QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR SECURITY 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 – Security Supervisor

SECTOR: PRIVATE SECURITY SECTOR

SUB-SECTOR: 1. COMMERCIAL
2. INDUSTRIAL

OCCUPATION: SUPERVISORY

REFERENCE ID: SKS/Q0003

A **Security Supervisor** in the Private Security Sector is the first executive, who apart from his own duties has operational and administrative responsibilities towards a security unit comprising of 6-15 unarmed and armed security guards.

Brief Job Description: Security Supervisors take over a shift and organizes guarding duties as per organizational procedure and instructions from superiors. They are responsible for deployment of manpower and resources optimally. They allot duties to individuals and supervise their work. Supervisors also carry out security documentation, report security incidents to designated superior and agencies like police, fire and medical, as the case may be.

Personal Attributes: Security Supervisors should be physically fit, mentally alert, educated and capable of handling subordinates. They should possess good communication skills. A supervisor should be able to set personal examples and motivate his/ her security unit. In emergencies, a supervisor should take initiative and get assistance from other agencies to control the situation.

Job Details

Qualifications Pack Code	**SKS/Q0003**		
Job Role	**Security Supervisor**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**01 Apr 2013**
Sub-sector	**1. Commercial** **2. Industrial**	**Last reviewed on**	**11 Apr 2013**
Occupation	**Supervisory**	**Next review date**	**01 Apr 2015**
Job Role	**Security Supervisor**		
Role Description	To supervise security of designated premises and people by organising guarding as per organisational procedure aided by appropriate devices/equipment. The core responsibility includes supervision, communication with stakeholders and dealing with emergencies.		
NVEQF / NVQF level **Minimum Educational Qualifications** **Maximum Educational Qualifications**	5 Class XII Not Applicable		
Training	160 hours of training according to PSARA-2005 requirements		
Applicable National Occupational Standards	Click on the hyperlink to read/download the required NOS 1. SKS/N 0051 (Supervise a security unit) 2. SKS/N 0052 (Carry out job-specific security duties) 3. SKS/N 0053 (Deal with lost & found property) 4. SKS/N 0054 (Supervise security escort duties) 5. SKS/N 0001 (Security tasks in accordance with basic security practices) 6. SKS/N 0002 (Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act – 2005 when undertaking security tasks) 7. SKS/N 0003 (Provide private guarding service to people, property and premises) 8. SKS/N 0004 (Control access to the assigned premises) 9. SKS/N 0005 (Carry out screening and search activities to maintain security) 10. SKS/N 0006 (Control parking in designated areas) 11. SKS/N 0008 (Health and safety) 12. SKS/N 0009 (Security in commercial deployments) 13. SKS/N 0010 (Security in industrial deployments) 14. SKS/N 0011 (Positive projection of self and the organisation)		
Performance Criteria	As described in the relevant OS units		

