To be competent, the user/individual on the job must be able to: PC1. Commence operations at a new or existing site, as per site instructions PC2. Assess site-specific administrative requirements PC3. Inform superiors about the requirements PC4. Issue identity cards to team members PC5. Inform superior about complaints/ suggestion received from principal employer PC6. Interact with team members frequently PC7. Resolve grievances of staff PC8. Maintain confidentiality of information PC9. Receive/ issue/ account for stores meant for security unit PC10. Prepare attendance sheet, overtime details and MIS reports PC11. Oversee documentation of new entrants/ those leaving the site PC12. Handle and account for petty cash PC13. Pursue pending issues of security unit and agency with principal employer
Administer a security unit	To be competent, the user/individual on the job must be able to: PC1. Identify and address important administrative concerns PC2. Arrange for accommodation, transportation and food for the unit PC3. Issue uniforms and accoutrements to the unit PC4. Enforce dress code PC5. Maintain discipline

	PC6. Liaise with own agency/ principal employer to resolve issues PC7. Ensure privacy and personal safety of the unit, especially of female staff PC8. Motivate team through personal example and concern PC9. Be impartial in dealings PC10. Assess performance and standards of team members PC11. Counsel team members on their performance and conduct PC12. Recommend deserving personnel for promotion and rewards
Knowledge and Understanding (K)	
A. Organisational Context	The user/individual on the job needs to know and understand: KA1. The site instruction KA2. Details of personnel and equipment required KA3. Channel of reporting and communication with stakeholders KA4. Contact details of stakeholders, superiors and team members KA5. Documentation formats KA6. Reporting procedure KA7. Organizational standards on grooming, conduct, behaviour and performance KA8. Leadership and management fundamentals KA9. Organizational protocol for resolution of concerns/ grievances KA10. Management information system KA11. Performance management system KA12. Compensation management KA13. Accounting and issue procedure for stores, material and equipment
B. Technical/ Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Procedure for organizing administration in assigned premises KB2. Suitability of provided personnel and equipment KB3. Roles and responsibility of team members KB4. Communication channel and formats KB5. Basic operating knowledge of computers
Skills (S)	
A. Core Skills/ Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Man management SA2. Use computers for office functioning SA3. Communicate effectively SA4. Liaise with stakeholders SA5. Motivate and lead team through personal example and involvement SA6. Resolve grievances SA7. Investigate incidents and be part of joint investigations
B. Professional Skills	The user/individual on the job needs to know and understand how to:

SKS/N0128 Administering a security unit

	SB1. Manage human resources SB2. Manage material and equipment

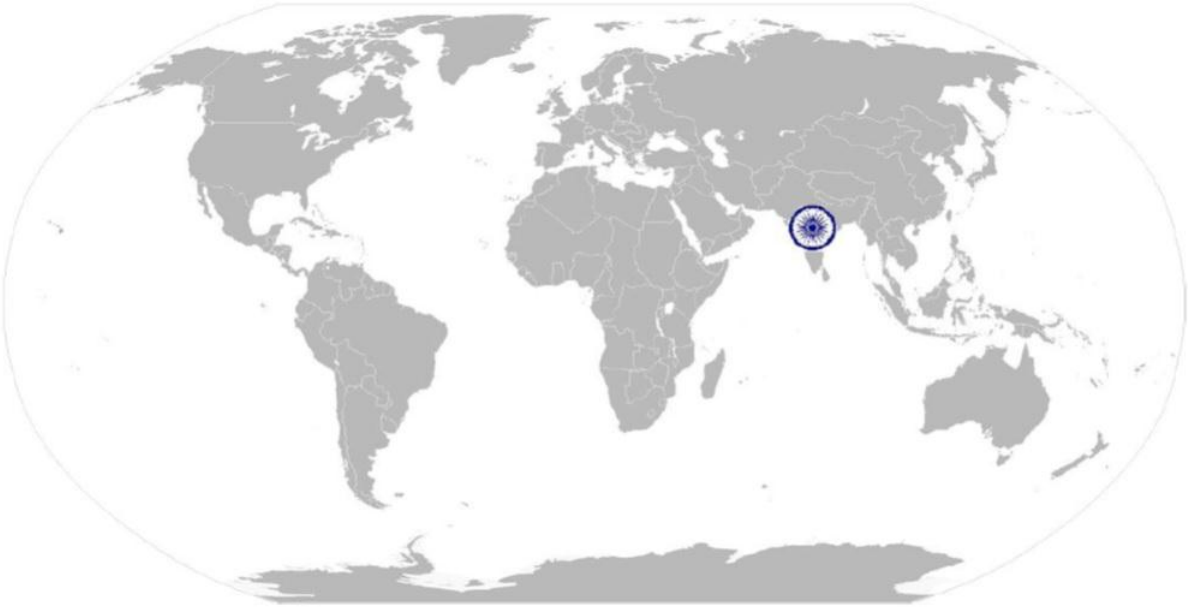
NOS Version Control

NOS Code	**SKS/N0128**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**01 June 2013**
Sub-sector	**1. Commercial 2. Industrial**	**Last reviewed on**	**02 July 2013**
		Next review date	**01 June 2015**

Back To NOS List



National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in managing security operations in different deployment contexts.

