QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR CCTV SUPERVISOR [PRIVATE SECURITY SECTOR]



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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

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Introduction

Qualifications Pack – CCTV Supervisor

SECTOR: PRIVATE SECURITY SECTOR

SUB-SECTOR: 1. COMMERCIAL
2. INDUSTRIAL

OCCUPATION: SUPERVISORY (SURVEILLANCE)

REFERENCE ID: SKS/Q0004

A **CCTV Supervisor** in the Private Security Sector is an important job-role. He/she provides protection against threats and risks through surveillance and early warning. As threat and risks to modern living and businesses multiply, the requirement of CCTV surveillance systems and their operators is also increasing. Nowadays, most of the commercial and industrial deployments are equipped with such systems.

Brief Job Description: A CCTV Supervisor needs to know the basics of private security, supervision of security unit operations and spectrum of threats and risks to security and safety. CCTV Supervisors observe designated premises through CCTV systems; pick up early indications of problems pertaining to security and safety and respond appropriately by alerting various agencies.

Personal Attributes: CCTV Supervisors should be well-versed with the private security operations and have basic technical aptitude. Profiency in communication and keen observation would help in thwarting threat and risks to life, property and premises.

Job Details

Qualifications Pack Code	**SKS/Q0004**		
Job Role	**CCTV Supervisor**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**20 May 2013**
Sub-sector	**1. Commercial 2. Industrial**	**Last reviewed on**	**28 May 2013**
Occupation	**Supervisory (Surveillance)**	**Next review date**	**20 May 2015**
Job Role	**CCTV Supervisor**		
Role Description	A CCTV Supervisor is entrusted with carrying out surveillance of designated premises using CCTV systems to pick up signs of threat and risks and warn the stakeholder well in time to safeguard life, property and premises.		
NVEQF / NVQF level **Minimum Educational Qualifications** **Maximum Educational Qualifications**	5 XII Class NA		
Training	Training for subjects stipulated in Private Security Agencies (Regulation) Act – 2005 and applicable technical skills and abilities.		
Applicable National Occupational Standards	Click on the hyperlink to read/download the required NOS 1. SKS/N 0001 - Security tasks in accordance with basic security practices 2. SKS/N 0002 - Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act – 2005 while undertaking security tasks 3. SKS/N 0009 - Security in commercial deployments 4. SKS/N 0010 - Security in industrial deployments 5. SKS/N 0011 - Positive projection of self and the organisation 6. SKS/N 0076 - Monitor a security unit 7. SKS/N 0077 - Supervise CCTV operations to secure premises 8. SKS/N 0078 - Maintain operational performance of CCTV system 9. SKS/N 0079 - Observe health and safety while monitoring security operations		
Performance Criteria	As described in the relevant OS units		

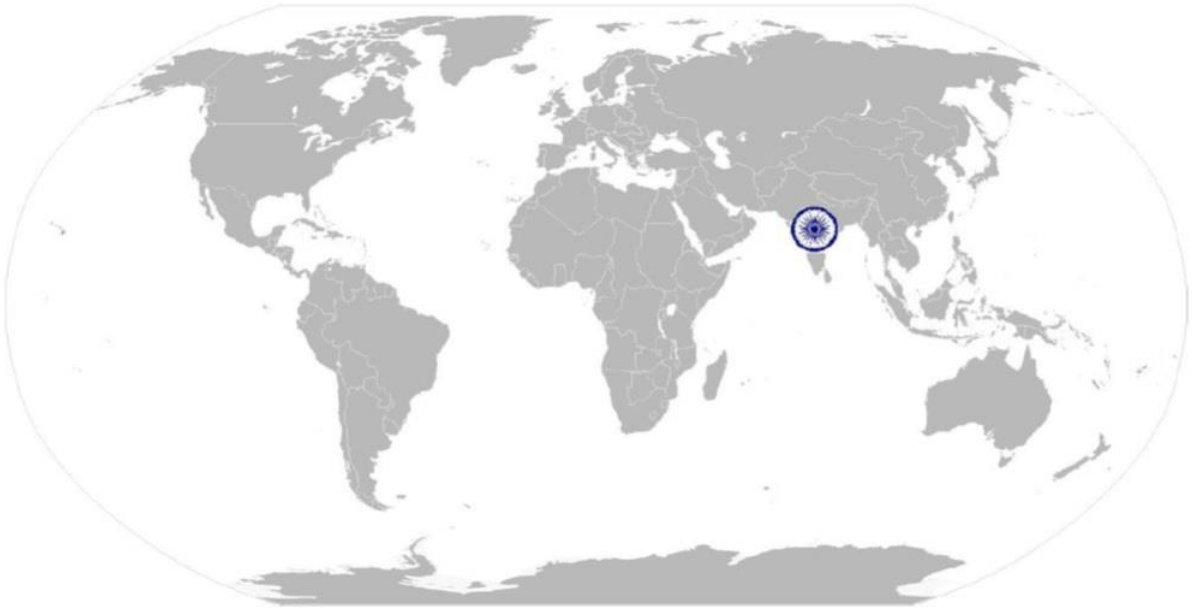
Definitions

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 fulfil 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
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
PSARA	The Private Security Agencies Regulation Act (PSARA) 2005

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability for an Unarmed Security Guard in carrying out tasks in line with basic security practices.

National Occupational Standard

SKS/N0001 Security tasks in accordance with basic security practices

Unit Code	**SKS/N0001**
Unit Title (Task)	**Security tasks in accordance with basic security practices**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability for an Unarmed Security Guard in carrying out tasks in line with basic security practices.
Scope	1. **Risks and Threats.** (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 (i) Public demonstration, labour unrest and crowd control 2. **Security Organisations.** (a) Armed Forces – Army, Navy, Air Force (b) Central Armed Police Forces – CISF, CRPF, BSF, RPF (c) Civil Police 3. **Private Security Sector.**Commercial and Industrial domains 4. **Hazards/Disasters and Emergencies.** (a) Hazards/ Disasters – Floods, storms, earthquake, fire incidents, accidents, industrial accidents, building collapse (b) Emergencies – Medical emergencies, emergencies arising due to crime, accidents and disasters 5. **Role – Private Security Sector.** (a) To provide guarding services to society, commerce and industry (b) Assist law enforcement agencies 6. **Organisations Dealing with Hazards/ Disasters and Emergencies.** (a) Police (b) Fire Department (c) Ambulance Services 7. **Weapons and Firearms.** (a) Gun, rifle, pistol, revolver (b) Bomb, grenade, improvised explosive device, explosive (c) Knife, sword, spear, baton, lathi
Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Carry out assigned security tasks	To be competent, the user/individual on the job must be able to: PC1. Carry out assigned security duties in line with procedures and

SKS/N0001 Security tasks in accordance with basic security practices

	instructions PC2. Respond and report about risks and threats PC3. Respond and report about hazards and emergencies PC4. Assist police and other organisations, if required PC5. Recognise rank/ badge of rank in police and military PC6. Identify various arms in use in public and police PC7. Identify improvised explosive devices
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. Private Security Agencies (Regulation) Act – 2005 and organisational procedures KA2. Reporting system within your organisation and workplace
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Importance of security for society, institutions and corporate KB2. Risks and threats to society and corporate KB3. Organisations dealing with security KB4. Organisation of private security sector KB5. Different domains of private security sector KB6. Role of private security sector KB7. Types of hazards/ disaster and emergencies KB8. Different types of weapons and fire arms in use in public and police KB9. Improvised explosive devices KB10. Badges of rank in police and armed forces
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Record and report incidents SA2. Communication skills
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Respond to risks and threats SB2. Carry out assigned task as per organizational procedure SB3. Take decisions in line with role and responsibility

