[1]QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR PERSONAL SECURITY OFFICER [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 – Personal Security Officer

SECTOR: PRIVATE SECURITY SECTOR

SUB-SECTOR: PERSONAL PROTECTION

OCCUPATION: PERSONAL SECURITY

REFERENCE ID: SKS/Q0005

A **Personal Security Officer (PSO)** is an important job-role associated with maintaining safety and security of the principal(s). With growing threats and risks to personal safety and security, need for employing personal protection is growing in society. Businessmen, industrialists, leaders, celebrities and vulnerable people need to be protected against multifarious threats and risks to their life.

Brief Job Description. Primary responsibility of a PSO is to protect the principal against possible threats. A PSO is required to operate within the confines of the assigned tasks and are required to operate alone or as part of a team both in armed and unarmed roles.

Personal Attributes. PSO's should be physically fit, mentally alert and willing to take risks. He/ she should be adept in the use of firearms, communication equipment, unarmed combat and in administering of first-aid.

Job Details

Qualifications Pack Code	**SKS/Q0005**		
Job Role	**Personal Security Officer**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**20 May 2013**
Sub-sector	**Personal Protection**	**Last reviewed on**	**28 Jun 2013**
Occupation	**Personal Security**	**Next review date**	**20 May 2015**
Job Role	**Personal Security Officer**		
Role Description	A PSO is entrusted with the task of protecting a principal from threats and risks by using close protection and physical intervention techniques.		
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 other applicable 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 0008 - Health and safety 4. SKS/N 0011 - Positive projection of self and the organisation 5. SKS/N 0028 - Observe safety norms while handling firearms 6. SKS/N0029 - Deal with security situations warranting use of licenced firearms 7. SKS/N 0101 Prepare to minimize threats and risks to principal 8. SKS/N 0102 Maintain the safety and security of principal 9. SKS/N 0103 Maintain personal security awareness and respond to threats 10. SKS/N 0104 Use physical intervention for personal protection		
Performance Criteria	As described in the relevant OS units		

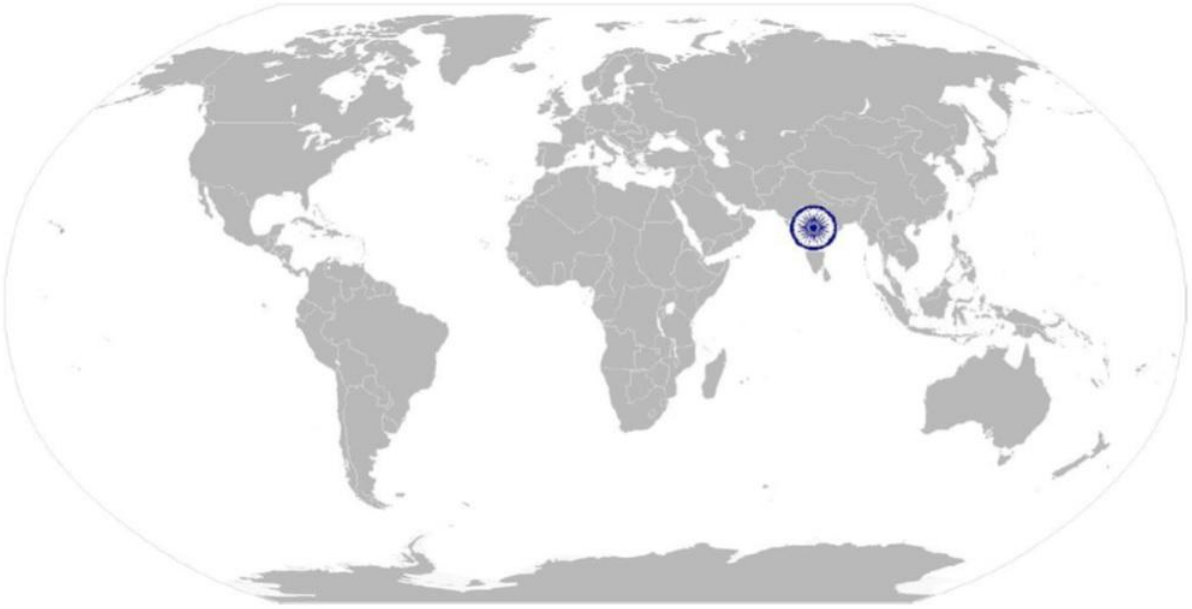
Definitions

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	Private Security Agencies Regulation Act (PSARA) 2005
PSO	Personal Security Officer

National Occupational Standard



Overview

This unit provides Knowledge and Understanding 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/N 0001**
Unit Title (Task)	**Security tasks in accordance with basic security practices**
Description	This unit provides Knowledge and Understanding for an Unarmed Security Guardin 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 Industrialdomains 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 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

SKS/N0001 Security tasks in accordance with basic security practices

	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
Skills (S)	
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

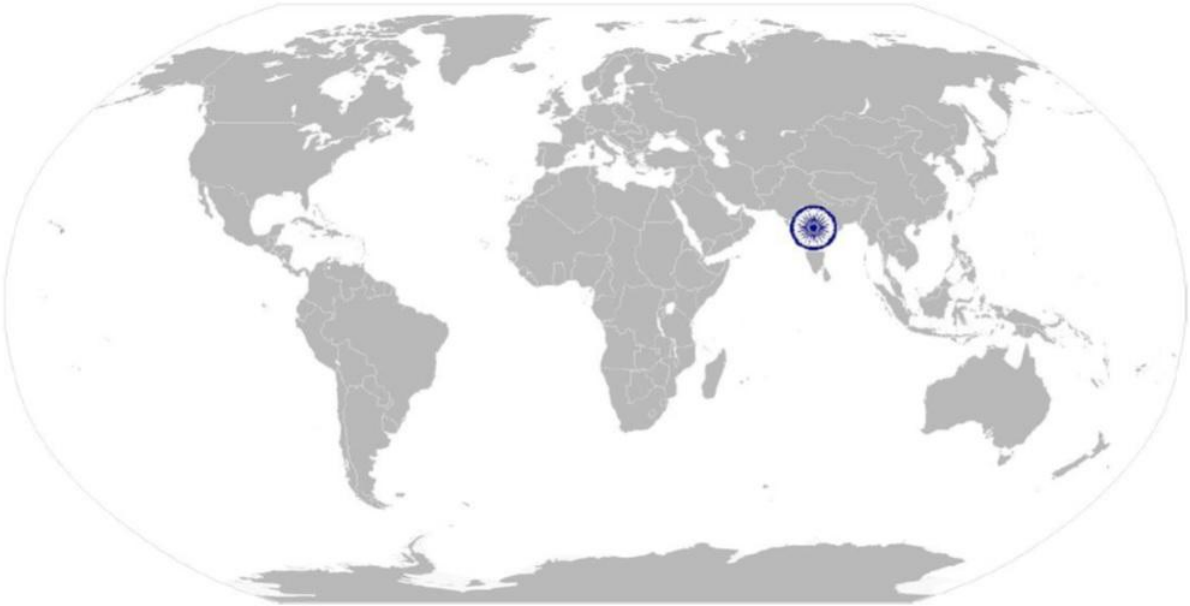
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NOS Code	**SKS/N0001**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**20 February 2013**
Sub-sector	**1. Commercial 2. Industrial 3. Personal Protection**	**Last reviewed on**	**1 March 2013**
		Next review date	**1 January 2015**

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

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National Occupational Standard



Overview

This unit provides Knowledge & Understanding and Skills & Abilities related tolegal requirements to be conformed to while undertaking security tasks.