National Occupational Standard

SKS/N0129 Manage security operations in different deployment contexts

Unit Code	SKS/N0129
Unit Title (Task)	Manage security operations in different deployment contexts
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in managing security operations in different deployment contexts.
Scope	1. **Deployment Contexts.** (a) **Commercial Deployments.** (i) Single & multi-flat houses, row houses, condominiums, colonies and townships (ii) Real estate, parks and public utilities (iii) Schools, colleges, university and hostels (iv) Banks and ATMs (v) Business parks, offices, shops and warehouses (vi) ITES, BPO and KPO (vii) Hotels, restaurants, guest houses, inns and motels (viii) Hospitals, nursing homes and diagnostic laboratories (ix) Malls, markets, bazars and shops (x) Cinema, theatre, multiplex, fairs and exhibitions (xi) Sports complexes and stadiums (xii) Live shows, weddings, congregations and rallies (xiii) Transport hubs and mass rapid transport system (xiv) Religious places and shrines (xv) Tourist spots and monuments (b) **Industrial Deployments.** (i) Plants, factories and workshops (ii) Mines (iii) Refineries and pipelines (iv) Sea ports and air ports (v) SEZs (vi) Container yards and warehouses (vii) Transport and logistics yards (viii) Infrastructure 2. **Threat and Risks.** (a) Unauthorised entry and trespass (b) Aggressive and drunken behaviour (c) Loitering and littering (d) Eve teasing and molestation (e) Robbery, theft, pilferage and shoplifting (f) Violence and assault (g) Murder and suicide (h) Kidnapping

SKS/N0129 Manage security operations in different deployment contexts

	(i) Accidents (j) Medical emergency (k) Public demonstration, labour unrest and crowd control (l) Fire accidents (m) Natural & manmade hazards
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Manage security in different deployment contexts	To be competent, the user/individual on the job must be able to: PC1. Manage security operations as per organisation's procedures and site instructions PC2. Assess and lay down plans for addressing site/domain-specific threats and risks PC3. Assess deployment-specific training requirements for personnel PC4. Provide pre-induction/ on-the-job training to the security unit PC5. Deploy personnel and equipment as per site instruction PC6. Employ armed security guards and personal security officers PC7. Brief the unit and appointments on their assigned tasks PC8. Control response of the security unit to domain-specific risks and threats PC9. Handle emergencies PC10. Carry out routine/ surprise checks and inspections PC11. Communicate effectively with stakeholders PC12. Report and record details related to security operations PC13. Review efficacy of security plan and performance of security unit periodically
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Deployment-specific details KA2. Security procedures and site instructions KA3. Organizing per-induction and on-the-job training KA4. Requirement of formation of ERT KA5. Reporting procedure
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Risks and threats specific to deployment KB2. Deployment of man power and equipment as per plan KB3. Responses required to meet specific threats KB4. Operation of security equipment in use KB5. Reporting and recording formats

SKS/N0129 Manage security operations in different deployment contexts

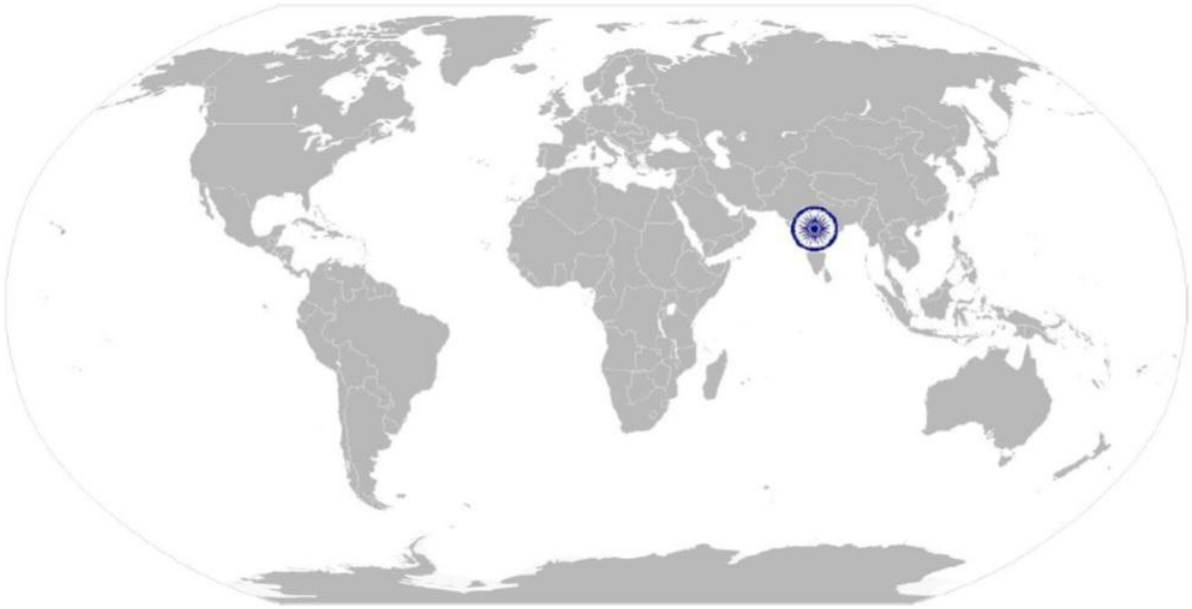
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Handle emergencies with composure SA2. Liaise and communicate effectively SA3. Motivate and manage the members of the security unit SA4. Assess situation, report and call for assistance in case of emergencies
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Manage security operations in line with site instructions SB2. Control security unit's response to risks and threats

NOS Version Control

NOS Code	**SKS/N0129**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**01 June 2013**
Sub-sector	**1. Commercial 2. Industrial**	**Last reviewed on**	**02 July 2013**
		Next review date	**01 June 2015**

Back To NOS List

National Occupational Standard



Overview

This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities to handle emergencies and security incidents in the course of security operations.