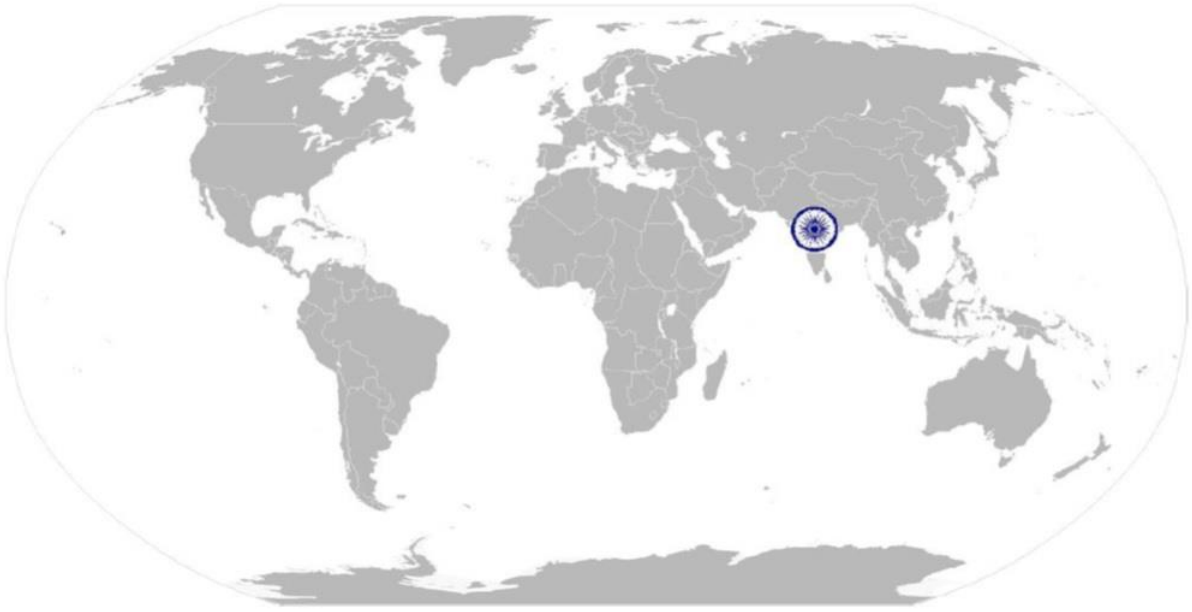
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National Occupational Standards

SKS/N0001 Security tasks in accordance with basic security practices

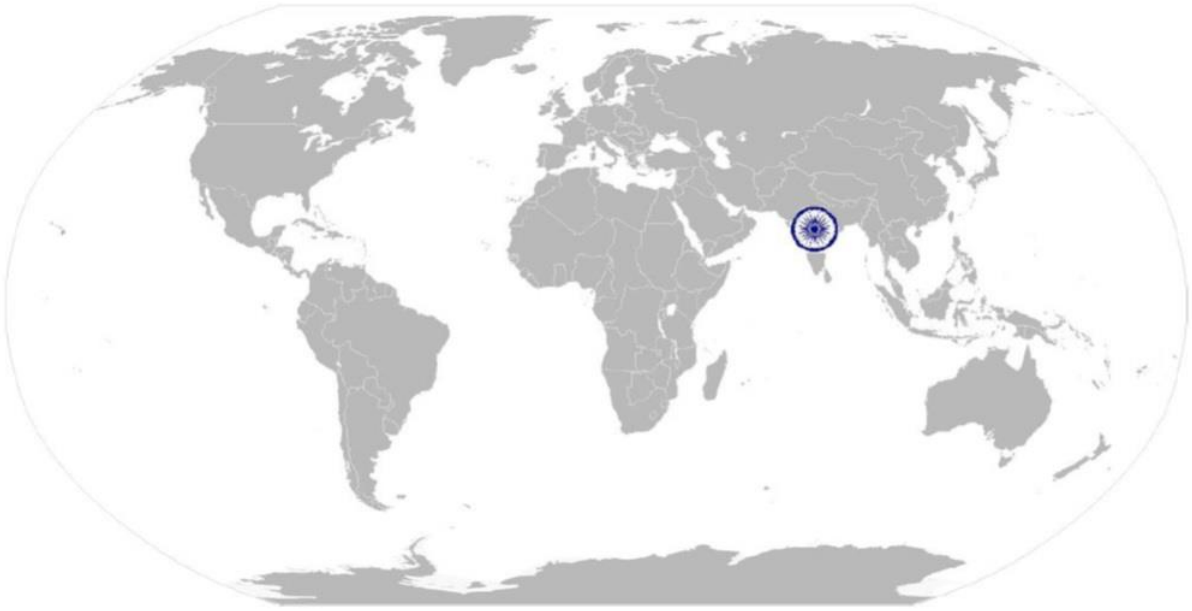
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NOS Code	**SKS/N0001**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities related to legal requirements to be conformed to when undertaking security tasks.

SKS/N0002 Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act – 2005 when undertaking security tasks

National Occupational Standard

Unit Code	**SKS/N0002**
Unit Title (Task)	**Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act – 2005 when undertaking security tasks**
Description	This unit provides Knowledge & Understanding and Skills & Abilities related to legal requirements to be conformed to when undertaking security tasks.
Scope	1. **Legal Provisions.** (Applicable sections only.) 2. **The Indian Penal Code, 1860.** (a) Right to private defence (b) Important property & bodily offences and their punishments (c) Importantcognisable and non-cognisable offences 3. **The Code of Criminal Procedure, 1973.** (a) Aid to magistrate and police (b) Public to inform on certain offences (c) Arrest by private person and procedure on such arrest (d) No unnecessary restraint/ detention (e) Lodging of complaint and first information report with police (f) Summons and warrants 4. **Special and Local Laws.** (a) The Arms Act, 1959 (b) Explosive Act, 1884 and The Explosive Substances Act, 1908 (c) Private Security Agencies Regulation Act – 2005 (d) Human Rights Act - 1993 5. **The Private Security Agencies CentralModel Rules - 2006.** (a) Para 4 - Verification (b) Para 5 – Security training (c) Para 6 – Physical standards (d) Para 15– Photo identity card (e) Para 16– Miscellaneous 6. **Employees' Provident Funds** 7. **Working hours, leave, minimum wage** 8. **Employee's State Insurance**
Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Carry out security duties with in basic legal provisons	To be competent, the user/individual on the job must be able to: PC1. Comply with basic legal provisions applicable to your role and tasks PC2. Obtain clarity in case of lack of understanding PC3. Take cognisance of offences and report to superiors/ police PC4. Cooperate in investigations PC5. Give evidence in court, if required by law
Knowledge and Understanding w.r.t the Scope	

SKS/N0002 Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act – 2005 when undertaking security tasks