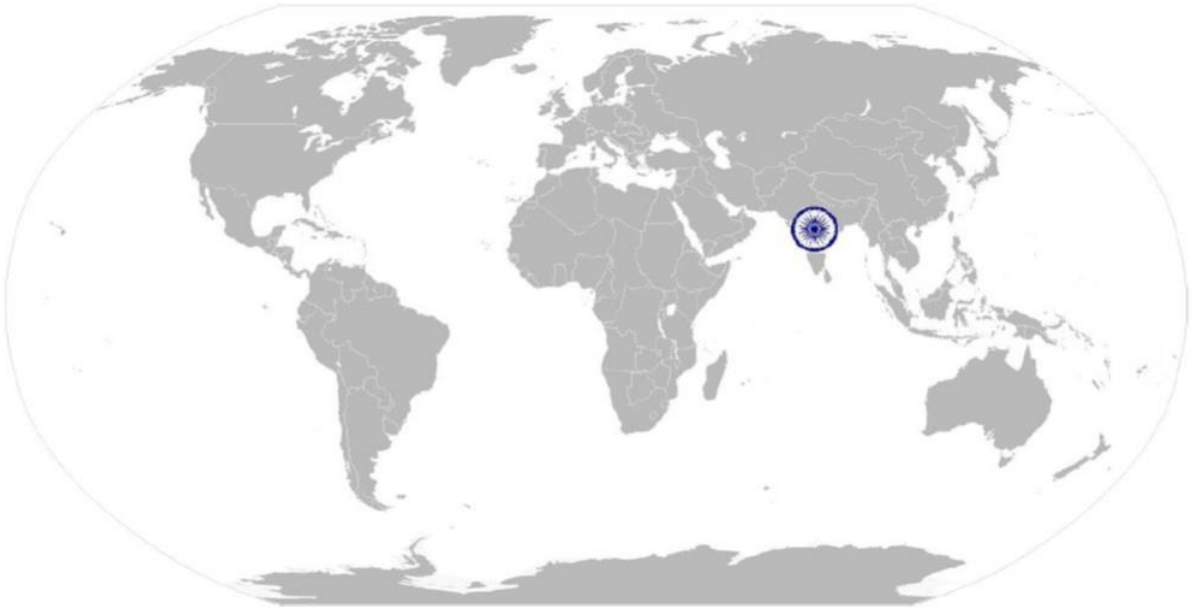
Definitions

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

National Occupational Standard

SKS/N0051 Supervise a security unit

Unit Code	**SKS/N0051**
Unit Title (Task)	**Supervise a security unit**
Description	This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities for supervision of a security unit and its operations.
Scope	1. **Guarding Operations.** 2. **Security Documents.** Muster roll, shift report, duty roster, incident and complaint report forms; personnel, vehicle and material movement control documents; keys control register; training register, mock drill and other required registers 3. **Site Instructions.** Site layout - perimeter, details of entry, exit and emergency exits; work shifts; guard posts, deployment of security and surveillance equipment; patrolling and number of personnel needed for security duties 4. **Assessment of Operational Effectiveness.** Thorough pre-shift briefing and checking, surprise checks, patrolling, mock-drills and rehearsals 5. **Faults/ Malfunctions in Equipment.** Alarms, non-functioning of equipment, errors and erratic output 6. **Safe Handling of Firearms.** Ensure an armed security guard, if provided with the detail observes laid down safety and security norms with regard to handling of firearms 7. **Leadership and Supervision.** Welfare, training and motivation, leading by personal example, impartiality, honest reporting and punctuality
	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 with regard to security unit's deployment and operations PC3. Receive briefing from superiors PC4. Receive shift report from outgoing supervisor PC5. Assume charge of an assigned premises/ area of responsibility PC6. Take attendance of personnel and report about deficiency, if any PC7. Plan and organize manpower and equipment resources PC8. Prepare duty roster for the shift PC9. Assign tasks to team members PC10. Issue security and safety equipments to team members, as required PC11. Deploy personnel and equipment as per site instructions PC12. Organise collection of intelligence and information PC13. Check work of team members PC14. Oversee deployment and functioning of armed security guard(s) PC15. Check functioning of equipment and report

SKS/N0051 Supervise a security unit

	PC16. Maintain 'key-control' and 'movement control' to the assigned premises PC17. Liaise with fire, maintenance and control room personnel PC18. Be available to resolve concerns/ grievances of team members PC19. Resolve issues and report problems to superiors PC20. Motivate security team through personal example and involvement PC21. Report on performance standards of personnel PC22. Report on training needs of personnel PC23. Carry out/ facilitate on-the-job-training for personnel PC24. Maintain security documents in line with site instructions PC25. Carry out routine and surprise checks to assess effectiveness of security unit PC26. Conduct mock-drills as per instructions and report about the standard of response of security personnel and stakeholders PC27. Communicate with superiors/ team members and other stakeholders PC28. Comply with organisation's standards of grooming, conduct and performance PC29. 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 by earmarking available security personnel PC4. Confirm that the security equipment provided is functional PC5. Report faults/ malfunctions in equipment PC6. Carry out temporary modifications to site instructions to cover deficiencies in personnel/ equipment PC7. Take proactive measures against possible threat/ risks to the security unit deployment PC8. 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. Nominate an on-site emergency team as instructed PC3. Carry out 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. Secure key assets PC8. Organise evacuation of the premises, if needed PC9. Organise on-site reception, briefing and guidance for fire fighters, rescue workers and medical teams PC10. Organise first aid and evacuation with in available means PC11. Cordon off scene of crime/ incident

	PC12. Cooperate with police in investigation PC13. Report and record incidents PC14. Assist in lodging of complaints/ first information report
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 your team members – personal details, training needs, leave, overtime, complaints and welfare-related issues PC3. Listen and address grievance of team members at your level 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
Knowledge and Understanding (K)	
A. Organisational Context	The user/individual on the job needs to know and understand: KA1. Security plan and site instructions KA2. Details of personnel and equipment KA3. Organizational standards of performance and methods of monitoring KA4. Procedure for allocation of responsibilities and monitoring KA5. Channel of reporting and communication with stakeholders KA6. Contact details of emergency services KA7. Organizational performance management system and compensation/ incentive structure KA8. Organizational procedure and practices related to on-the-job-training KA9. Organizational protocol for resolution of concerns/ grievances KA10. Security documentation formats and procedure KA11. Organisation's reporting procedure KA12. Organization's expectations on grooming, conduct and performance KA13. Leadership and management fundamentals
B. Technical/ Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Organization procedure for checking and reporting KB2. Suitability of provided personnel KB3. Duties specific to fresh inductees and on-the-job-training personnel KB4. Organisation of pre-induction training KB5. Deployment and re-allocation procedures relating to manpower KB6. Use of communication and security equipment