SKS/N0002 Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act – 2005 while 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 while undertaking security tasks**
Description	This unit provides Knowledge & Understanding and Skills & Abilities related to legal requirements to be conformed to while undertaking security tasks.
Scope	**Legal Provisions.** 1. **The Indian Penal Code, 1860.** (a) Right to private defence (b) Important property & bodily offences and their punishments (c) Importantcognisable and non-cognisable offences 2. **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 3. **Special and Local Laws –** (Applicable sections only.) (a) The Arms Act, 1959 (b) Explosive Act, 1884 and The Explosive Substances Act, 1908 (c) Private Security Agencies Regulation Act - 2005 4. **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 5. **Employees' Provident Funds** 6. **Working hours, leave, minimum wage** 7. **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

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

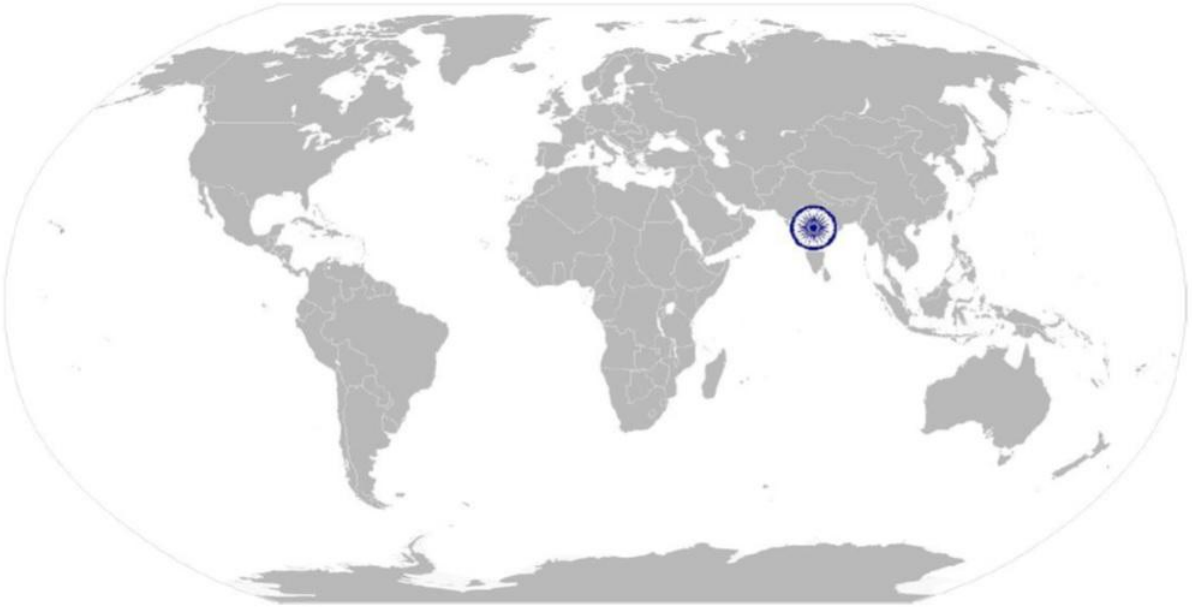
	PC4. Cooperate in investigations PC5. Give evidence in court, if required by law
Knowledge and Understanding w.r.t the Scope	
Element	**Knowledge and Understanding (K)**
A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Responsibilities and limitations of 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
Skills (S)	
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**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
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Sub-sector	**1. Commercial 2. Industrial 3. Personal Protection**	**Last reviewed on**	**1 March 2013**
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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/N0008 Health & safety

Unit Code	**SKS/N0008**
Unit Title (Task)	**Health and safety**
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) Improper use of safety gear and non-adherence to safety norms (j) 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 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 tosuperiors 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 KA9. Training and mock drills

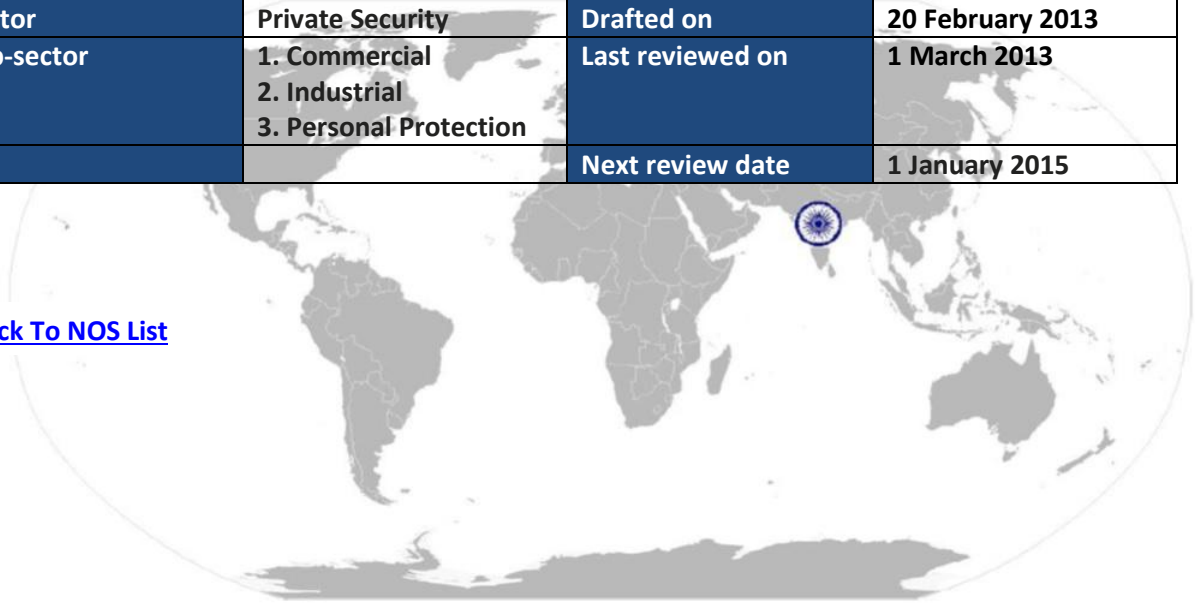
SKS/N0008 Health & safety

	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 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