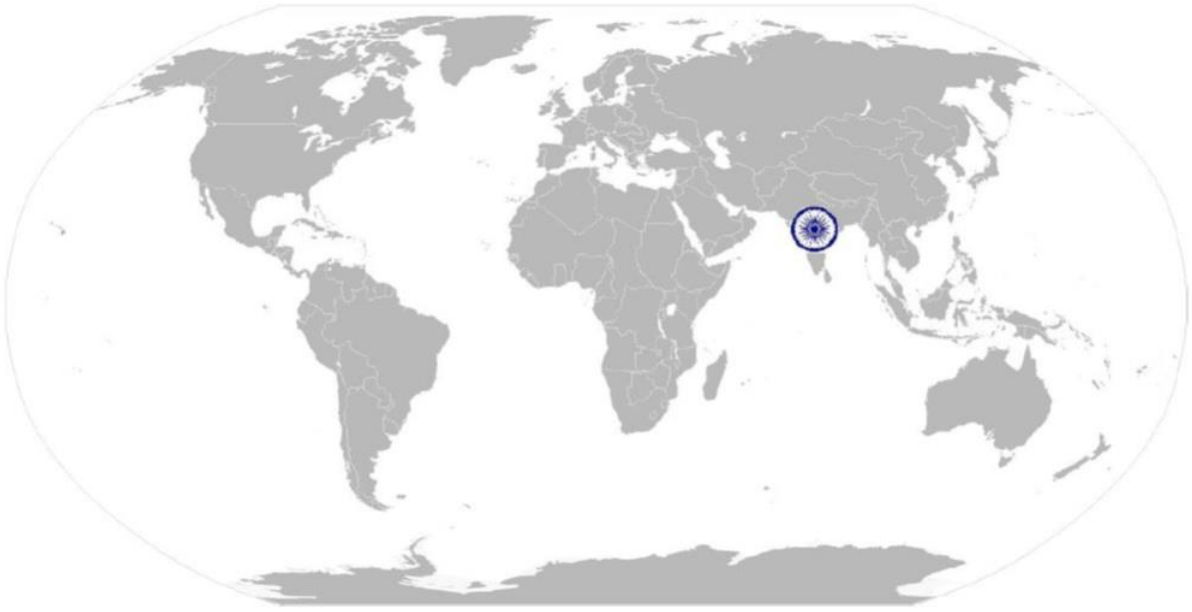
Element	Knowledge and Understanding (K)
A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Responsibilities and limitations of your role KA2. Concerned personnel to be contacted for necessary clarifications KA3. Procedures to be followed in situations having legal implications
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Reporting and recording of events KB2. Procedure for co-operating with investigations KB3. Difference between legal and illegal activities KB4. Legal implication of your role and tasks KB5. Assisting in lodging of complaints and first information report KB6. Method of giving evidence in court
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Understand basic legal provisions related to your role SA2. Report and record incidents SA3. Clarify doubts from superior
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Understand legal and illegal actions

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NOS Code	SKS/N0002		
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Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in carrying out security tasks in commercial deployments by Unarmed Security Guards.

National Occupational Standard

SKS/N0009 Security in commercial deployments

Unit Code	**SKS/N0009**
Unit Title (Task)	**Security in commercial deployments**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in carrying out security tasks in commercial deployments by Unarmed Security Guards.
Scope	1. **Commercial Domains** (a) Single& multi-flat houses, row houses, condominiums, coloniesand townships (b) Real estate, parks and public utilities (c) Schools, colleges, university and hostels (d) Banks and ATMs (e) Business parks, offices, shops and warehouses (f) ITES, BPO and KPO (g) Hotels, restaurants, guest houses, inns and motels (h) Hospitals, nursing homes and diagnostic laboratories (i) Malls, markets, bazars and shops (j) Cinema, theatre, multiplex, fairs and exhibitions (k) Sports complexes and stadiums (l) Live shows, weddings, congregation and rallies (m) Transport hubs and mass rapid transport system (n) Religious places and shrines (o) Tourist spots and monuments **2. Risks and Threats.** (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 andassault (g) Murder and suicide (h) Kidnapping (i) Accidents (j) Medical emergency (k) Public demonstration,labour unrest and crowd control (l) Fire accidents (m) Natural& manmade hazards **3. Behavioural Standards.** (a) Alert and vigilant (b) Well-groomed and courteous (c) Responsive and helpful (d) Respectful and caring towards elderly, women and children

SKS/N0009 Security in commercial deployments

	(e) Communicate effectively and assertively (f) Responsible andco-operative **4. General Security Duties.** (a) Respond to risks and threats (b) Control entry and exit (c) Control traffic and parking (d) Check material movement (e) Surveillance (f) Report to superiors (g) Basic security registers (h) Operate security equipment
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Carry out security tasks in commercial domains	To be competent, the user/individual on the job must be able to: PC1. Carry out security duties as per organisation's procedures and instructions PC2. Respond to domain-specific risks and threats PC3. Operate security equipment PC4. Communicateeffectively with concerned stakeholders PC5. Followgood behavioural standards PC6. Maintain basic security registers as prescribed PC7. Report incidents to superiors
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. Basic knowledge of organisation and domain where deployed KA2. Security procedures and instructionswhere deployed KA3. Reporting procedure
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Risks and threats specific to domain/ organisation where deployed KB2. Security equipment in usewhere deployed KB3. Communication methods and equipment used
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Be alert and vigilant to guard against risks & threats and respond effectively SA2. Be courteous and helpful to customers / stakeholders SA3. Communicate effectively with customers / stakeholders

SKS/N0009 Security in commercial deployments

B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Carry out security duties in line with domain-specific pre-induction programme SB2. Communicate and report SB3. Respond to risks and threats SB4. Use security and communication equipment in the prescribed manner

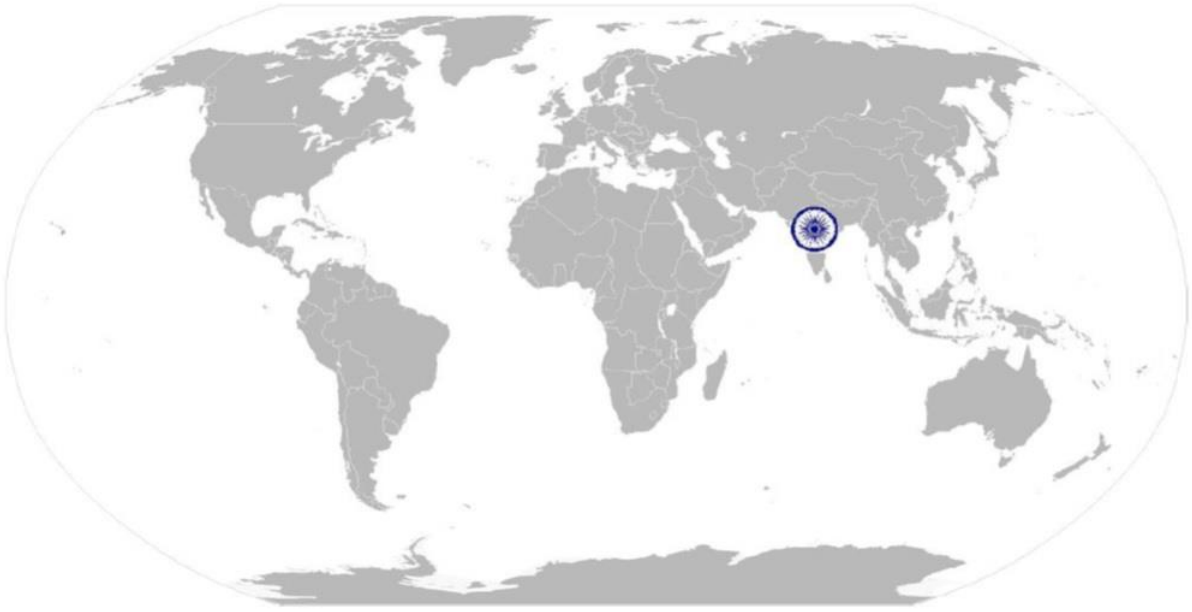
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NOS Code	**SKS/N0009**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**20 February 2013**
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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in carrying out security tasks in industrial deployments by CCTV Supervisor.