National Occupational Standard

SKS/N0130 Handle emergencies and security incidents

Unit Code	SKS/N0130
Unit Title (Task)	**Handle emergencies and security incidents**
Description	This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities to handle emergencies and security incidents in the course of security operations.
Scope	1. **Alarm and Sensors.** To safeguard against intrusion & forced entry, detection of intruders, fire and smoke alarms, SOS from residents, medical emergencies, elevator/ escalator crisis, gas leak, electrical short circuits, motion detection, alarms from building management system, environmental hazards, services breakdown and alarms from CCTV 2. **Alarm Activations.** Forced entry, environmental, criminal activity, user error, false alarm, systems failure, heat, fumes, smoke, gas and flammable liquid leak 3. **Relevant Authority.** Designated superior, emergency services, systems engineers, clients and maintenance vendors 4. **Emergency/ Incident Reporting.** (a) Details of premises, date and time (b) Cause of alarm activation, action taken, in-house reporting, reporting to police and emergency services (c) Nature of casualty, if any 5. **Appropriate Actions.** (a) Respond with equipment/ aid at hand (b) Request for qualified assistance (c) Evacuate people, isolate area, inform and brief relevant authorities and maintain order (d) Maintain safety of self and others 6. **Accidents and Emergencies.** Involving vehicles, machines, elevators/ escalators, buildings, chemicals, fires, blast, electricity, water, animal, medical and other manmade or natural causes. 7. **Security incidents.** Crime, aggressive behaviour, mob violence, vandalism, arson and industrial unrest 8. **Stakeholders.** Security team, medical first-aider, emergency response team, police, emergency services 9. **Procedures.** Laid down Standard Operating Procedures for dealing with any accident, emergency or untoward security situation, for which staff should be adequately trained and equipped
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Handle emergencies and security incidents	To be competent, the user/individual on the job must be able to: PC1. Follow organisational procedures while responding to emergencies and security incidents

SKS/N0130 Handle emergencies and security incidents

	PC2. Review organizational procedure periodically PC3. Train and prepare security unit to respond to emergencies and security incidents PC4. Take appropriate action PC5. Identify and investigate causes of alarms PC6. Communicate information and seek assistance PC7. Ensure health and safety while responding to risks and threats PC8. Issue clear instructions to security unit in the event of emergencies PC9. Protect casualties and affected people from further risk PC10. Evacuate premises to a safe location, as per plan PC11. Retrieve property and valuables PC12. Cordon off the area and preserve evidence PC13. Participate in post-incident process of identifying victims, witnesses and suspects PC14. Record and report incident-related details PC15. Participate in investigation process PC16. Sensitize security unit on findings of the investigation PC17. Maintain the security and confidentiality of information
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Organizational procedure for responding to emergencies KA2. Role and responsibilities of the security unit KA3. Training format and frequency for security personnel and other stakeholders KA4. Details of superior and concerned agencies KA5. Procedure for reporting emergencies and security incidents to stakeholders and concerned agencies KA6. Procedure for in-house investigation into the incident KA7. Procedure for preservation of evidence
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Site-specific threats/ risks KB2. Site-specific personal protective equipment to be used KB3. Actions and procedure to be followed on alarm activation KB4. Procedure for dealing with accidents and emergencies KB5. Importance of maintaining safety and security of self and others while dealing with security incidents KB6. Casualty handling and evacuation of premises
Skills (S)	
A. Core Skills /	The user/ individual on the job needs to know and understand how to:

SKS/N0130 Handle emergencies and security incidents

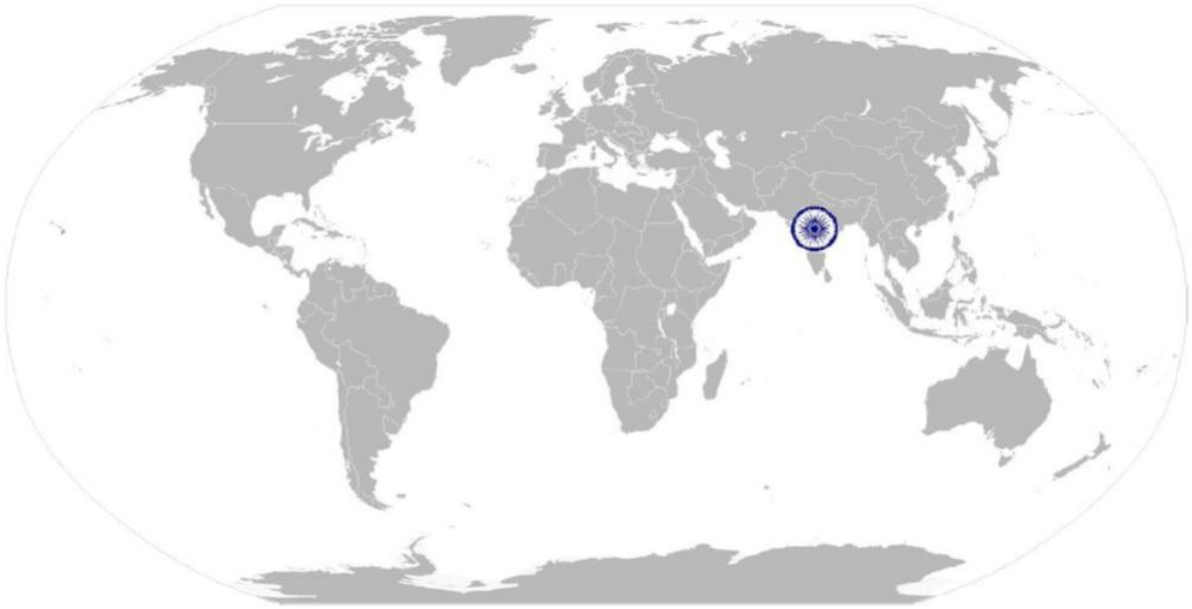
Generic Skills	SA1. Comply with organizational procedures with regard to emergencies SA2. Communicate instructions effectively SA3. Plan and facilitate training for the security unit
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Respond to emergencies as per laid down procedure SB2. Assess and request for additional support, as required SB3. Deploy and manage emergency response process SB4. Administer first-aid and manage minor fires