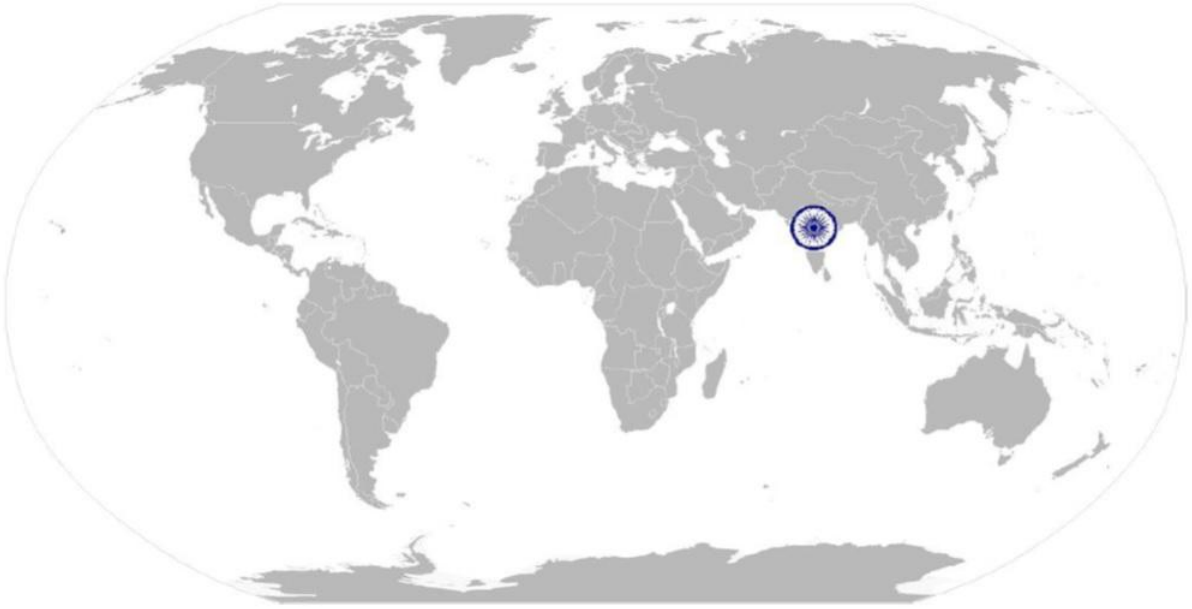
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NOS Code	**SKS/N 0008**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**20 February 2013**
Sub-sector	**1. Commercial 2. Industrial 3. Personal Protection**	**Last reviewed on**	**1 March 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)	

SKS/N0011 Positive projection of self and the organisation

A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Personal grooming and behaviour KA2. Maintain good physical fitness and mental robustness 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

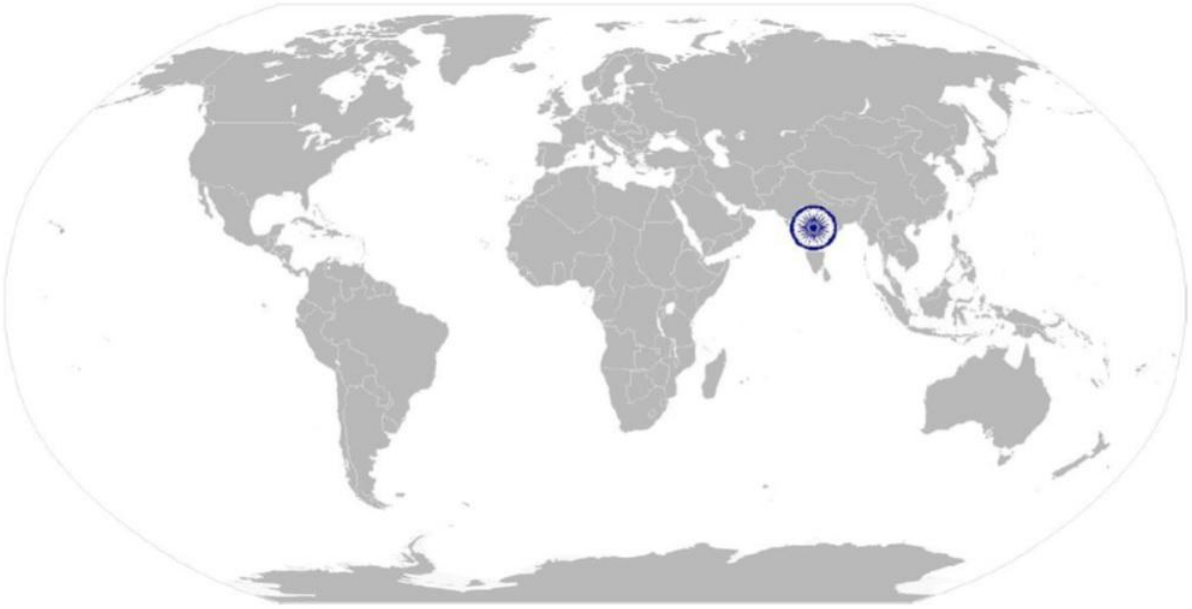
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to understand: SA1. Organisation's "Meet and Greet Procedure" SA2. Organisation's work culture SA3. Honesty and integrity
B. Professional Skills	The user/ individual on the job needs to be: SB1. Physically fit and mentally robust SB2. Turned out neatly and impressively SB3. Conversant with the site knowledge SB4. Alert and vigilant

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NOS Code	**SKS/N0011**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
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Sub-sector	**1. Commercial 2. Industrial 3. Personal Protection**	**Last reviewed on**	**1 March 2013**
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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities for armed security guards in safe handling of firearms.

National Occupational Standard

SKS/N0028 Observe safety norms while handling firearms

Unit Code	**SKS/N0028**
Unit Title (Task)	**Observe safety norms while handling firearms**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities for armed security guards in safe handling of firearms.
Scope	1. **Safety procedures with regard to firearms:** (a) Acquaint yourself with the mechanical and operating charecteristics of the firearm thoroughly (b) Learn to operate a firearm under the supervision of a trainer (c) Do not modify a firearm or repair it yourself (d) Do not only rely on the firearm's safety mechanism (e) Always assume that a firearm is loaded (f) Before handing over a firearm or receiving it from someone always inspect its chamber to confirm that it is unloaded (g) Do not give a firearm to children, untrained persons or someone who is not authorized to handle it (h) Always unload a firearm while not in use (i) Always keep the barrel of the firearm pointed in a safe direction (j) Do not cover the muzzle of the firearm with your hands or rest it on the foot or against your body. (k) Keep the safety catch on at all times to make a firearm 'safe' (l) Do not play with the trigger of the firearm (m) Do not hang a loaded firearm by its sling or keep it at a place where it is liable to slip and fall (n) Always use correct and authorized ammunition (o) Do not use misfired or damaged ammunition (p) Before using a firearm ensure that its barrel is free from obstruction (q) Do not use firearm while under the influence of alcohol/ intoxicants (r) Do not use firearm for celebratory firing (s) Use firearm with due precaution in crowded places and avoid collateral damage (t) Handle misfires with due precaution 2. **Precaution to deal with misfire** (a) Keep the barrel pointed in a safe direction (b) Wait for five seconds (c) Open the breech and remove the misfired ammunition (d) Reload firearm and resume firing