National Occupational Standard

SKS/N0010 Security in industrial deployments

Unit Code	**SKS/N0010**
Unit Title (Task)	**Security in industrial deployments**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in carrying out security tasks in industrial deployments by Unarmed Security Guards.
Scope	1. **Industrial Domains.** (a) Factories andworkshops (b) Plants (c) Mines (d) Refineries and pipe lines (e) Sea ports and air ports (f) SEZs (g) Container yardsand warehouses (h) Transport and logistics (i) Infrastructure 2. **Risks and Threats.** (a) Unauthorised entry and trespass (b) Aggressive and drunken behaviour (c) Eve teasing and molestation (d) Robbery,theft, pilferage and shoplifting (e) Violence and assault (f) Murder and suicide (g) Kidnapping (h) Accidents (i) Medical emergency (j) Public demonstration, labour unrest and crowd control (k) Fire accidents (l) Natural& manmade hazards 3. **Behavioural Standards.** (a) Alert and vigilant (b) Well-groomed and courteous (c) Responsive and helpful (d) Communicate effectively and assertively (e) Responsible and co-operative 4. **General Security Duties.** (a) Respond to risks and threats (b) Control entry and exit (c) Control traffic and parking (d) Check material movement (e) Surveillance (f) Report to superiors

SKS/N0010 Security in industrial deployments

	(g) Basic security registers (h) Operate security equipment
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Carry out security tasks in industrial domains	To be competent, the user/individual on the job must be able to: PC1. Carry out security duties as per organisation's procedures and instructions PC2. Respond to domain-specific risks and threats PC3. Operate security equipment PC4. Communicate PC5. Follow good behavioural standards PC6. Maintain basic security registers as prescribed PC7. Report incidents to superiors
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. Basic knowledge of organisation and domain where deployed KA2. Security procedures and instructionswhere deployed KA3. Reporting procedure
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Risks and threats specific to domain/ organisation where deployed KB2. Security equipment in usewhere deployed KB3. Communication methods and equipment used
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Be firm and assertive in dealings SA2. Be alert and vigilant to guard against risks & threats and respond effectively
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Carry out security duties in line with pre-induction programme SB2. Communicate with the equipment provided SB3. Use security and safety equipment in the prescribed manner

SKS/N0010 Security in industrial deployments

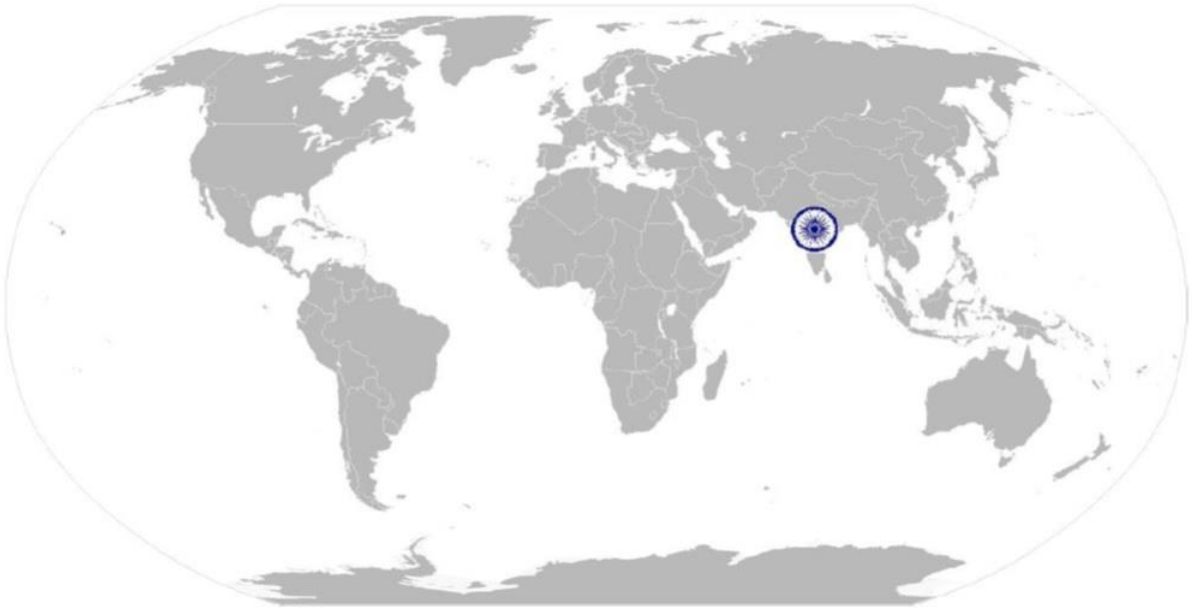
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NOS Code	**SKS/N0010**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**20 February 2013**
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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Communication Skills & Abilities to project a positive image of self and the organisation.

National Occupational Standard

SKS/N0011 Positive projection of self and the organisation

Unit Code	**SKS/N0011**
Unit Title (Task)	**Positive projection of self and the organisation**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Communication Skills & Abilities to project a positive image of self (Unarmed Security Guard) and the organisation.
Scope	1. **Behavioural Standards/ Meet and Greet Procedures.** (a) Alert and vigilant (b) Well-groomed and courteous (c) Responsive and helpful (d) Respectful and caring towards elderly, women and children (e) Communicate politely and firmly (f) Responsible and co-operative 2. **Traits and Habits.** Honesty, truthfulness, integrity, discipline and punctuality 3. **Necessary Equipment.** Baton, pen, guard's notebook, whistle, torch, clothing as per the weather, communication equipment, if provided. 4. **Site-specific Information.** 5. **Pre-induction Training.**
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Conform to the organisation's standards of grooming and behaviour	To be competent, the user/individual on the job must be able to: PC1. Maintain good health, personal hygiene & sanitation PC2. Comply with organisation's standards of grooming and personal behaviour PC3. Stay free from intoxicants (alcohol, tobacco and drugs) PC4. Wear organisation's uniform with name tab correctly and smartly PC5. Wear, carry and use personal protection gear and equipment PC6. Co-operate with team members PC7. Observe organisation's "Meet and Greet Procedure" PC8. Observe confidentiality as per organisational procedure PC9. Observe discipline and punctuality
Execute tasks as per organisation's standards	To be competent, the user/individual on the job must be able to: PC1. Carry out assigned tasks and duties diligently PC2. Co-operate with team members
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its	The user/individual on the job needs to know and understand: KA1. Personal grooming and behaviour KA2. Maintain good physical fitness and mental robustness

SKS/N0011 Positive projection of self and the organisation

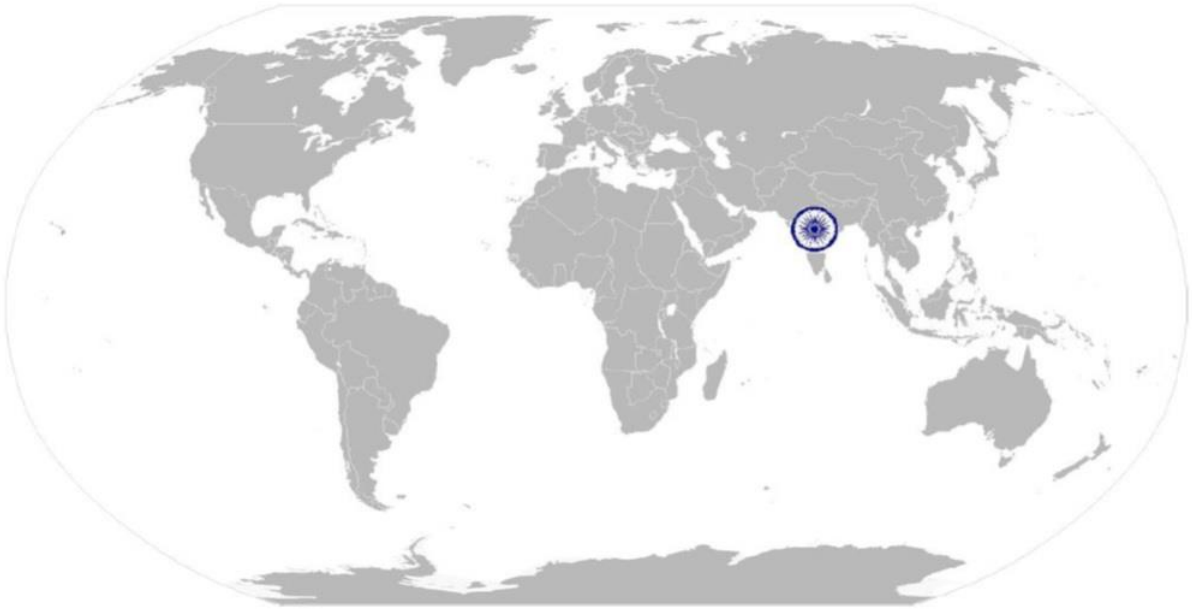
processes)	KA3. Organisation's work culture
B. Technical/ Domain knowledge	The user/individual on the job needs to know and understand: KB1. Use of communication equipment KB2. Basic knowledge about the organisation and site
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to understand: SA1. Organisation's "Meet and Greet Procedure" SA2. Organisation's work culture SA3. Honesty and integrity
B. Professional Skills	The user/ individual on the job needs to be: SB1. Physically fit and mentally robust SB2. Turned out neatly and impressively SB3. Conversant with the site knowledge SB4. Alert and vigilant

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NOS Code	**SKS/N 0011**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**20 February 2013**
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National Occupational Standard



Overview

This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities for supervision of a security unit and its operations.