NOS Version Control

NOS Code	**SKS/N0130**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**01 June 2013**
Sub-sector	**1. Commercial 2. Industrial**	**Last reviewed on**	**02 July 2013**
		Next review date	**01 June 2015**

Back To NOS List

National Occupational Standard



Overview

This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities required for mitigating risks to health and safety at the workplace.

National Occupational Standard

SKS/N0131 Reduce risks to health and safety at the workplace

Unit Code	SKS/N0131
Unit Title (Task)	**Reduce risks to health and safety at the workplace**
Description	This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities required for mitigating risks to health and safety at the workplace.
Scope	1. **Health and safety threat/ risks.** (a) Fires (b) Electric short circuit, electric shock and electrocution (c) Medical emergency (d) Inflammable & toxic chemicals gases (e) Falls, trips and slips (f) Natural calamities (g) Malfunctioning equipment (h) Poor ventilation and suffocation (i) Improper use of personal safety gear and non-adherence to safety norms (j) Ergonomic risks pertaining to long and static postures, prolonged use of computer and viewing of monitor (j) Poor hygiene and sanitation conditions (k) Extreme temperature conditions 2. **Reporting.** Description of incident, time, date, place, casualties and action taken
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Reduce risks to health and safety at the workplace	To be competent, the user/individual on the job must be able to: PC1. Carry out security operations in line with workplace health and safety norms PC2. Identify the main safety and health related threat/ risks within the premises PC3. Participate in discussions/ training on safety and health issues PC4. Implement health and safety related procedures PC5. Enforce the use of personal protective equipment (PPE) by stake-holders PC6. Ensure safety of self and others while carrying out duties PC7. Identify key people for anchoring safety and health related roles PC8. Organize required equipment/ resources PC9. Organize awareness training for stakeholders PC10. Organize and train emergency response teams (ERT) PC11. Maintain the desired state of readiness for dealing with emergencies PC12. Ensure placement of equipment and signage as per plan PC13. Organize periodic mock drills/ rehearsals

SKS/N0131 Reduce risks to health and safety at the workplace

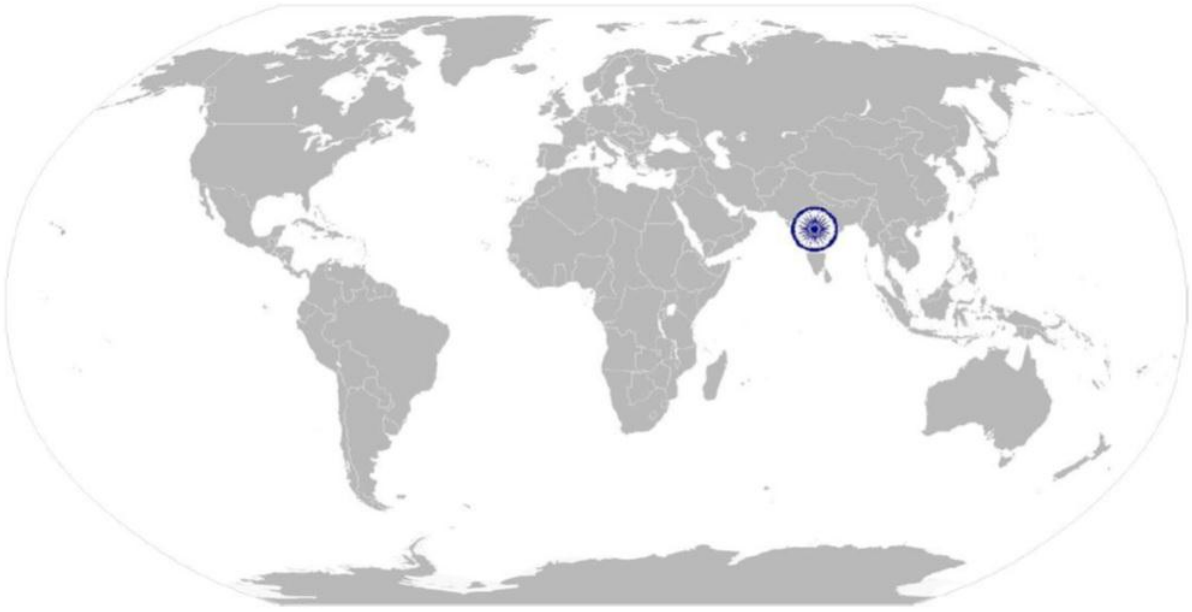
	PC14. Deal with hazards and report based on operational procedures PC15. Report and record safety and health incidents
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Policy/ procedures/ guidelines related to workplace health and safety KA2. Responsibilities of the security function related to health and safety KA3. Limits and responsibilities of the security unit KA4. Organizational procedure for handling different levels of risks KA5. Reporting protocol for health and safety matters KA6. Communication protocol KA7. Documentation formats and reports to be maintained
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Practices/ precautions related to health and safety KB2. Health and safety risks/ hazards in the area of responsibility KB3. Process of implementing changes within working practices KB4. Required equipment/ resources KB5. Organizing training sessions KB6. Mock drill and rehearsals
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Analyse threats and risks to health and safety SA2. Communicate effectively SA3. Carry out change management
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SA1. Examine efficacy of existing instruction on health and safety SA2. Suggest changes to reduce health and safety risks SA3. Organise training and rehearsals