SKS/N0051 Supervise a security unit

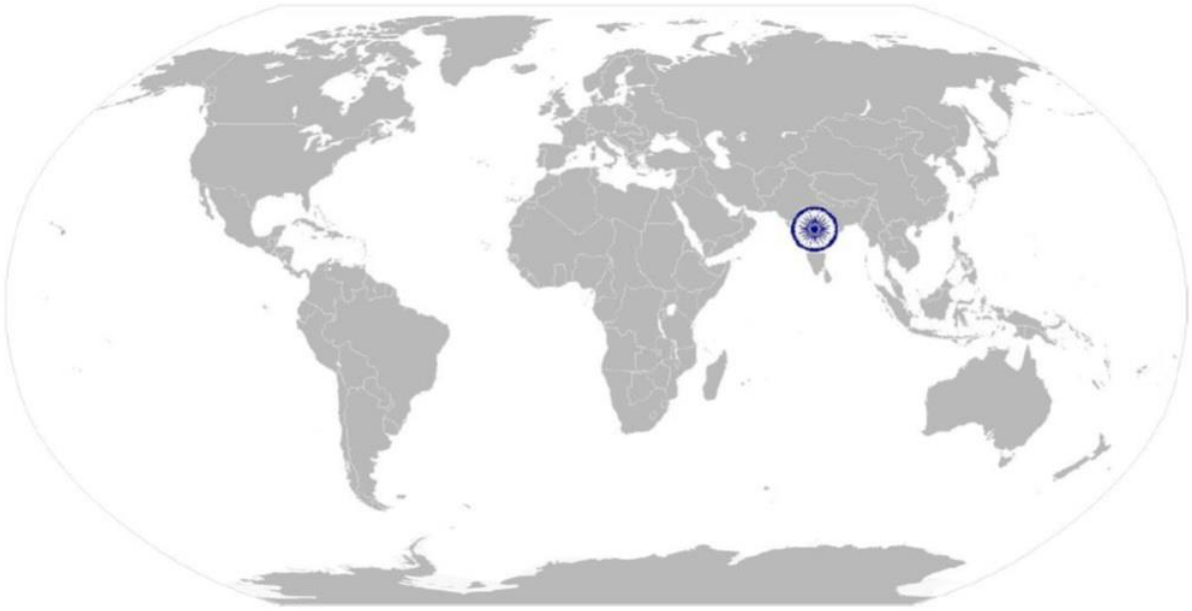
	KB7. Firearms safety aspects KB8. Basic testing and functionality checks for available security equipment KB9. Communication channel for reporting incidents KB10. Basic operating knowledge of computers
Skills (S)	
A. Core Skills/ Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Read, write and prepare shift reports SA2. Manage and motivate his team SA3. Communicate effectively SA4. Manage stakeholders SA5. Impart instructions to security 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

NOS Version Control

NOS Code	**SKS/N0051**		
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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities for security supervisors for carrying out job-specific security duties.

National Occupational Standard

SKS/N0052 Carry out job-specific security duties

Unit Code	**SKS/N0052**
Unit Title (Task)	**Carry out job-specific security duties**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities for security supervisors for carrying out job-specific security duties.
Scope	1. **Front Office Duty.** 2. **Material Movement Control.** (a) **Material** – Raw material & finished goods; supplies from vendors; machinery, samples, scrap and organisation's property (b) **Documents** - Gate pass (returnable and non-returnable), invoice, purchase order, delivery challan, any other authorisation regarding movement of stores and machinery 3. **Key Management.** (a) **Irregular Situations** - Loss of keys, late deposit of keys, copying of keys, damage to keys, expiry of authorisation to draw/ deposit keys, tampering with key holding panels (b) **Documents** - Keys drawing and deposit ledger, key handling authorisation, lock and key inventory, incident reporting ledger 4. **Postal Mail and Couriers** - Letters, parcels, Fax messages and suspicious packages. Delivery of suspicious package/ parcel(s) through mail/ courier 5. **Personal Identification and Authorisation Documents** - Employee identity card, temporary identity card, entry permit and visitors' pass, vehicle registration number 6. **Authorities for Reporting –** Designated superior 7. **Irregular Situations.** (a) Identification documents, passes and permits – lost, expired, defaced, forged and unauthorised (b) Surreptitious entry, impersonation, forced entry, tailing and aggressive behaviour (c) Visitors' management

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Carry out front office duty	To be competent, the user/individual on the job must be able to: PC1. Comply with organisational procedures with regard to reception protocol PC2. Check authorization of visitors for entry/ visit to premises PC3. Manage visitors to the premises PC4. Communicate effectively visitors PC5. Communicate effectively over telephone PC6. Answer queries about the organization