National Occupational Standard

SKS/N0076 Monitor a security unit

Unit Code	**SKS/N0076**
Unit Title (Task)	**Monitor a security unit**
Description	This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities for monitoring of a security unit and its operations.
Scope	1. **Guarding Operations.** 2. **Security Documents.** Muster roll, shift report, duty roster, incident reporting log, equipment maintenance log, personnel entry/ exit register, keys control register, training register, archive handling register 3. **Site Instructions.** Site layout - perimeter, details of entry, exit and emergency exits; work shifts; guard posts, deployment of CCTV camera, guard and posts, patrols, routine of the premises 4. **Operational Effectiveness.** Pre-shift briefing, checking, surprise checks 5. **Equipment.** Basic operational checks, non-functional equipment, errors/ erratic output 6. **Leadership and Supervision.** Training, motivation, personal example, impartiality, honest reporting, punctuality and welfare
	Performance Criteria (PC) w.r.t the Scope
Element	**Performance Criteria**
Supervise security unit operations	To be competent, the user/individual on the job must be able to: PC1. Commence operations at a new or existing site, as instructed PC2. Follow organizational procedures and site instructions PC3. Receive briefing from superiors PC4. Receive shift report from outgoing supervisor PC5. Assume charge of an assigned premises/ area of responsibility PC6. Check functioning of equipment and report PC7. Take attendance of personnel and report about deficiency, if any PC8. Plan and organize manpower and equipment resources PC9. Prepare shift duty roster PC10. Brief and assign tasks to team members PC11. Issue security and safety equipments to team members, as required PC12. Organise collection of intelligence and information, as instructed PC13. Check work of team members PC14. Control entry/ exit to control room PC15. Liaise with fire and maintenance personnel PC16. Be available to resolve concerns/ grievances of team members PC17. Resolve issues and report problems to superiors PC18. Motivate team through personal example and involvement PC19. Report on performance standards of personnel PC20. Report on training needs of personnel

SKS/N0076 Monitor a security unit

	PC21. Carry out/ facilitate on-the-job-training for personnel PC22. Report and record incidents PC23. Carry out routine and surprise checks PC24. Participate in rehearsals as per instructions and report about the standard of response of security personnel and stakeholders PC25. Communicate with superiors/ team members and other stakeholders PC26. Comply with organisation's standards of grooming, conduct and performance PC27. Prepare shift report and handover to the reliever
Optimal use of resources	To be competent, the user/individual on the job must be able to: PC1. Plan and arrange personnel and equipment in line with the site instructions PC2. Report suitability of personnel and equipment provided for specific tasks PC3. Cater for anticipated threat/ risks PC4. Priortise emergent situations PC5. Take proactive measures against possible threat/ risks to the people, property and premises PC6. Record and report status and issues related to personnel and equipment
Deal with emergencies	To be competent, the user/individual on the job must be able to: PC1. Operate as part of organisation's response team PC2. Liaise with on-site emergency team, if constituted PC3. Participate in periodic rehearsals with the team on various emergency scenario PC4. Anticipate emergencies/ contingencies to the assigned premises PC5. Take support from stakeholders and other departments PC6. Report to designated superior and other agencies during an emergency PC7. Assist in evacuation of the premises PC8. Assist in on-site briefing and guidance for fire fighters, rescue workers and medical teams PC9. Cooperate with in-house or police investigation PC10. Report and record incidents
Carry out administration and welfare of personnel	To be competent, the user/individual on the job must be able to: PC1. Coordinate and liaise with stakeholders PC2. Know the team members PC3. Listen to and address grievance of team members PC4. Intimate management about grievances PC5. Facilitate resolution of HR/ administration-related problems of team members PC6. Motivate team members through personal example and concern PC7. Be impartial in performance of duties PC8. Ensure health and safety of team members in workplace PC9. Recommend achievers for reward/ recognition

SKS/N0076 Monitor a security unit

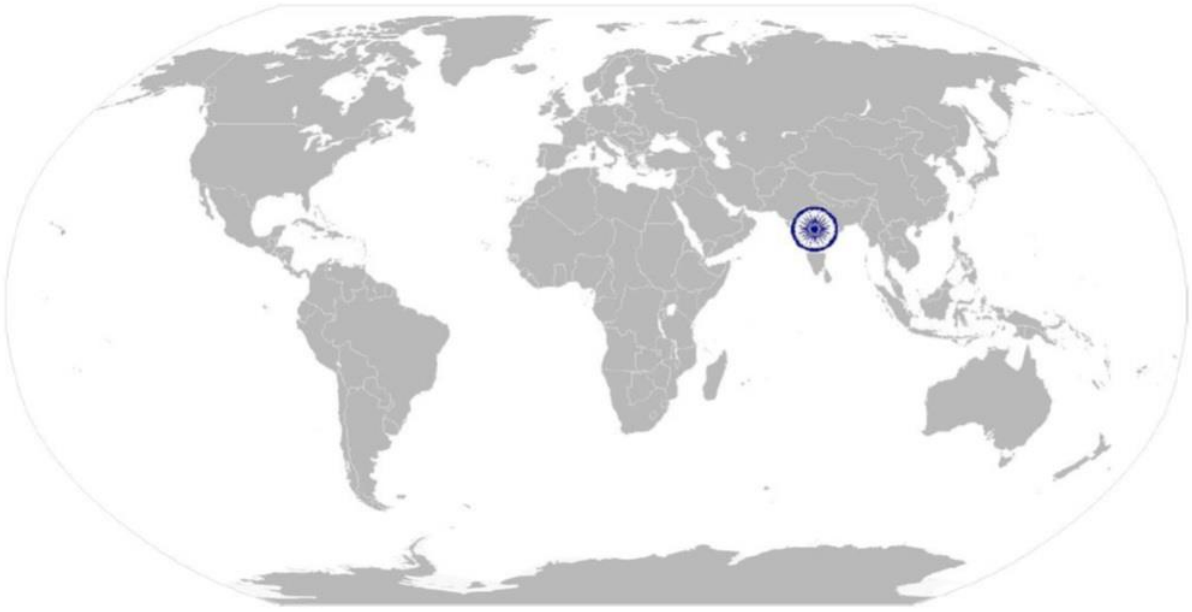
Knowledge and Understanding (K)	
A. Organisational Context	The user/individual on the job needs to know and understand: KA1. The site instructions KA2. Details of deployment of personnel and equipment KA3. Organizational standards of performance and methods of monitoring KA4. Channel of reporting and communication with stakeholders KA5. Contact details of emergency services KA6. Organizational procedure and practices related to training KA7. Security documentation formats and procedure KA8. Organization's expectations on grooming, conduct and performance KA9. Leadership and management fundamentals
B. Technical/ Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Deployment of CCTV system KB2. Basic testing and functionality checks for available CCTV system and reporting KB3. Suitability of personnel provided KB4. Duties specific to fresh inductees and on-the-job-training personnel KB5. Pre-induction training for fresh inductee KB6. Use of communication and security equipment KB7. Communication channel for reporting incidents KB8. 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. Read, write and prepare shift reports SA2. Manage and motivate a team SA3. Communicate effectively SA4. Manage stakeholders SA5. Impart instructions to team SA6. Collect information and intelligence SA7. Report on performances of team members
B. Professional Skills	The user/individual on the job needs to know and understand how to: SB1. Ability to conduct basic tests of security and communication equipment SB2. Ability to visualize site specific threat/risks