SKS/N0028 Observe safety norms while handling firearms

Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Observe safety norms	To be competent, the user/individual on the job must be able to: PC1. Follow safety procedures with regard to firearms PC2. Insist on colleagues and subordinates adhering to safety procedures. PC3. Ensure security and safety of firearm in storage and during carriage PC4. Handle misfires correctly PC5. Maintain firearm before and after its use PC6. Ensure documents related to firearm are complete and updated PC7. Report inadequacies/ incidents to superior
Handle firearms safely	To be competent, the user/individual on the job must be able to: PC1. Identify illegal/ defective/ modified firearm or ammunition PC2. Receive requisite training before using a firearm PC3. Follow safety procedures with regard to firearms PC4. Avoid collateral damage while using a firearm PC5. Use firearm effectively PC6. Handle misfires correctly PC7. Report inadequacies/ incidents to superior
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. Organisational procedure regarding safe handling, use and storage of firearm and ammunition KA2. Basic documents regarding firearms and ammunition KA3. Reporting of inadequacies/ incidents to superior
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. The mechanical and operating charecteristics of the firearm KB2. Type and charecteristics of ammunition

SKS/N0028 Observe safety norms while handling firearms

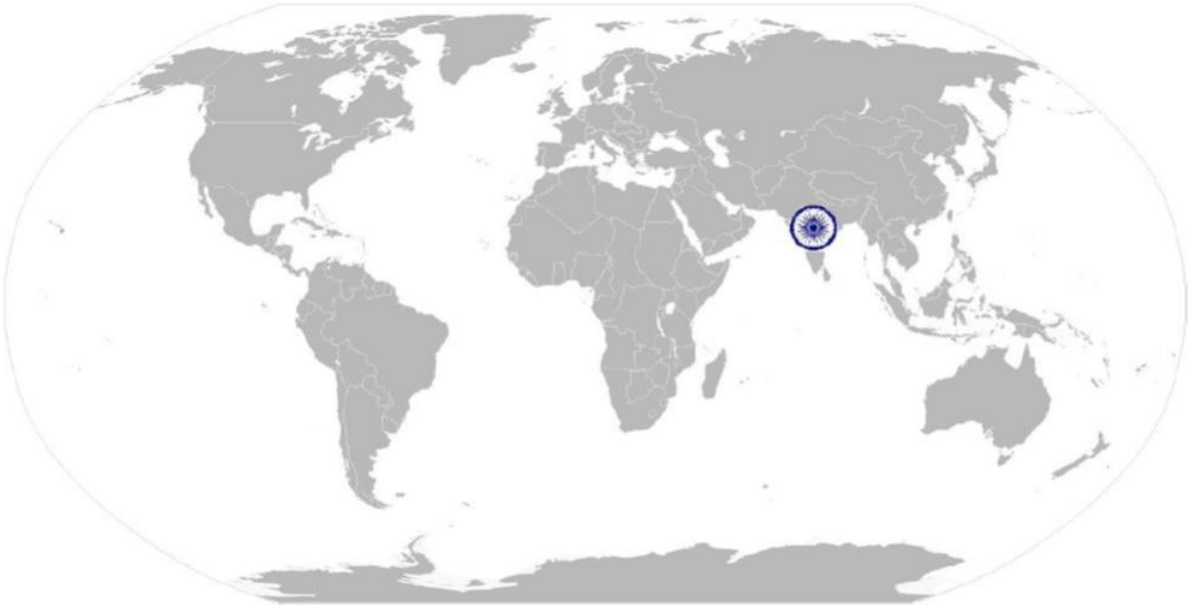
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Be responsible and safety conscious SA2. Ensure safety and security of firearm SA3. Adhere to safety precautions
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Use firearms effectively SB2. Avoid collateral damage SB3. Avoid accidents with firearms SB4. Communicate effectively

NOS Version Control

NOS Code	**SKS/N0028**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**01 Apr 2013**
Sub-sector	**1. Commercial** **2. Industrial** **3. Personal Protection**	**Last reviewed on**	**11 Apr 2013**
		Next review date	**01 Apr 2015**

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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities for armed security guards in dealing with security situations warranting use of licensed firearms while on duty.

National Occupational Standard

SKS/N0029 Deal with security situations warranting use of licensed firearms

Unit Code	SKS/N0029
Unit Title (Task)	**Deal with security situations warranting use of licensed firearms**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities for armed security guards in dealing with security situations warranting use of licensed firearms while on duty.
Scope	1. **Licensed firearms:** Firearms and ammunition for which government has issued license for procurement, use and carriage 2. **Firearms:** (a) Muzzle-loading shotguns (b) Single/ double barrel breech loading shotguns (c) Rifles (d) Revolvers (e) Pistols 3. **Security situations warranting use of firearm** (a) Self defence (b) Threat to life and property (c) Providing close protection duties (d) Criminal trespass to vulnerable areas and critical installations (e) Threat posed by wild/ violent animals 4. **Relevant Legislation/ Regulations:** (a) **The Indian Penal Code, 1860.** Right to self defence and property (b) **The Code of Criminal Procedure, 1973.** i. Power to seize offensive weapons ii. Lodging of complaint and first information report (c) **The Arms Act, 1959** i. Power to demand production of license ii. Arrest of persons conveying arms under suspicious circumstances iii. Deposit of arms on ceasing to be lawful iv. Seizure and detention under orders of the Central Government v. Offences and penalties
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Assess a security situation correctly	To be competent, the user/individual on the job must be able to: PC1. Anticipate threat/ risks to life and property PC2. Assess security situations warranting use of firearms PC3. Inform superiors about developing security situation

SKS/N0029 Deal with security situations warranting use of licensed firearms

	PC4. Maintain a safe distance from the miscreants
Use firearm effectively	To be competent, the user/individual on the job must be able to: PC1. Identify individual(s) endangering life and property PC2. Take suitable cover PC3. Load firearm PC4. Warn individuals/ miscreants endangering life and property PC5. Take aim and fire as per laid down procedures PC6. Avoid collateral damage PC7. Maintain safety of self and others PC8. Report to superiors PC9. Record incident PC10. Preserve evidence
Knowledge and Understanding (K)	
B. 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 and organizational procedures related to use of firearms while performing guarding duties KA2. Limits of your role and responsibility KA3. Possible threat/ risks to life and property in the assigned premises KA4. Layout and routine of the premises
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Charecteristics of firearm and its ammunition KB2. Safety procedure with regard to firearm KB3. Modus operandi of criminals/ miscreants against life and property KB4. Effective use of firearms