SKS/N0052 Carry out job-specific security duties

	PC7. Direct visitors/ escort visitors to designated authority PC8. Receive postal mail and couriers PC9. Respond in case of delivery of suspicious mail/ package PC10. Deal with irregular situations arising at front office PC11. Call for assistance and take preventive actions PC12. Maintain personal safety and safety of others PC13. Prepare passes/ permits for visitors PC14. Maintain basic security function-related documents PC15. Report to designated superior as per procedure
Control entry and exit of materials	To be competent, the user/individual on the job must be able to: PC1. Comply with organisational procedures with regard to material movement PC2. Check authorization for material and vehicle & personnel entry or exit to/from premises PC3. Prepare material and vehicle & personnel entering or exiting the premises PC4. Work with in the limits of responsibility PC5. Carry out documentation related to material movement PC6. Report irregularities to superior
Carry out key management	To be competent, the user/individual on the job must be able to: PC1. Comply with organisational procedures with regard to key management PC2. Check authorization of personnel drawing or depositing key(s) PC3. Ensure original and duplicate keys are stored as per procedure PC4. Follow appropriate key labeling system PC5. Carry out key issue and deposit documentation accurately PC6. Carry out other documentation PC7. Ensure security of key panels PC8. Report irregular situations with regard to key management
Knowledge and Understanding (K)	
A. Organizational Context	The user/individual on the job needs to know and understand: KA1. Organisational procedures related to visitors, material and keys management KA2. Answer to 'frequently asked questions' about the organisation KA3. Organisation's reporting procedure and designated superior KA4. Types of identity/ authorisation documents carried by people, vehicle and KA5. material seeking entry/ exit KA6. Areas within the premises having restricted/ controlled entry KA7. Unauthorised/ prohibited items KA8. Procedure for receipt of postal mail and couriers KA9. Action to be taken in case of delivery of suspicious package

SKS/N0052 Carry out job-specific security duties

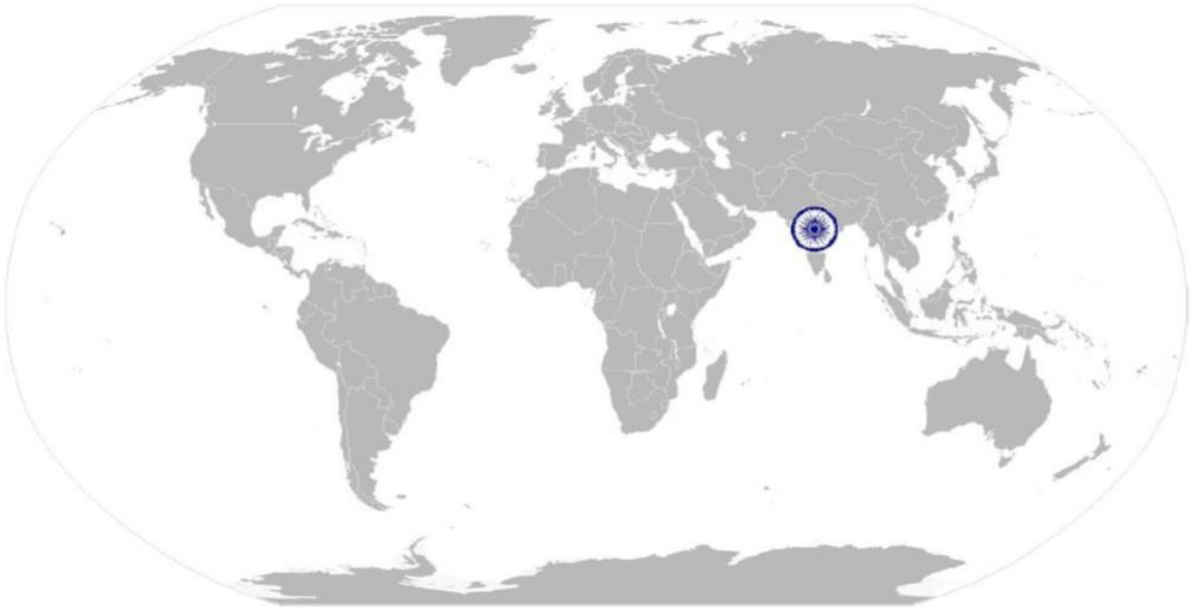
	KA10. Method of securing and storing letters and packages after office hours
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Basic operating knowledge of security equipments in front office/ entry/ exit points KB2. Basic Operating knowledge of provided communication equipment KB3. Basic operating knowledge of computers KB4. Procedure for carrying out operations manually KB5. Indications regarding suspicious mails and packages KB6. Procedure for dealing with irregular situations
Skills (S)	
A. Core Skills/ Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Communicate effectively with all stakeholders SA2. Deal with people in a courteous yet firm manner SA3. Understand religious and gender sensitivities SA4. Carry out required documentation
B. Professional Skills	The user/individual on the job needs to know and understand how to: SB1. Use security, communication and computers equipments effectively SB2. Recognize and read different kinds of identification papers SB3. Safety aspects of firearms SB4. Carry out material movement as per procedure SB5. Receive mail and couriers as per procedure SB6. Manage keys as per procedure

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National Occupational Standard



Overview

This unit provides Performance Criteria and Knowledge & Understanding specifications for security personnel to deal with lost and found property.