SKS/N0076 Monitor a security unit

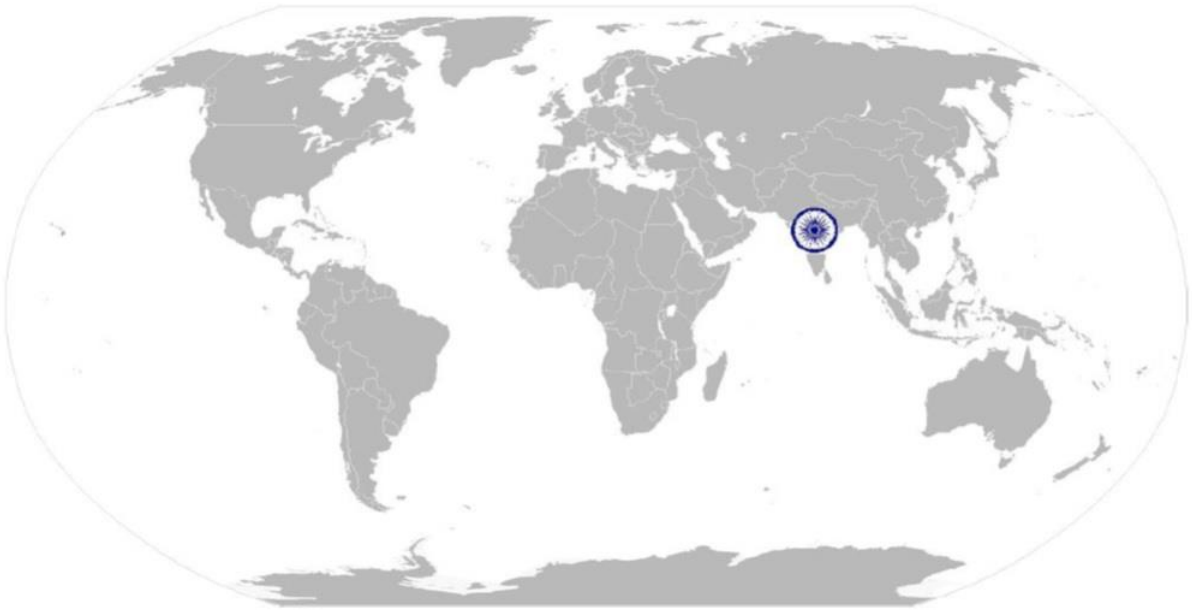
NOS Version Control

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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities specifications for monitoring of assigned premises through the use of CCTV and responding to security and safety breaches.

National Occupational Standard

SKS/N0077 Supervise CCTV operations to assist in securing premises

Unit Code	**SKS/N0077**
Unit Title (Task)	**Supervise CCTV operations to assist in securing premises**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities for monitoring of assigned premises through the use of CCTV and responding to security and safety breaches.
Scope	1. **Physical Security Measures.** Guarding duties and details 2. **Security and Safety Incidents.** Criminal activity, accidents, fire, losses, medical emergency, breakdown of services, crowd build up, stampede, traffic violations, trespass 3. **Irregular Situations.** Trespass, shop-lifting, car-jacking, stealing, loot, arson, brawls/ quarrels, intrusion, loitering, eve-teasing, abandoned baggage, unaccompanied children, suspicious movement, suicide attempt, consumption of alcohol/ drugs, accidents 4. **CCTV, Analog, Digital, Internet Protocol Surveillance Systems.** 5. **Surveillance Techniques/ Patterns.** Pan-tilt-zoom (PTZ), video analytics, continuous/ frequency based monitoring 6. **Non-coverage/ Inadequate Coverage of CCTV System.** Incorrect positioning of cameras, inadequate lighting, weather conditions, bad maintenance, system failure
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Manage control room operations	To be competent, the user/individual on the job must be able to: PC1. Familiarise with the layout and coverage of a CCTV system in the assigned premises PC2. Take over shift duty from the predecessor PC3. Receive briefing and instructions from a designated superior PC4. Control access to the CCTV control room in line with organizational procedure PC5. Cover an on-going security situation, if any PC6. Monitor CCTV and pay equal attention to all monitors PC7. Ensure recording of CCTV footage for archival/ evidence purpose PC8. Preserve footage, as per instruction PC9. Maintain confidentiality as per organizational procedure PC10. Record and report events as per procedure PC11. Brief the reliever and hand over shift duties
Monitor premises using CCTV	To be competent, the user/individual on the job must be able to: PC1. Familiarise with the area of responsibility PC2. Appreciate premises-specific threat/ risks PC3. Scan and monitor premises as per site instructions

SKS/N0077 Supervise CCTV operations to assist in securing premises

	PC4. Monitor designated premises with the use of CCTV as per site instructions and laid down procedure PC5. Monitor the area of responsibility using approved surveillance techniques/ patterns and based on site instructions PC6. Report irregular situations to superior/ concened agency PC7. Record details related to incidents/ operations in approved formats
Respond to security and safety breaches	To be competent, the user/individual on the job must be able to: PC1. Scan the area of responsibility using approved surveillance techniques/ patterns and based on site instructions PC2. Look for irregular situations, exceptions and breaches to security and safety PC3. Respond to early indications of a security breach/ irregular situations PC4. Respond to security incidents based as per organizational instructions PC5. Report to designated superior PC6. Obtain help from security unit/ stakeholders/ concerned agencies as per organizational protocol PC7. Record and report details of exceptions, breaches, and irregular situations, as well as response, in line with organizational protocol
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. Layout of the premises and area of responsibility KA2. Routine in the premises and area of responsibility KA3. Possible threat/ risks in the premises and area of responsibility KA4. Relevant legislation/ regulations and organizational procedures related to use of CCTV and surveillance equipment in private security KA5. Organizational procedures and guidelines for dealing with security situations KA6. Limits of your role and responsibility KA7. Organizational procedure for the security of the control room KA8. List of authorized persons allowed into the control room and procedure for authorizing access for others KA9. Communication protocol and contact details of designated superior/ concerned agencies KA10. Procedures to be co-ordinated with team members and other stake-holders, in case of security or safety incidents KA11. Approved protocol for early warning communication and response followed in the organization KA12. Sources of evidence related to safety/ security incidents and importance of preserving them