SKS/N0029 Deal with security situations warranting use of licensed firearms

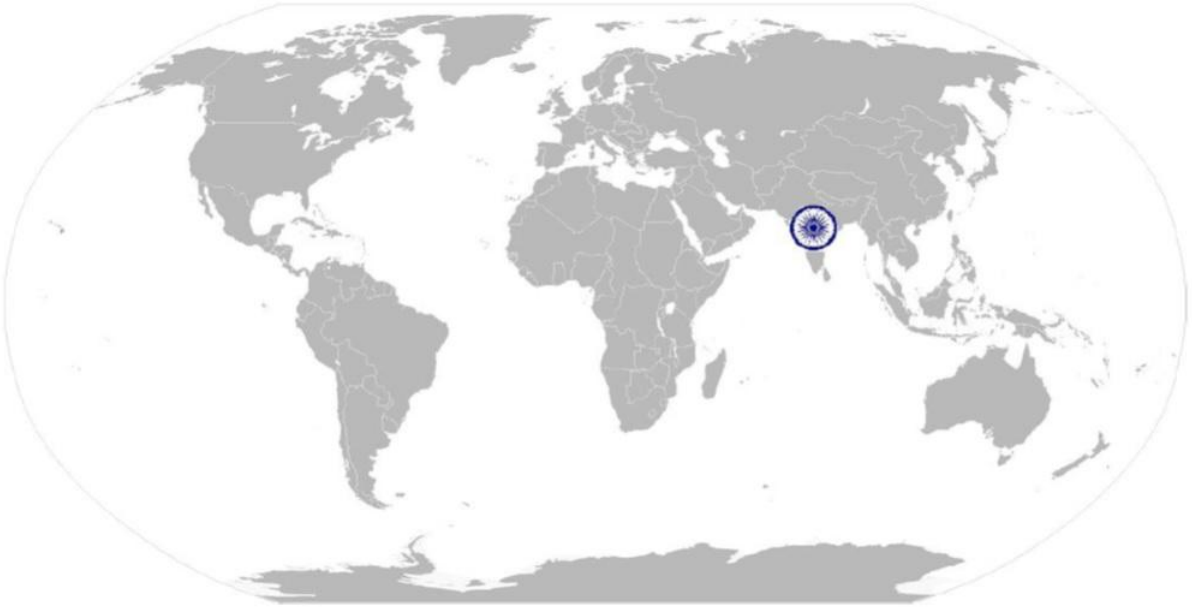
Skills (S)	
C. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Anticipate threats/ risks SA2. Assess situation SA3. Characteristics of firearms and ammunition SA4. Observe safety procedures
D. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Use firearm effectively SB2. Avoid collateral damage SB3. Inform superiors SB4. Record incidents

NOS Version Control

NOS Code	**SKS/N0029**		
Credits (NVEQF/NVQF/NSQF)	**NA**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**01 Apr 2013**
Sub-sector	**1. Commercial 2. Industrial 3. Personal Protection**	**Last reviewed on**	**11 Apr 2013**
		Next review date	**01 Apr 2015**

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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required by Personal Security Officers in preparing for tasks related to minimising threats and risks to principal.

SKS/N0101 Prepare to minimize threats and risks to principal

National Occupational Standard

Unit Code-	SKS/N0101
Unit Title (Task)	**Prepare to minimize threats and risks to principal**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required by Personal Security Officers in preparing for tasks related to minimising threats and risks to principal.
Scope	1. **Threats and Risks.** (a) Surveillance on principal by inimical elements (b) Assault – physical, verbal, direct, indirect (c) Mobbing (d) Stalking and trailing (e) Kidnapping (f) Assassination 2. **Resources.** (a) Personal protection equipment (b) Specialist equipment (c) Communication equipment (d) Vehicles (e) Safe areas (f) Weapon & ammunition 3. **Confidentiality of Information.** (a) Personal details of the principal and habits i. Routine ii. Official and private schedules iii. Contacts and acquaintances iv. Residence and workplace – location and threats (b) Threats/ risks to principal (c) Travel plan, itinerary, protection details, schedules & changes, timings, routes, halts and means of transportation (d) Contact details of supporting agencies 4. **Supporting Agencies.** (a) Police (b) Ambulance and hospitals (c) Repair services (d) Own headquarters (e) Designated superior 5. **Stakeholders.** (a) Family members of the principal (b) Support staff including office/ personal staff and driver (c) Acquaintances of the principal (d) Security personnel (e) Designated superior 6. **Protection Requirements.**

SKS/N0101 Prepare to minimize threats and risks to principal

	(a) Access control (b) Screening and search (c) Static protection (d) Protection in transit (e) Protection during public appearance 7. **Communication Protocol.** With the following:- (a) Principal (b) Support staff (c) Designated superior (d) Security personnel (e) Supporting agencies
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Identify likely threats and risks to principal	To be competent, the user/individual on the job must be able to: PC1. Familiarize with the background, habitat, routine and vulnerabilities of the principal PC2. Identify likely threats and risks PC3. Prepare to protect principal against likely threats and risks PC4. Carry out periodic review of the situation PC5. Maintain security and confidentiality
Carry out close protection tasks	To be competent, the user/individual on the job must be able to: PC1. Identify likely threats and risks PC2. Recommend resources required PC3. Draw a close protection plan covering various security situations PC4. Sanitize venue/ location related to principal based on availability of resources PC5. Establish a communication protocol PC6. Co-ordinate with supporting agencies and stakeholders PC7. Maintain the security and confidentiality of information PC8. Brief the principal on threats and risks PC9. Recommend modifications to the principal's routine PC10. Maintain security and safety of principal, self and others PC11. Record and report details/events related to operations
Knowledge and Understanding (K)	
A. Organisational Context	The user/individual on the job needs to know and understand:

SKS/N0101 Prepare to minimize threats and risks to principal

(Knowledge of the company / organisation and its processes)	KA1. Relevant legislation, regulations and organizational guidelines related to close protection KA2. Threats, vulnerabilities and risks associated with the principal KA3. Existing protection arrangements KA4. Existing communication protocol KA5. Use of communication systems KA6. Capabilities and limitations of available resources KA7. Limits of role with regard to close protection KA8. Contact details of the supporting agencies and stakeholders KA9. Reporting and recording protocols and formats
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Knowledge about the principal KB2. Threat and risk assessment KB3. Details of close protection plan KB4. Close protection techniques KB5. Effective use of firearm KB6. Use of unarmed combat skills KB7. Administering of first-aid KB8. Use of communication equipment KB9. Use of personal protection equipment

Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Spot a threat, having an eye for detail SA2. Remain calm and composed during crisis SA3. Take quick decisions SA4. Communicate effectively SA5. Co-ordinate with multiple stakeholders
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Anticipate threats and risks SB2. Take precautionary measures SB3. Use firearms effectively SB4. Use unarmed combat skills SB5. Avoid collateral damage SB6. Use personal protective equipment

SKS/N0101 Prepare to minimize threats and risks to principal

	SB7. Effectively use communication equipment SB8. Render first aid

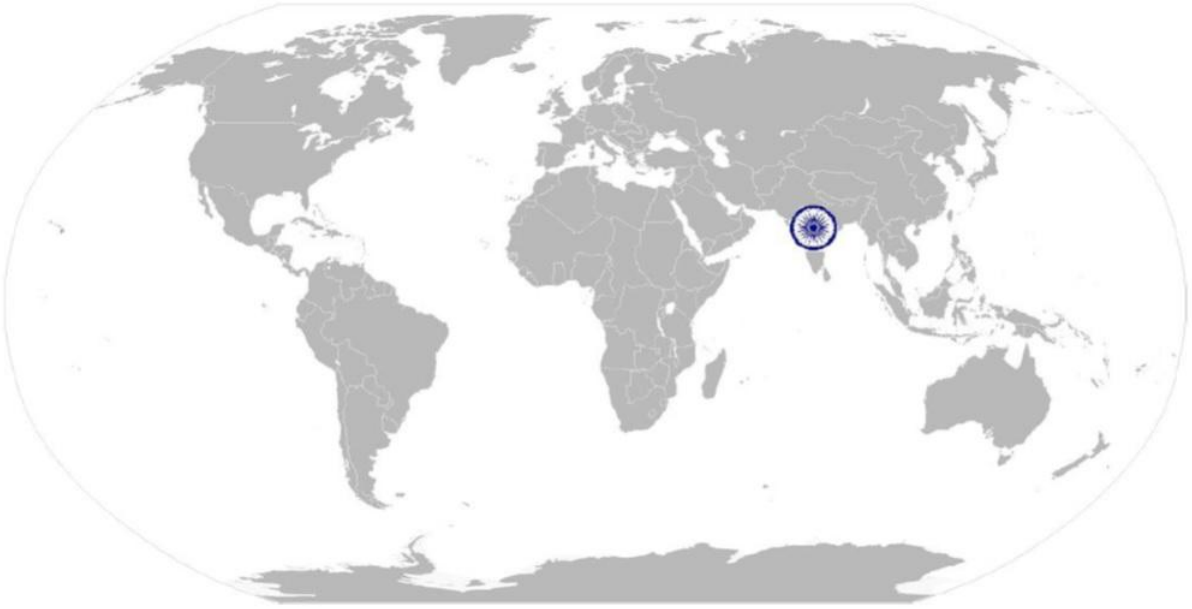
NOS Version Control

NOS Code	**SKS/N0101**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**20 May 2013**
Sub-sector	**Personal Protection**	**Last reviewed on**	**28 Jun 2013**
		Next review date	**20 May 2015**

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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required by Personal Security Officers carrying out personal protection tasks.

SKS/N0102 Maintain the safety and security of principal

National Occupational Standard

Unit Code	SKS/N0102
Unit Title (Task)	**Maintain the safety and security of principal**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required by Personal Security Officers carrying out personal protection tasks.
Scope	1. **Threat and Risks.** (a) Surveillance on principal by inimical elements (b) Assault – physical, verbal, direct, indirect (c) Mobbing (d) Stalking and trailing (e) Kidnapping (f) Assassination 2. **Resources.** (a) Personal protection equipment (b) Specialist equipment (c) Communication equipment (d) Protected vehicles (e) Safe areas (f) Weapon & ammunition 3. **Confidentiality of Information.** (a) Personal details of the principal and habits i. Routine ii. Official and private schedules iii. Contacts and acquaintances iv. Residence and workplace – location and threats (b) Threats/ risks to principal (c) Travel plan, itinerary, protection details, schedules & changes, timings, routes, halts and means of transportation (d) Contact details of supporting agencies 4. **Supporting Agencies.** (a) Police (b) Ambulance and hospitals (c) Repair services (d) Own headquarters (e) Designated superior 5. **Stakeholders.** (a) Family members of the principal (b) Support staff including office/ personal staff and driver (c) Acquaintances of the principal (d) Security personnel (e) Designated superior 6. **Protection Requirements.**

SKS/N0102 Maintain the safety and security of principal

	(a) Access control (b) Screening and search (c) Venue/ location sanitisation (d) Provide static protection (e) Protection while in transit (f) Protection during public appearance 7. **Communication Protocol.** With the following:- (a) Principal (b) Support staff (c) Designated superior (d) Security personnel (e) Supporting agencies 8. **Escort Formations.** As planned and dictated by security situation 9. **Close Protection Detail.** (a) Single/ multiple guard (b) Armed/ unarmed/ mixed guards (c) On foot/ vehicle-borne guards 10. **Response.** (a) Cover the principal (b) Evacuate the principal (c) Active response – retaliate and neutralize threat (d) Passive response – deter and disengage from situation
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
	To be competent, the user/individual on the job must be able to: PC1. Prepare to protect the principal covering likely threats and risks PC2. Maintain security and confidentiality of the plan and information regarding your principal PC3. Understand the itinerary details of the principal PC4. Understand designated role and responsibilities PC5. Advise on the nature and type of close protection detail PC6. Maintain situational awareness; monitor and assess security situation continuously PC7. Search and santise venue/ location to be used by principal, if so tasked PC8. Maintain effective communication with principal, security detail and stakeholders

SKS/N0102 Maintain the safety and security of principal

	PC9. Use appropriate personal protection equipment, weapon & ammunition and communication equipment PC10. Give clear and concise instructions to principal and team members PC11. Scan area of responsibility to locate potential threats PC12. Keep principal in visual contact PC13. Cover principal effectively PC14. Maintain security of principal, self and others PC15. Take active/ passive actions to protect principal PC16. Remove principal from the situation before it gets out of control PC17. Be prepared to deal with secondary incident/ attempt on principal PC18. Respond to emergencies concerning the principal PC19. Follow communication protocol PC20. Record and report details/events related to operations
Maintain the safety and security of principal while at residence/ workplace	To be competent, the user/individual on the job must be able to: PC1. Familiarise with the layout and approaches to residence/ workplace of principal PC2. Gauge the likely threats to the principal while at home or at the workplace PC3. Implement counter measures against likely threats
Maintain the safety and security of principal while on foot	To be competent, the user/individual on the job must be able to: PC1. Organise close protection detail into relevant foot escort formation to protect principal PC2. Prevent people getting too close to principal PC3. Negotiate hazards in a way that maintains safety and security of the principal
Maintain the safety and security of principal while in transit	To be competent, the user/individual on the job must be able to: PC1. Scan principal's luggage and maintain its security PC2. Search principal's vehicle for suspicious objects/ fittings PC3. Ensure lining up of vehicle(s) as per the plan PC4. Ensure quick embussing/ debussing by principal PC5. Ensure vehicle's doors and windows are secured properly PC6. Ensure principal and security detail occupy designated seats/ berths