National Occupational Standard

SKS/N0053 Deal with lost and found property

Unit Code	**SKS/N 0053**
Unit Title (Task)	**Deal with lost and found property**
Description	This unit provides Performance and Knowledge & Understanding specifications for security personnel to deal with lost and found property.
Scope	1. **Documentation.** (a) Complaint from complainant (b) Details of incident (c) Details of property (d) Archive/ footage from surveillance systems (e) Lost & found ledger (f) Receipt obtained from claimant 2. **Additional Information.** (a) Details surfacing after investigation (b) Details provided by the claimant 3. **Identity of Claimant.** (c) To be supported by valid identity documentation
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Deal with lost property	To be competent, the user/individual on the job must be able to: PC1. Receive information/ report of lost property directly from complainant or superiors PC2. Record details of lost property as per organisation's procedures and guidelines PC3. Seek additional information, on lost property, from complainant if required PC4. Inform superior, on lost property complaints, as per procedure and timelines PC5. Take approved action, within your responsibility to recover lost property PC6. Handle and store information relating to lost property confidentially
Deal with found property	To be competent, the user/individual on the job must be able to: PC1. Receive found property and handle it in line with organisation's policies and procedures PC7. Record details of found property as per organisation's procedures and guidelines PC2. Inform superior, about found property, as per procedure and timelines PC3. Identify and contact, where possible, the owner of the property PC4. Establish the identity of the claimant to the found property

SKS/N0053 Deal with lost and found property

	PC5. Seek additional information as required to establish ownership PC6. Release the found property to the owner, based on organisational norms PC7. Handle and store information relating to found property confidentially
Knowledge and Understanding (K)	
A. Organisational Context	The user/individual on the job needs to know and understand: KA1. Organisation's procedures and any other specific instructions for dealing with lost property KA2. Organisation's procedures and any other specific instructions for dealing with found property KA3. The limits of role/ responsibility to deal with lost/ found property KA4. Necessary documentation for recording information on a lost/ found property KA5. List of valid identification proof documents relating to claimants of found property KA6. Reporting and processing process regarding found property
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Process of organising immediate search to recover lost property KB2. Use of CCTV footage to reconstruct events KB3. Process of maintaining confidentiality of the information KB4. Method of handling found property
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Carry out documentation required for recording lost/ found property SA2. Interact courteously with people seeking lost/found property SA3. Communicate information to stakeholders SA4. Record (documentation) information related to the process
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Analyse and apply experience and knowledge in case there is any suspicious / prohibited item found during the lost and found process.

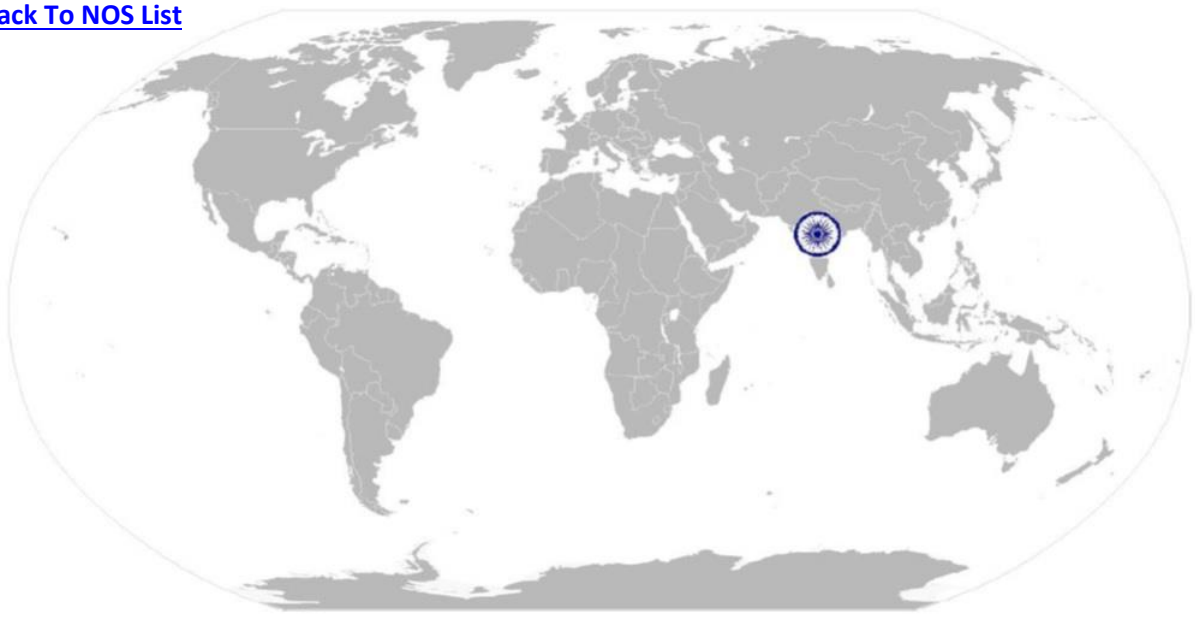
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National Occupational Standards