SKS/N0077 Supervise CCTV operations to assist in securing premises

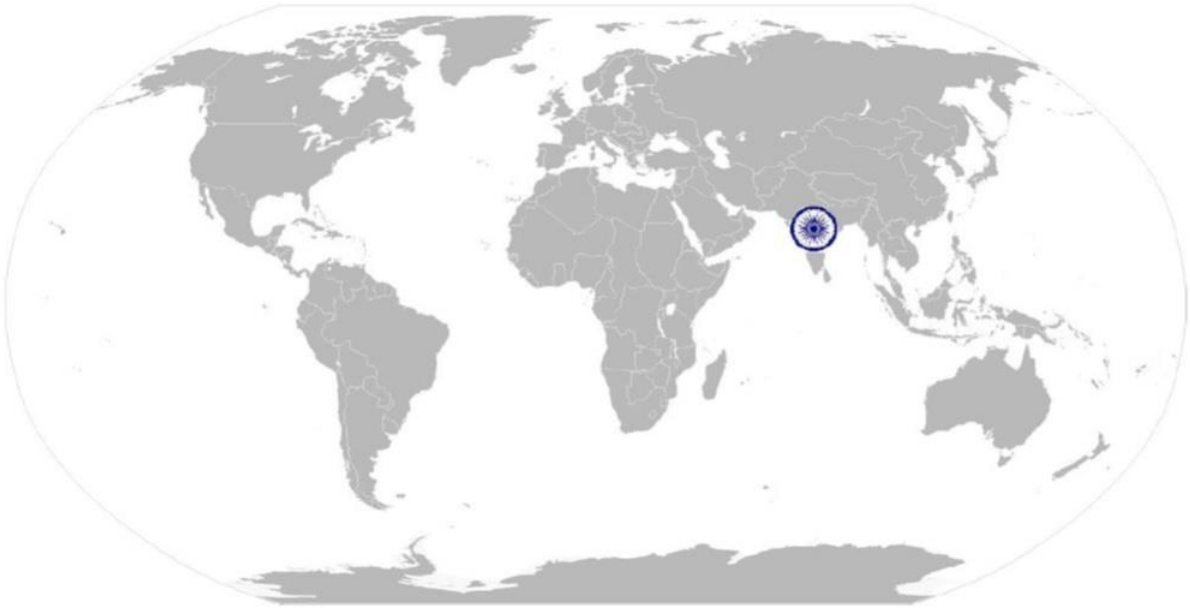
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Layout and coverage of the CCTV system in the premises and area of responsibility KB2. The details of the deployment of physical security and patrols in the area of responsibility KB3. Types of suspicious activity, exceptions and breaches to safety and security that needs monitoring KB4. Types of threat/ risks that warrant immediate action KB5. Blind spots in the CCTV coverage KB6. Functioning of CCTV system KB7. Surveillance techniques and procedures for monitoring KB8. Reporting/ recording procedure and formats KB9. Functions, operating principles and limitations of the security and surveillance systems in use KB10. Modus operandi of criminals/ miscreants against life and property
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Observe irregular situations keenly SA2. Anticipate threats/ risks SA3. Respond to a security situation SA4. Communicate with stakeholders effectively
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Pay attention to detail concentrate on a situation SB2. Detect suspicious activity/ perceive abnormal movements and generate early warning SB3. Sift through CCTV information and archive SB4. Report and record incidents

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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities specifications for maintaining operational performance of CCTV system.

National Occupational Standard

SKS/N0078 Maintain operational performance of CCTV system

Unit Code	SKS/N0078
Unit Title (Task)	**Maintain operational performance of CCTV system**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities specifications for maintaining operational performance of CCTV system.
Scope	1. **Layout and Coverage of CCTV System.** 2. **Monitoring Techniques.** 3. **Recording of Footage.** 4. **Records and Documents.** 5. **Authorisations.** 6. **Basic Operational Checks.** 7. **Preventive Maintenance.** 8. **Media Archive.**
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Maintain operational performance of CCTV system	To be competent, the user/individual on the job must be able to: PC1. Operate CCTV system in line with manufacturer's instructions and organizational procedures PC2. Ensure safety precautions and correct handling of equipment PC3. Carry out basic operational checks / inspection to confirm that the equipment is in operational use PC4. Report functioning/ malfunctioning to designated superior as per organizational procedure PC5. Secure the assigned equipment PC6. Respond to signals/ alarms from equipment as per organizational procedure PC7. Communicate system breakdown to designated superior so that back-up security process can be initiated PC8. Maintain records and media pertaining to operations in the prescribed format
Manage recorded media and archive	To be competent, the user/individual on the job must be able to: PC1. Handle surveillance equipment (hardware/ software) in line with manufacturer's instructions and organizational procedure PC2. Handle recorded media as per organizational procedure PC3. Store and secure the recorded media as per organizational procedure PC4. Share the recorded media with authorized person (s) on instructions from designated superior PC5. Maintain security and confidentiality of recorded media PC6. Maintain documentation pertaining to events and recorded media in

SKS/N0078 Maintain operational performance of CCTV system

	the prescribed format
Respond to data and information request	To be competent, the user/individual on the job must be able to: PC1. Share the recorded media with authorized person(s) only on instructions from designated superior PC2. Obtain clarifications and approval from designated superior before sharing data and information PC3. Retrieve recorded media from archives as per approved procedure PC4. Operate equipment/ take assistance from technical personnel to identify, isolate and copy footage from archives PC5. Hand over recorded media in accordance with organisational procedure PC6. Complete process-related documentation PC7. Maintain security and confidentiality
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, organisational procedure with regard to installation and use of CCTV surveillance equipment in private security KA2. Various domain-specific deployments supported by CCTV surveillance equipment KA3. Basic functional and operating knowledge of CCTV surveillance equipment installed in the premises KA4. Capability and limitations of the CCTV surveillance equipment KA5. Common faults occurring in the CCTV surveillance equipment KA6. Procedure to deal with common faults/ malfunctions KA7. Communication protocol and back-up security processes in case of equipment break-down KA8. Documentation formats used in surveillance operations KA9. Layout of the premises and area of responsibility KA10. Routine in the premises and area of responsibility KA11. Organizational procedures and guidelines for dealing with security situations KA12. Limits of your role and responsibility KA13. Organizational procedure for the security of the control room, equipment and information KA14. Procedure for authorizing access to persons in the control room KA15. Communication protocol and contact details of designated superior/ concerned agencies

SKS/N0078 Maintain operational performance of CCTV system

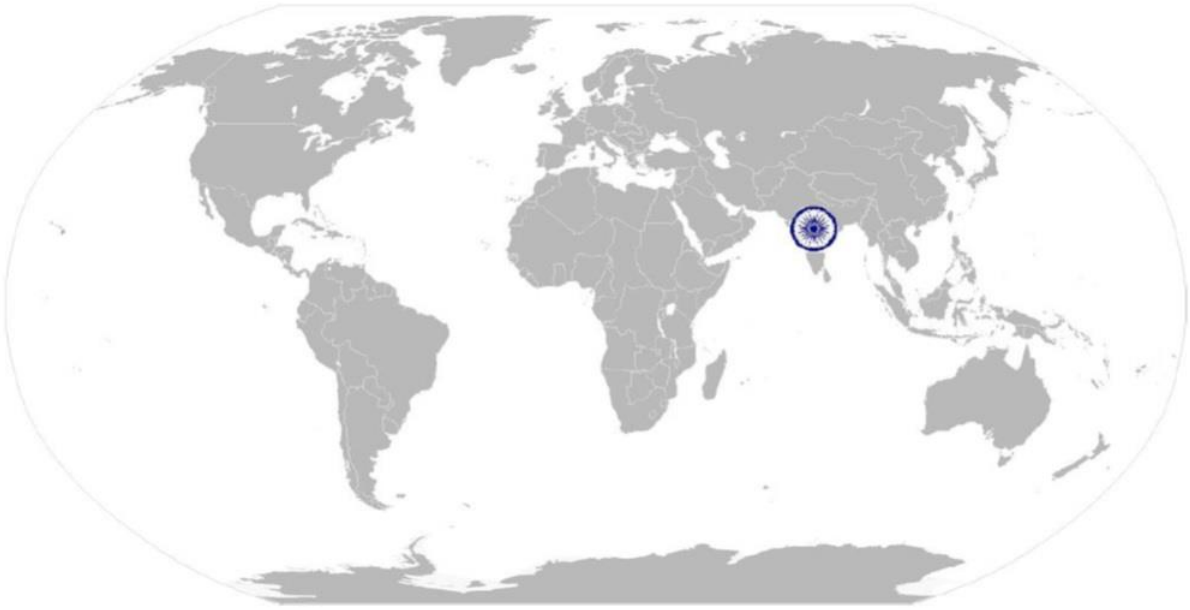
	KA16. Approved protocol for early warning communication and response followed in the organization KA17. Sources of evidence related to safety/ security incidents and importance of preserving them
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Layout and coverage of the CCTV system in the premises and area of responsibility KB2. The details of the deployment of physical security and patrols in the area of responsibility KB3. Types of suspicious activity, exceptions and breaches to safety and security that needs monitoring KB4. Possible threat/ risks in the premises and area of responsibility KB5. Types of threat/ risks that warrant immediate action KB6. Procedure for reporting requirement of preventive maintenance and repair KB7. Blind spots in the CCTV coverage KB8. Functioning of CCTV system KB9. Surveillance techniques and procedures for monitoring KB10. Reporting/ recording procedure and formats KB11. Functions, operating principles and limitations of the security and surveillance systems in use KB12. Modus operandi of criminals/ miscreants against life and property
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Observe irregular situations keenly SA2. Examine and respond to a security situation SA3. Communicate with stakeholders effectively
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Operate CCTV system as per organizational instructions SB2. Pay attention to details and concentrate on a situation SB3. Detect suspicious activity/ perceive abnormal movements and generate early warning SB4. Prevent and rectify faults SB5. Analyse/ sift through CCTV information and archive SB6. Report and record incidents