NOS Version Control

NOS Code	**SKS/N0131**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**01 June 2013**
Sub-sector	**1. Commercial 2. Industrial**	**Last reviewed on**	**02 July 2013**
		Next review date	**01 June 2015**

Back To NOS List

National Occupational Standard



Overview

This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities for communicating with stakeholders.

National Occupational Standard

SKS/N0132 Maintain effective communication

Unit Code	SKS/N0132
Unit Title (Task)	**Maintain effective communication**
Description	This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities for communicating with stakeholders.
Scope	1. **Stakeholders.** Security unit/ sub-unit, residents, residents welfare association members, visitors, workers, staff, vendors, facility management, service providers and maintenance staff 2. **Communication.** Oral, written, electronic, broadcast, public address, radio, telephone, signage, notice, gesticulation, signals, instructions, body language, use of language 3. **Communication Equipment.** Walkie-talkie, telephone, intercom, mobile phone, signage, whistle, light signals, hand signals, field signals 4. **Sources of Information.** SOPs, archives, records, logs 5. **Incidents.** Routine, emergency, criminal, non-criminal 6. **Information.** Written, verbal, electronic, and public address system 7. **Format**. Written and electronic 8. **Documentation.** Relating to operations, training and administration
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Communicate effectively with stakeholders	To be competent, the user/individual on the job must be able to: PC1. Liaise and communicate effectively with stakeholders on security functions PC2. Institute a system of receiving feedback from stakeholders PC3. Enforce organisation's standards of communication, behaviour and courtesy within the security unit PC4. Operate communication equipment effectively PC5. Communicate security-related protocol to stakeholders PC6. Interact with stakeholders to understand their requirements PC7. Interact with media on instructions PC8. Resolve queries/ complaints of stakeholders as per procedure PC9. Train the security personnel in required communication etiquettes PC10. Educate security staff on gender, cultural and religious sensitivities PC11. Intervene and resolve instances of aggressive and unruly behaviour
Carry out and review role-related documentation	To be competent, the user/individual on the job must be able to: PC1. Identify essential documents to be completed and maintained by the security unit PC2. Finalise the format for recording information/ incidents as per organizational procedure PC3. Decide on timelines and frequency for submission of reports

SKS/N0132 Maintain effective communication

	PC4. Use computers and other equipment to facilitate documentation PC5. Record and store documents as per organizational procedure PC6. Forward report/ feedback to designated superior PC7. Store and handle information/ media generated by the security equipment(s) PC8. Handle electronic media and archive to store information/ documents safely PC9. Share information with authorized stakeholders on a 'need-to-know' basis PC10. Maintain security and confidentiality of information
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Organizational procedures relating to communication KA2. Details of stakeholders/ concerned agencies KA3. Means of available communication KA4. Details of security functions that need employers' approval KA5. Format and process for obtaining feedback KA6. Organisation's standards of communication, behaviour and courtesy KA7. Resolution process for queries/ complaints of stakeholders KA8. Communication etiquette to be followed by the security unit KA9. Gender, cultural, religious and other sensitivities KA10. Organizational procedure for recording and sharing of information KA11. Timelines and periodicity for submission of reports/ documentation KA12. Frequency for reviewing records maintained by security unit KA13. Storage and archival policy/ processes followed by the organization KA14. Details of stakeholders/ agencies authorized to receive information
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Importance of maintaining security and confidentiality of information KB2. Storage and handling of data generated by security equipment KB3. Use of computers for office functioning KB4. Means/ media for recording information KB5. Type and format of documentation/ reports
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Effectively communicate with stakeholders SA2. Follow written/ telephone communication etiquettes SA3. Organise office function and documentation process SA4. Operate security equipment and retrieve data/ information

SKS/N0132 Maintain effective communication

	SA5. Resolve conflicts and disorderly behaviour
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Balance security functions with privacy and other considerations SB2. Cross check correctness of information filed by subordinates SB3. Handle, store and share recorded data, information and media