SKS/N0053 Deal with lost and found property

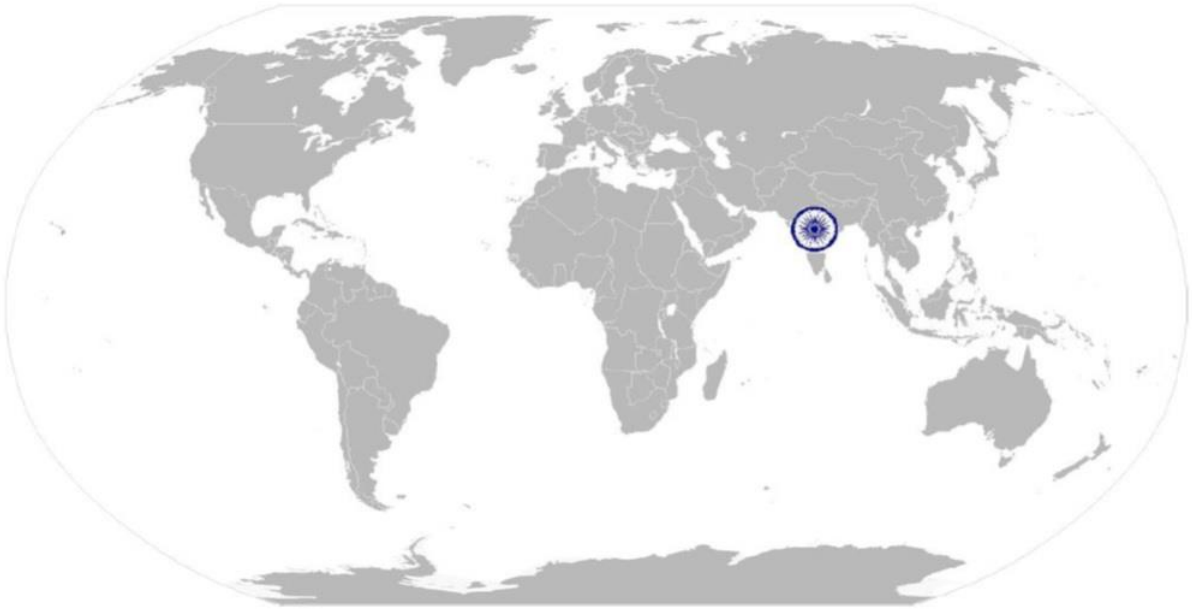
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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability for organizing security escort duties.

National Occupational Standard

SKS/N0054 Supervise security escort duties

Unit Code	SKS/N0054
Unit Title (Task)	**Supervise security escort duties**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability for organizing security escort duties.
Scope	1. **Safety, Security Equipment and Aid.** In-built safety features of the vehicle, personal protective equipment, weapon and ammunition, baton, communication equipment, fire extinguisher, torch, distress alarm, first-aid kit, route map, contact details 2. **Threat/ Risks.** Road accident, vehicle breakdown, medical emergencies, potential criminal/miscreant action, fire accidents 3. **Concerned Agencies.** Controlling headquarter/ superiors, police, ambulance service, road patrol, hospital services 4. **Task-related Details.** Team composition, route, halts, alternate routes, time taken, principal/ employees (male/female) being escorted 5. **Nature of Escort.** Armed or unarmed 6. **Response.** Raise distress alarm; seek help; use weapon to deter and resist; ensure safety of principal/ team members, disengage 7. **Suitability and Readiness.** Driver's and escort's familiarity with route(s) and destination(s), driver or escort are not in an inebriated condition; checking of the vehicle - body, boot and bonnet, to ensure safety; safety and security equipment
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Organise vehicle escort duties	To be competent, the user/individual on the job must be able to: PC1. Ensure that appropriate personal safety gear, equipment/ aids, documents, and weapon & ammunition are used as per organizational procedure PC2. Receive task-related briefing from designated superior PC3. Co-ordinate with the transport supervisor/ provider for suitable vehicle(s) PC4. Co-ordinate with the driver of the vehicle PC5. Detail and brief an unarmed/armed vehicle escort PC6. Ensure fitness of the driver and escort to undertake duty PC7. Ensure fitness of the vehicle used for the task PC8. Brief escort rearding potential threat/ risks PC9. Report and record incidents in line with organisational procedures PC10. Instruct escort to disengage from situation before it escalates beyond control PC11. Maintain communication as per instructions PC12. Respond to communication received from vehicle/escort enroute