SKS/N0102 Maintain the safety and security of principal

Respond to incidents affecting the safety and security of principal	To be competent, the user/individual on the job must be able to: PC1. Anticipate a threat/ risk PC2. Locate the source of threat/ risk PC3. Alert close protection detail on threat/ risk PC4. Co-ordinate with other team members PC5. Act within primary responsibility of assigned role PC6. Give clear instructions to the principal PC7. Move principal away from the threat/risk PC8. Be prepared to deal with secondary incident/ attack on principal PC9. Maintain safety of principal, self and others PC10. Administer first-aid to principal and arrange evacuation, if needed PC11. Use firearm as a last resort PC12. Minimize collateral damage PC13. Inform and seek help from supporting agencies
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 KA2. Instructions on carriage of firearms in designated areas/ premises KA3. Threats, vulnerabilities and risks associated with principal KA4. Routine and behaviour of the principal KA5. Close protection plan to cover principal in various security situations KA6. Details of the protection detail KA7. Communication protocol KA8. Limits of designated role and responsibility KA9. Contact details of the supporting agencies and stakeholders KA10. Reporting and recording protocol and formats
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Principal's habits, routine and behaviour KB2. Threat and risk to principal KB3. Formulation of a close protection plan KB4. Close protection formations KB5. Use of firearms KB6. Use of unarmed combat KB7. Use of communication systems

SKS/N0102 Maintain the safety and security of principal

	KB8. Use of personal protection equipment KB9. Capabilities and limitations of available resources

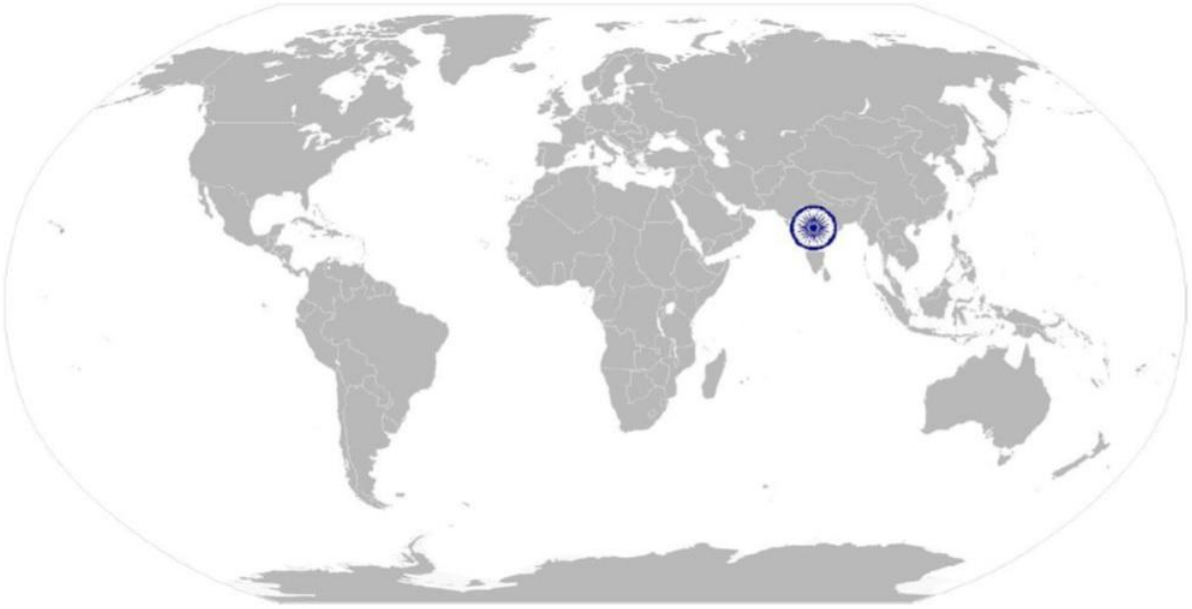
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Spot a threat, having an eye for detail SA2. Remain calm and composed during crisis SA3. Take quick decisions SA4. Communicate effectively SA5. Co-ordinate with stakeholders
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Anticipate threats and risks SB2. Take precautionary measures SB3. Effectively use firearms SB4. Employ unarmed combat skills SB5. Use personal protective equipment SB6. Effectively use communication equipment SB7. Review security arrangements

NOS Version Control

NOS Code	**SKS/N0102**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**20 May 2013**
Sub-sector	**Personal Protection**	**Last reviewed on**	**28 Jun 2013**
		Next review date	**20 May 2015**

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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required by Personal Security Officers in maintaining personal security awareness and responding to threats.

SKS/N0103 Maintain personal security awareness and respond to threats

National Occupational Standard

Unit Code	**SKS/N0103**
Unit Title (Task)	**Maintain personal security awareness and respond to threats**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required by Personal Security Officers in maintaining personal security awareness and responding to threats.
Scope	1. **Environmental and Situational Awareness.** (a) Progress of schedule and associated protection plan (b) Attempts by adversaries to mount surveillance on principal (c) Security instructions to deal with security situations 2. **Physical Intervention.** (a) Protecting principal against a threat (b) Use of unarmed combat (c) Use of firearms (d) Overpowering/ neutralizing a threat 3. **Surveillance Threats.** (a) Principal under covert observation (b) Trailing/ stalking of principal while in transit (c) Infiltration of a mole into principal's staff and security (d) Employing technical means to eavesdrop, record conversation and capture images 4. **Potential Threats.** (a) Surveillance by inimical elements (b) Assault – physical, verbal, direct, indirect (c) Mobbing (d) Stalking and trailing (e) Kidnapping (f) Assassination
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Maintain personal security awareness	To be competent, the user/individual on the job must be able to: PC1. Understand the close protection plan PC2. Maintain constant environmental and situational awareness PC3. Minimise patterns and habits to avoid predictability PC4. Control information and its dissemination PC5. Detect attempts to mount surveillance on principal by adversary PC6. Disrupt surveillance PC7. Respond to and report detected surveillance attempts

SKS/N0103 Maintain personal security awareness and respond to threats

Respond to threats to principal	To be competent, the user/individual on the job must be able to: PC1. Use physical intervention techniques to protect principal PC2. Maintain the security and confidentiality of information PC3. Give clear and concise instructions to the principal and team members PC4. Maintain safety of principal, self and team members PC5. Take in to account medical condition of the principal PC6. Respond to a secondary threat
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 and organizational guidelines KA2. Instructions on carriage of firearms in designated areas/ premises KA3. Maintainance of security and confidentiality of information KA4. Protocol for responding to a detected surveillance attempt KA5. Actions to be taken to deal with security situations KA6. Threats, vulnerabilities and risks associated with principal KA7. Close protection plan to cover principal KA8. Contact details of the supporting agencies and stakeholders KA9. Reporting and recording protocol and formats
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Methods to identify surveillance attempts KB2. Use of personal protection and communication equipment KB3. Capabilities and limitations of available equipment KB4. Use of signals, commands and instructions by team members KB5. Sources and nature of potential threats to principal KB6. Signs of potential attack on principal (body language and suspicious behavior) KB7. Recognise actual and potential weapons

Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Spot a threat, having an eye for detail

SKS/N0103 Maintain personal security awareness and respond to threats

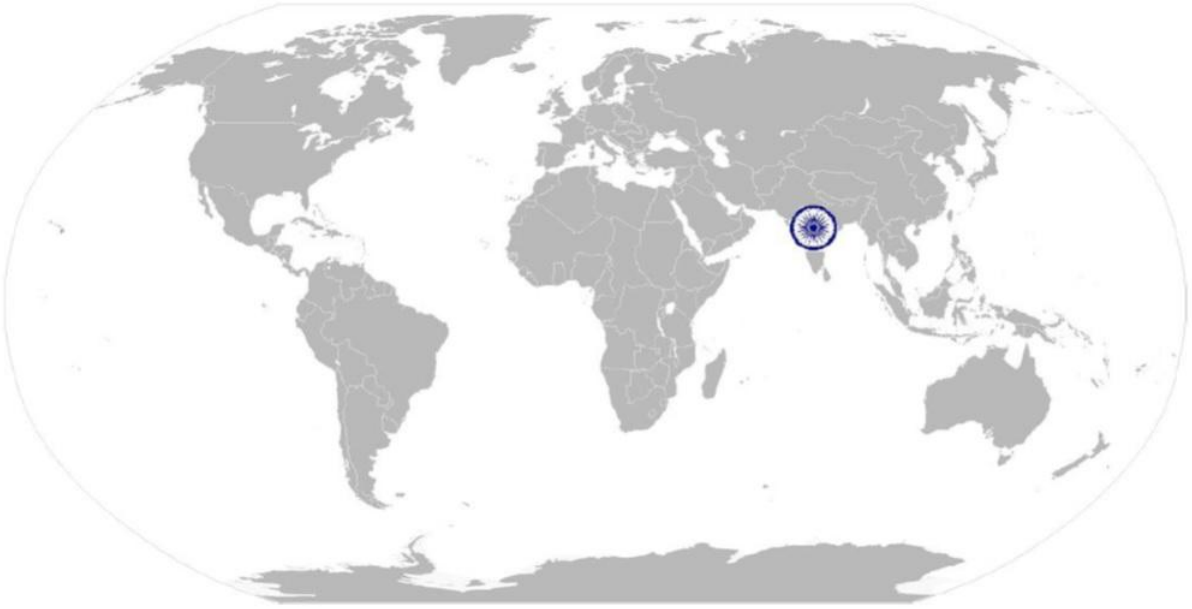
	SA2. Anticipate threat and risk to principal SA3. Be firm and polite in communication SA4. Coordinate and multi-task team members
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Use firearms effectively SB2. Use unarmed combat techniques SB3. Use personal protective gear and communication equipment SB4. Cover principal effectively SB5. Avoid collateral damage SB6. Administer first-aid, if required

NOS Version Control

NOS Code	**SKS/N0103**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**20 May 2013**
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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required by Personal Security Officers to protect the principal using physical intervention meausures.

SKS/N0104 Use physical intervention for personal protection

National Occupational Standard

Unit Code	**SKS/N0104**
Unit Title (Task)	**Use physical intervention for personal protection**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required by Personal Security Officers to protect the principal using physical intervention meausures.
Scope	**1. Threat and Risks.** (a) Surveillance by inimical elements (b) Assault – physical, verbal, direct, indirect (c) Mobbing **(d)** Stalking and trailing (e) Kidnapping **(f)** Assassination 2. **Supporting Agencies.** (a) Police (b) Ambulance and hospitals (c) Repair services (d) Own headquarters (e) Designated superior **3. Stakeholders.** (a) Family members of the principal (b) Support staff including office/ personal staff and driver (c) Acquaintances of the principal (d) Security personnel (e) Designated superior **4. Communication Protocol.** With supporting agencies and stakeholders **5. Escort Formations.** As planned and dictated by security situation **6. Close Protection Detail.** (a) Single/ multiple guard (b) Armed/ unarmed/ mixed guards (c) On foot/ vehicle-borne guards **7. Response.** (a) Cover the principal (b) Evacuate the principal (c) Active response – retaliate and neutralize threat (d) Passive response – deter and disengage from situation **8. Close Protection Techniques.** 9. **Administering of First-aid.**
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**

SKS/N0104 Use physical intervention for personal protection

Use physical intervention to protect the principal	To be competent, the user/individual on the job must be able to: PC1. Use physical intervention in a decisive and effective manner PC2. Neutralise source of threat using necessary force as per procedure PC3. Call for assistance to ensure security of principal PC4. Remove principal from threatened area to a safe location PC5. Control situation, till principal is moved to a safe location PC6. Ensure security of principal and team members PC7. Avoid collateral damage PC8. Be prepared to counter a secondary threat to the principal PC9. Record and report incidents as per organizational procedures
Respond to medical crises	To be competent, the user/individual on the job must be able to: PC1. Move injured persons to a safe location PC2. Assess the nature of injuries and arrange first-aid PC3. Contact emergency medical services for assistance PC4. Contact designated superior for help PC5. Provide first-aid keeping in mind known medical condition of principal PC6. Provide known details of injury, medical signs and symptoms to medical staff PC7. Inform concerned agencies and stakeholders
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. Contact details of emergency services/ concerned agencies KA2. Communication protocol KA3. Recording and reporting formats KA4. Importance of preserving evidence related to the incident KA5. Contact details and location of nearest security team
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Risks involved in using physical intervention measures KB2. Physical intervention techniques KB3. Close protection techniques for shifting principal from threat KB4. Possible secondary threats to principal KB5. Details of injuries, medical signs and symptoms

SKS/N0104 Use physical intervention for personal protection

	KB6. Administering the first-aid KB7. Known medical conditions of the principal

Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Anticipate threats and risks SA2. Remain calm during crisis SA3. Analyse the requirement of physical intervention SA4. Take quick decisions SA5. Communicate effectively SA6. Co-ordinate with team members
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Use personal protective gear SB2. Effectively use physical intervention techniques SB3. Employ unarmed combat techniques SB4. Use firearm SB5. Avoid collateral damage SB6. Use communication equipment SB7. Administer first-aid

NOS Version Control

NOS Code	**SKS/N0104**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**20 May 2013**
Sub-sector	**Personal Protection**	**Last reviewed on**	**28 Jun 2013**
		Next review date	**20 May 2015**

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