SKS/N0078 Maintain operational performance of CCTV system

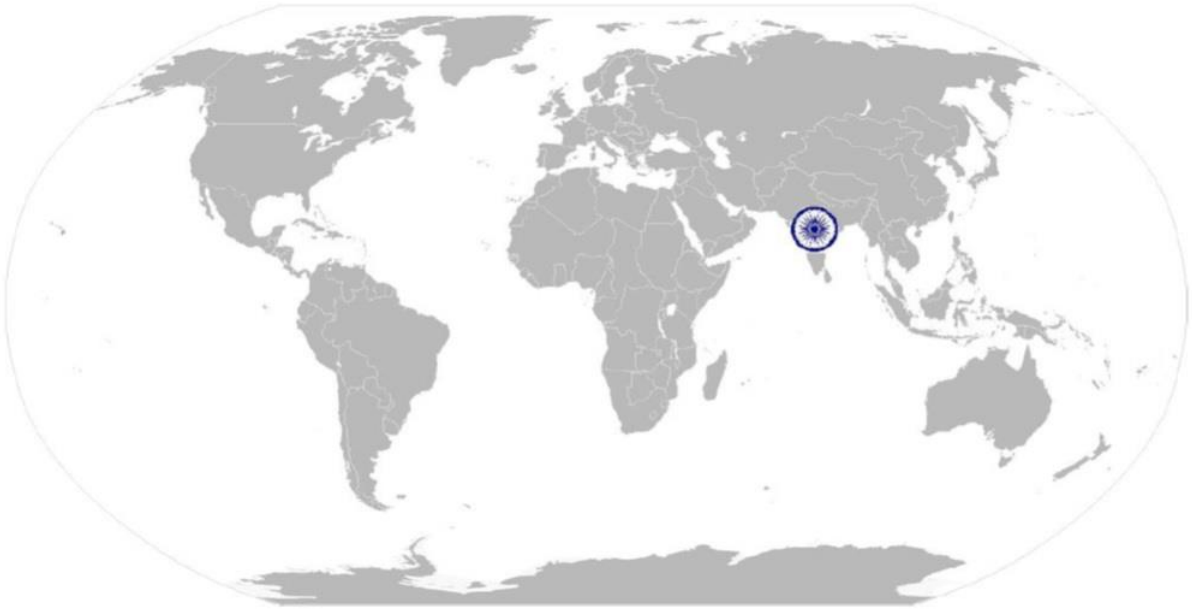
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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability to maintain personal health & hygiene and observe/respond to basic workplace safety requirements.

National Occupational Standard

SKS/N0079 Observe health and safety while monitoring security operations

Unit Code	SKS/N0079
Unit Title (Task)	**Observe health and safety while monitoring security operations**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability to maintain personal health & hygiene and observe/ respond to basic workplace safety requirements.
Scope	1. **Hazards and Risks.** (a) Fire (b) Electric short circuit, electric shock and electrocution (c) Medical emergency (d) Inflammable & toxic liquid/ gases (e) Accidents (f) Flooding (g) Malfunctioning elevators, escalators, staircase and ladders (h) Ventilation and suffocation (i) Watching monitors for prolonged duration (j) Ergonomic issues at work (k) Improper use of safety gear and non-adherence to safety norms (l) Hygiene and sanitation 2. **Organisational Procedures.** 3. **Training and Drills.** 4. **Personal Health, Hygiene and Habits.** 5. **Services and Organisations.**Security team and sub-unit; police and emergency services 6. **Devices and Safety Gears.**Sensors & alarms, communication equipment, fire fighting equipment, personal safety gears, ladders, chutes, ropes and emergency lighting 7. **Reporting.** Description of incident, time, date, place, casualties and action taken 8. **Causes of Fire.** 9. **Types of Fire.** 10. **Fire-fighting Equipment.** 11. **Medical Emergencies.** 12. **First-aid** 13. **Evacuation of Premises** 14. **Evacuation of Casualty**
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Contribute to maintaining a safe workplace	To be competent, the user/individual on the job must be able to: PC1. Carry out safety of workplace in line with organisational procedures PC2. Keep emergency and escape routes free from obstructions and

SKS/N0079 Observe health and safety while monitoring security operations

	report violation PC3. Wear personal safety gear and clothing as per organisational procedure PC4. Check violators of defined safety and security instructions and report violations PC5. Report to superiors and emergency service organisations for assistance in the event of emergencies
Maintain personal health, hygiene and habits	To be competent, the user/individual on the job must be able to: PC1. Undertake physical exercises and activities (commensurate with age) PC2. Maintain personal hygiene and good habits PC3. Refrain from alcohol, tobacco, drugs and other intoxicants PC4. Guard against sexually transmitted diseases and HIV PC5. Take precautions against common ailments
Respond to fire accidents	To be competent, the user/individual on the job must be able to: PC1. Identify and report fire hazards PC2. Carry out fire-fighting in line with organisational training and procedures PC3. Report fire incidents to superiors and emergency service organisations PC4. Participate in evacuation of casualtyand premises
Deal with medical emergency	To be competent, the user/individual on the job must be able to: PC1. Render first-aid PC2. Use available basic first-aid equipment
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. Organization's procedure relating to safety in the workplace KA2. Details of emergency exits, alarm, signage and other safety equipment KA3. Reporting procedure for incidents and emergencies KA4. Details of local emergency service KA5. The requirements of maintaining physical fitness, personal hygiene and good habits KA6. Organization's procedure/ guidelines relating to fire safety KA7. Details of floor plans, emergency exits, alarm, signage and other fire-fighting equipment KA8. Reporting procedure for fire incidents

SKS/N0079 Observe health and safety while monitoring security operations

	KA9. Training and mock drills KA10. Details of emergency exits, alarm, signage and location of first-aid and evacuation equipment KA11. Reporting procedure in case of medical emergencies KA12. Contact details of local hospitals and ambulance services
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Risks and hazards KB2. Personal safety equipment and clothing to be used KB3. Identify signage and warning KB4. Importance of sound health, hygiene and good habits KB5. Ill-effects of alcohol, tobacco and drugs KB6. The need to safeguard against sexually transmitted diseases and HIV KB7. Types of fire KB8. Causes of fire KB9. Fire alarms KB10. Types of fire-fighting equipment KB11. Fire-fighting procedure KB12. Personal safety equipment and clothing to be used KB13. First-aid KB14. Communicate effectively
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Respond to emergencies SA2. Remain calm during emergencies SA3. Be an effective member of the team SA4. The value of physical fitness, personal hygiene and good habits SA5. Respond to fire incidents SA6. Remain calm SA7. Communicate effectively SA8. Identify medical emergency SA9. Rescue and evacuation of casualty
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Raise alarm SB2. Respond with available equipment SB3. Report to senior / emergency service organisations for assistance SB4. Carry out periodic walk-throughs to keep work area free from hazards and obstructions, if assigned

SKS/N0079 Observe health and safety while monitoring security operations

	SB5. Withstand work environmental stress SB6. Carry out duties during day/ night and inclement weather SB7. Maintain a positive outlook SB8. Identify potential fire hazards SB9. Respond with available/ appropriate equipment SB10. Keep work area free from fire hazards SB11. Respond with available manpower and equipment SB12. Render first-aid SB13. Report to senior/ medical emergency service organisations for assistance

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