SKS/N0054 Supervise security escort duties

Knowledge and Understanding (K)	
A. Organisational Context	The user/individual on the job needs to know and understand: KA1. Relevant legislation/ regulations and organizational procedures related to vehicle escort duties KA2. Relevant legislation/ regulations and organizational procedures related to unarmed/ armed security tasks KA3. Relevant legislation/ regulations and organizational procedures related to vehicle escort duties for female employees KA4. Escort task-related details KA5. Contact details of concerned agencies KA6. Reporting procedure
B. Technical/ Domain knowledge	The user/individual on the job needs to know and understand: KB1. Necessary weapon and ammunition, safety gear, equipment/ aids and their method of use KB2. Threat/ risks associated with vehicle escort duty KB3. Communication protocol with designated superior/ concerned agencies and their contact details KB4. Organizational procedures for dealing with security situations KB5. Reporting and recording procedure and formats KB6. Route chart including alternate and emergency routes, halts, bottle-necks etc KB7. Security and safety requirements for security escort duty
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to understand: SA1. Use of communication equipment SA2. Situational awareness SA3. Decision-making ability SA4. Gender sensitivity
B. Professional Skills	The user/ individual on the job needs to be: SB1. Anticipate/ identify potential threat/ risks SB2. Take initiative during security situations SB3. Arrange relief and assistance on receiving emergency call

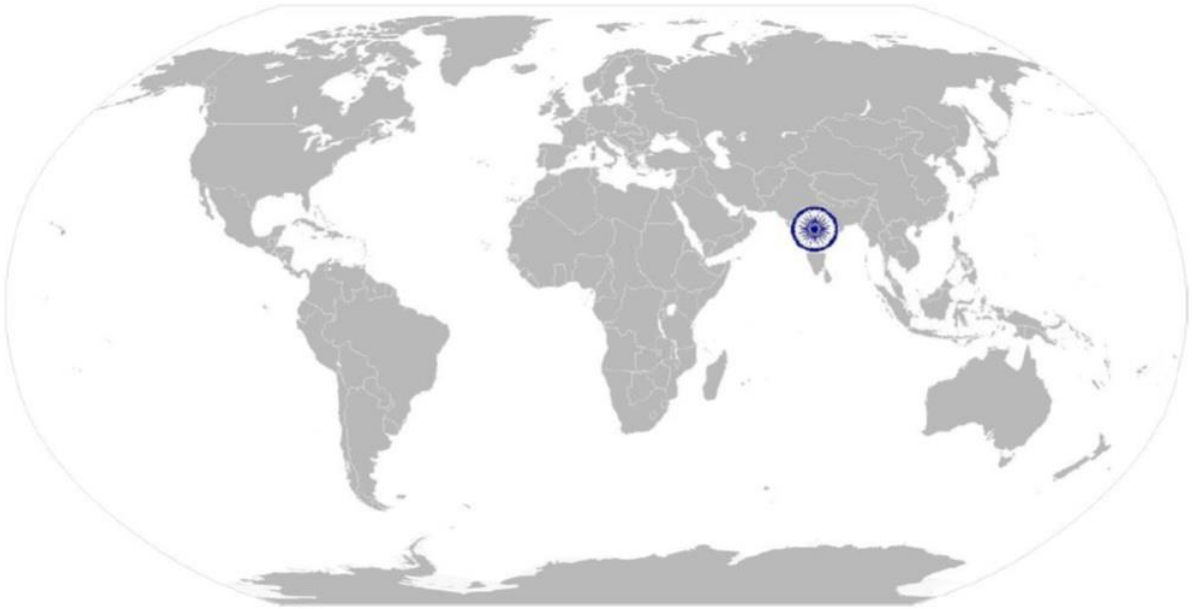
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National Occupational Standards

SKS/N0054 Supervise security escort duties

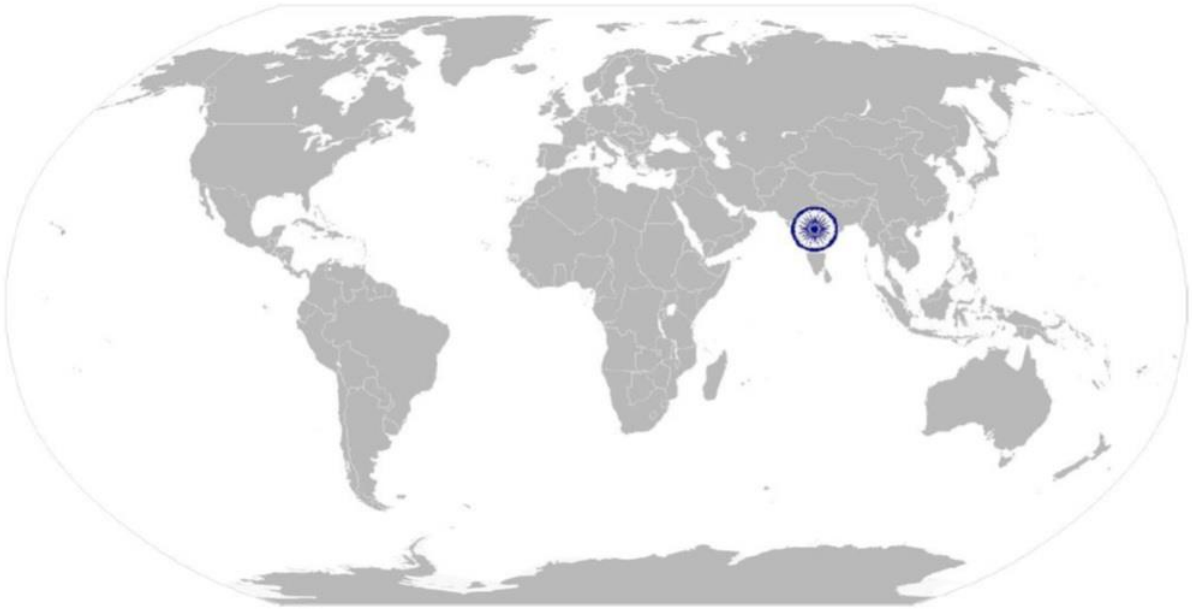
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Sector	Private Security	Drafted on	01 Apr 2013
Sub-sector	1. Commercial 2. Industrial	Last reviewed on	11 Apr 2013
		Next review date	01 Apr 2015