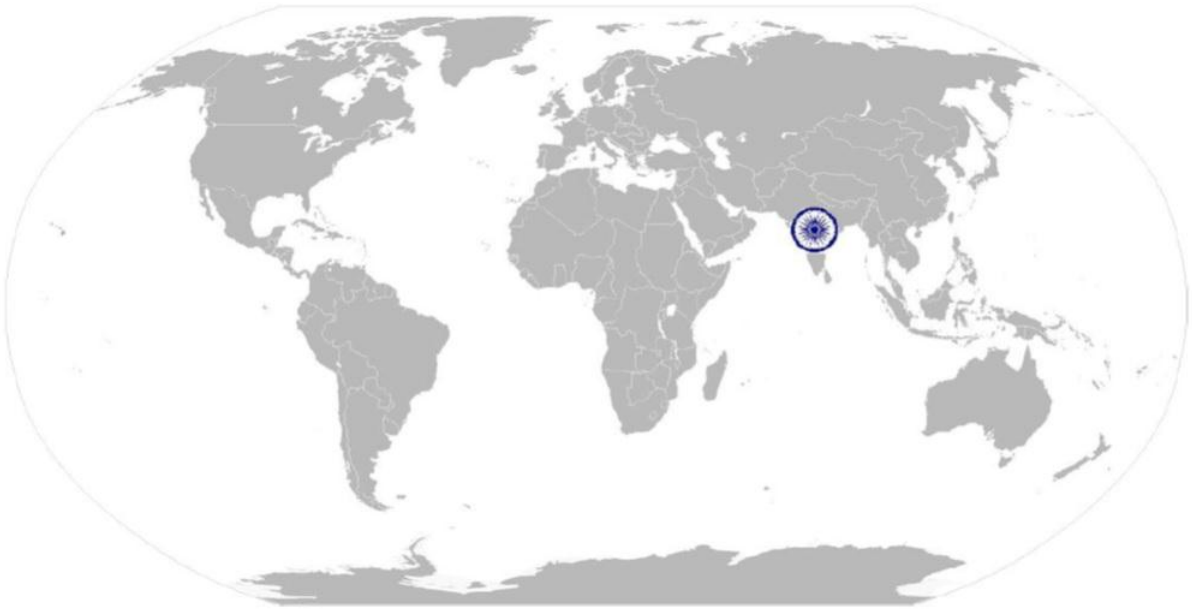
NOS Version Control

NOS Code	**SKS/N0132**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**01 June 2013**
Sub-sector	**1. Commercial 2. Industrial**	**Last reviewed on**	**02 July 2013**
		Next review date	**01 June 2015**



Back To NOS List

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities related to legal requirements to be observed while undertaking security operations.

National Occupational Standard

SKS/N0133 Conform to legal requirements while undertaking security operations

Unit Code	SKS/N0133
Unit Title (Task)	**Conform to legal requirements while undertaking security operations**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities related to legal requirements to be observed while undertaking security operations.
Scope	**Legal Provisions.** (Applicable sections only) 1. **The Indian Penal Code, 1860.** (a) General Exceptions (Sections 76, 79 – 81, 87 – 89 and 91 - 95) (b) Of the Right to Private Defence (Sections 96 – 106) (c) Important Property & Bodily Offenses and their Punishments (d) Cognisable and Non-cognisable Offenses 2. **The Code of Criminal Procedure, 1973.** (a) Aid to Magistrate and Police (Sections 37 – 40) (b) Public to Inform on Certain Offences (Section 39) (c) Arrest by Private Person and Procedure on such Arrest (Section 43) (d) No Unnecessary Restraint (Section 49) (e) Power to Seize Offensive Weapons (Section 52) (f) Lodging of Complaint and First Information Report with Police (g) Summons and Warrants 3. **Special and Local Laws**. (a) **The Arms Act, 1959.** (i) Power to demand production of license, etc. (Section 19) (ii) Arrest of persons conveying arms under suspicious circumstances (Section 20) (iii) Deposit of arms, etc. on possession on ceasing to be lawful (Section 21) (iv) Seizure and detention under orders of the Central Government (Section 24) (v) Offences and penalties (Sections 25-33) (b) **Explosive Act, 1884 and The Explosive Substances Act, 1908.** (c) **The Private Security Agencies Regulation Act (PSARA) 2005.** i) Para 4 – Verification ii) Para 5 – Security training iii) Para 6 – Physical standards iv) Para 15– Photo identity card v) Para 16– Miscellaneous 5. **Private Security Agencies Regulation Rules** - Rules concerning security training, educational qualifications, physical standards of security personnel 6. **Relevant provisions of Acts** concerning Human Rights, minimum wages, equal remuneration, payment of wages, bonus, gratuity, employee's provident fund, employee's state insurance, prevention of child labour,

SKS/N0133 Conform to legal requirements while undertaking security operations

	prevention of sexual harassment of women at workplace
Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Conform to legal requirements while undertaking security operations	To be competent, the user/individual on the job must be able to: PC1. Comply with legal provisions as applicable to security operations PC2. Obtain clarifications in case of doubt PC3. Take cognisance of offences and report to superiors/ police PC4. Assist client in lodging complaint and FIR PC5. Make arrangements to cordon off place of incident/ accident PC6. Make arrangements to preserve evidence PC7. Report and record details of security incident/ accident accurately PC8. Co-operate in investigations PC9. Give evidence in court, if required by law PC10. Sensitise subordinates on legal provisions affecting their role
Knowledge and Understanding w.r.t the Scope	
Element	**Knowledge and Understanding (K)**
A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Responsibilities and limitations of the assigned role KA2. Personnel to be contacted for necessary clarifications KA3. Procedures to be followed in situations having legal implications KA4. Communication protocol for reporting incidents to client and police
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Legal aspects of private security functions KB2. Difference between legal and illegal actions KB3. Reporting and recording of events KB4. Procedure for co-operating with investigations KB5. Cordoning off area of incident and preservation of evidence KB6. Assisting client in lodging complaints and first information report KB7. Procedure for giving evidence in court
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Operate within a legal framework SA2. Differentiate between legal and illegal actions SA3. Communicate with stakeholders
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Observe legal provisions related to security operations

SKS/N0133 Conform to legal requirements while undertaking security operations

	SB2.	Impart awareness of legal requirements to the unit
	SB3.	Report and record incidents
	SB4.	Give evidence in the court

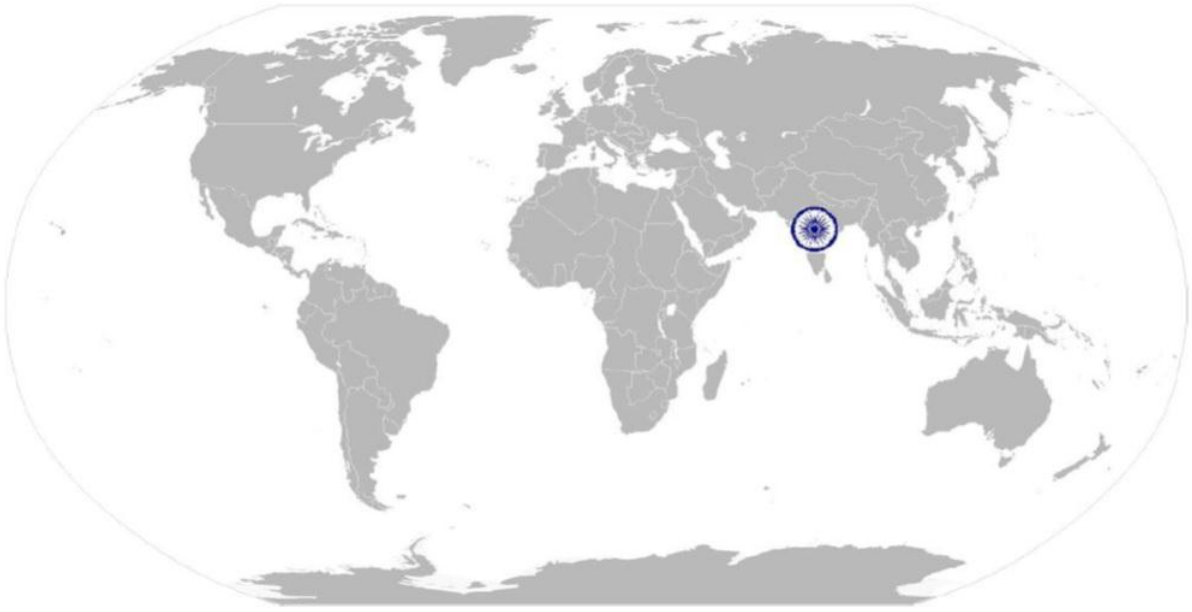
NOS Version Control

NOS Code	**SKS/N0133**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**01 June 2013**
Sub-sector	**1. Commercial 2. Industrial**	**Last reviewed on**	**02 July 2013**
		Next review date	**01 June 2015**

Back To NOS List



National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities for planning and managing security operations at single or multiple sites.

SKS/N0151 Plan and manage operations of security units at multiple sites

National Occupational Standard

Unit Code	SKS/N0151
Unit Title (Task)	**Plan and manage operations of security units at multiple sites**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities for planning and managing security operations at single or multiple sites.
Scope	1. **Threat and Risks.** Situations arising from crimes, incidents, accidents, emergencies and other natural or manmade causes 2. **Site Instructions.** Instructions covering the details of deployment and operations at a particular site 3. **Security Operations.** Access control, screening & search, guarding & patrolling, observation & surveillance, control room operations, traffic control, parking management, information gathering, key-control, dealing with emergencies, armed & unarmed guard duties, armed & unarmed escort duties, personal security officer duties, investigations, security equipment operation, documentation, liaison and reporting 4. **Security Equipment.** Equipment to facilitate security operations and prevention of fire and crime 5. **Training Requirement.** Training required for security unit personnel 6. **Checks and Inspections.** Periodic and surprise checks and inspections on operations, training and response 7. **Emergencies and Response.** Response by security unit personnel 8. **Untoward Situations.** Situations arising due to crime, aggressive behavior, violence, accidents, incidents and emergencies 9. **Documents and Reporting.** Documents to be maintained by security unit for operations, training, administration and reporting 10. **Assignment-related Documents.** Agreement with the client, Service Level Agreement (SLA), site instructions, deployment plan 11. **Designated Superior.** Appointments at private security agency and employer's end, whom issues are reported to 12. **Personal Safety and Protection Equipment.** 13. **Sensitivities.** Religious, cultural, privacy, gender and status sensitivities to be observed during the operations 14. **Handling of Firearms.** Ensure that armed security guards (ASG) and personal security officers (PSO), if forming part of the security unit, observe laid down safety and security norms with regard to handling of firearms 15. **Stakeholders.** Security unit members, management, employer and staff, visitors and residents

SKS/N0151 Plan and manage operations of security units at multiple sites

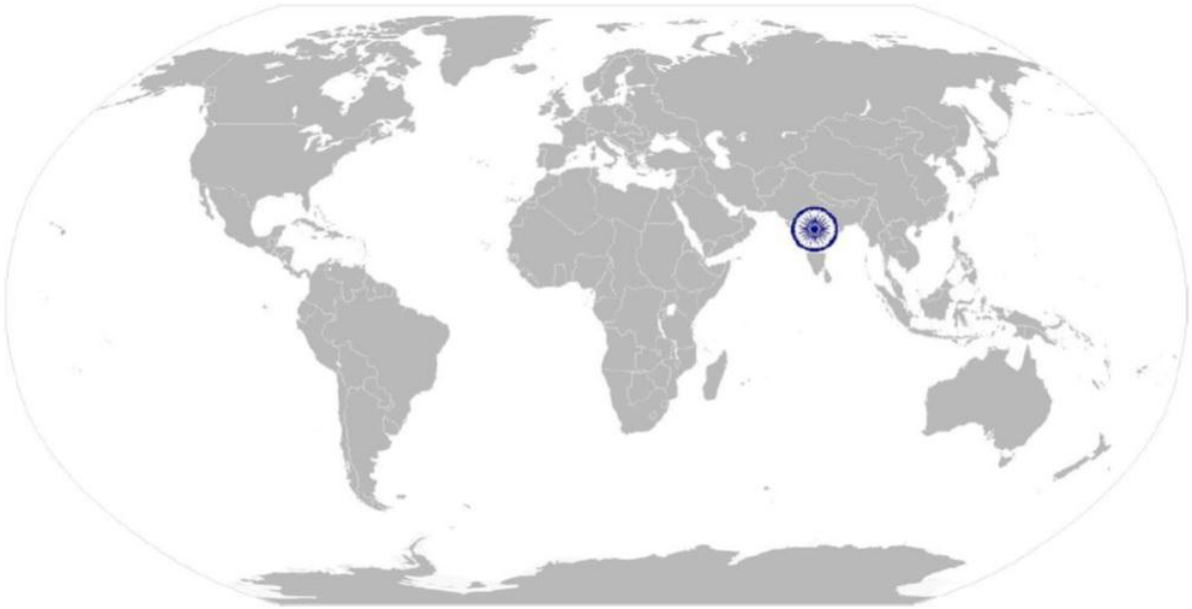
Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Plan the security operations	To be competent, the user/individual on the job must be able to: PC1. Assess threats and risks to the site(s) PC2. Draw up a security plan PC3. Present security plan to the employer(s) PC4. Incorporate organisational procedures in the security plan PC5. Discuss security unit operations with the employer(s) on behalf of the Agency PC6. Commence operations at assigned site(s) PC7. Arrange for requisite manpower, equipment and stores for the site(s) from the Agency and employer(s) PC8. Coordinate training for personnel being deployed PC9. Coordinate logistic support for the site(s) PC10. Establish a chain of reporting from the site(s) PC11. Prepare MIS and submit requisite report to parent Agency PC12. Deploy security personnel and equipment as per site instructions PC13. Execute assigned tasks in line with client expectations PC14. Carry out periodic review of security operations PC15. Implement procedural changes on as required basis
Manage the security operations	To be competent, the user/individual on the job must be able to: PC1. Assign security officers and other appointments to site(s) PC2. Task security officers to organize security as per security plan PC3. Institute system of checks, inspections and reporting PC4. Visit site(s) and meet employer(s) PC5. Check state of training and performance PC6. Organise training of security personnel and stakeholders PC7. Recruit/ readjust manpower between various site(s) PC8. Ensure maintenance of security documents by security officers PC9. Ensure compliance on health and safety aspects at site(s) PC10. Liaise with employer(s) to pursue pending operational, administrative, training and business-related issues PC11. Manage customer relations on behalf of parent Agency PC12. Maintain operational, administrative and training documents and reports PC13. Prepare MIS PC14. Report security incidents to designated superior PC15. Carry out or order investigations PC16. Cooperate with police in investigations

SKS/N0151 Plan and manage operations of security units at multiple sites

	PC17. Share periodic reports and feedback with parent Agency
Knowledge and Understanding (K)	
A. Organizational Context	The user/individual on the job needs to know and understand: KA1. Organisational procedures and site instructions KA2. Assignment-related documents KA3. SOPs and site instructions KA4. Reporting procedures for employer and to parent Agency KA5. Routine at the site(s) KA6. Authorized and unauthorized people/ items/ practices/ activities at the site(s) KA7. Types of identity, authorization and security documents in vogue at the site(s) KA8. Layout of the premises KA9. Security unit(s) related documentation and reports KA10. Billing procedure and payment realization from client(s) KA11. Client's organization hierarchy KA12. Organization specific communication protocol KA13. Obtaining feedback from employer(s)
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Layout of the premises KB2. Threat and risk analysis KB3. Premises-specific threats and risks KB4. Security and safety equipment required/ installed in the premises KB5. Personal protective equipment required/ available for security operations KB6. Details of armed guards and personal security officers deployed in the premises KB7. Procedure for dealing with untoward situations and emergencies
Skills (S)	
C. Core Skills/ Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Communicate effectively SA2. Comply with organizational procedure and guidelines SA3. Manage relations with employer(s) and other stakeholders SA4. Prioritize and handle employer(s) requirements SA5. Use computers for office work

SKS/N0151 Plan and manage operations of security units at multiple sites

D. Professional Skills	The user/individual on the job needs to know and understand how to: SB1. Plan security at site(s) SB2. Manage security deployments commensurate to site-specific threats/ risks SB3. Assess requirement of requisite security and safety equipment at site(s) SB4. Organise inter-site communication SB5. Take regular reports and feedback from site(s) SB6. Communicate with employer(s) and other stakeholders SB7. Listen to and solve grievances of security unit personnel SB8. Liaise with police and other agencies



NOS
National Occupational Standards

SKS/N0151 Plan and manage operations of security units at multiple sites

NOS Version Control

NOS Code	**SKS/N0151**		
Credits(NVEQF/NVQF/NSQF)	**TBD**	**Version number**	**1.0**
Industry	**Private Security**	**Drafted on**	**01 June 2013**
Industry Sub-sector	**1. Commercial 2. Industrial 3. Personal Protection**	**Last reviewed on**	**02 July 2013**
		Next review date	**01 June 2015**

Back To NOS List