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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities for security personnel in carrying out tasks in line with basic security practices.

SKS/N0001 Security tasks in accordance with security practices

National Occupational Standard

Unit Code	**SKS/N 0001**
Unit Title (Task)	**Security tasks in accordance with basic security practices**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities for security personnel 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 instructions PC2. Respond and report about risks and threats PC3. Respond and report about hazards and emergencies

SKS/N0001 Security tasks in accordance with security practices

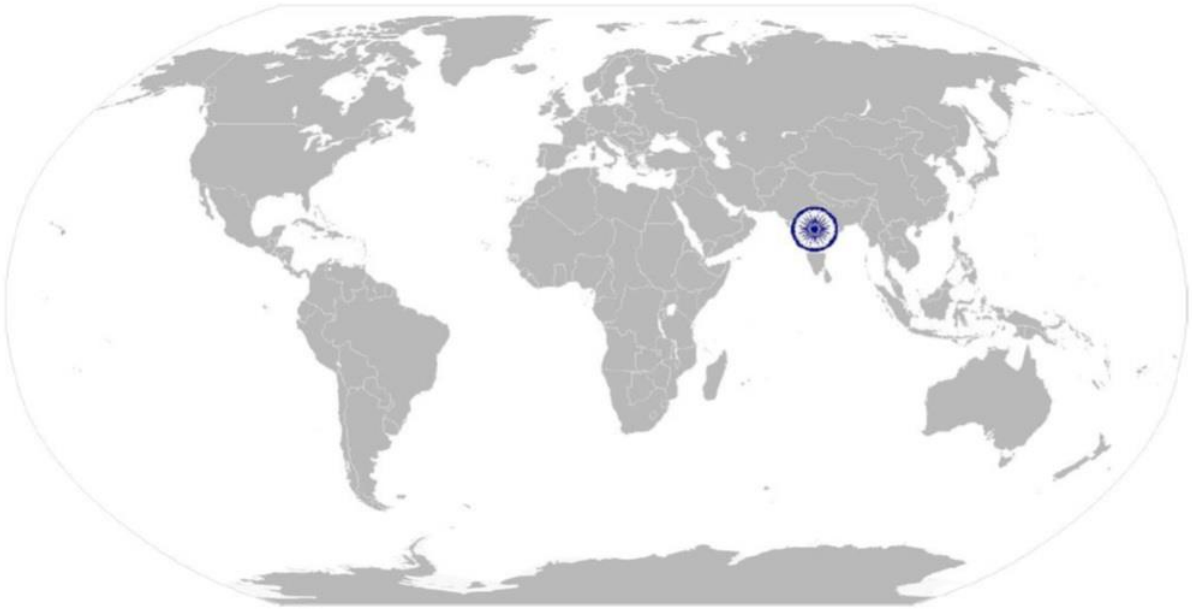
	PC4. Assist police and other organisations, if required PC5. Recognise rank/ badge of rank in police and military PC6. Identify various arms in use in public and police PC7. Identify improvised explosive devices
Knowledge and Understanding w.r.t the Scope	
Element	**Knowledge and Understanding (K)**
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
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

NOS Version Control

NOS Code	**SKS/N0001**		
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Sector	**Private Security**	**Drafted on**	**01 Apr 2013**
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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 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 Performance Criteria, Knowledge & Understanding and Skills & Abilities related to legal requirements to be conformed to while undertaking security tasks.
Scope	**Legal Provisions.** Applicable sections only. 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. **Human Rights Act - 1993** 4. **Special and Local Laws –**The Arms Act, 1959 (a) Explosive Act, 1884 and The Explosive Substances Act, 1908 (b) Private Security Agencies Regulation Act – 2005 (c) The Arms Act, 1959 5. **The Private Security Agencies Central Model 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

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

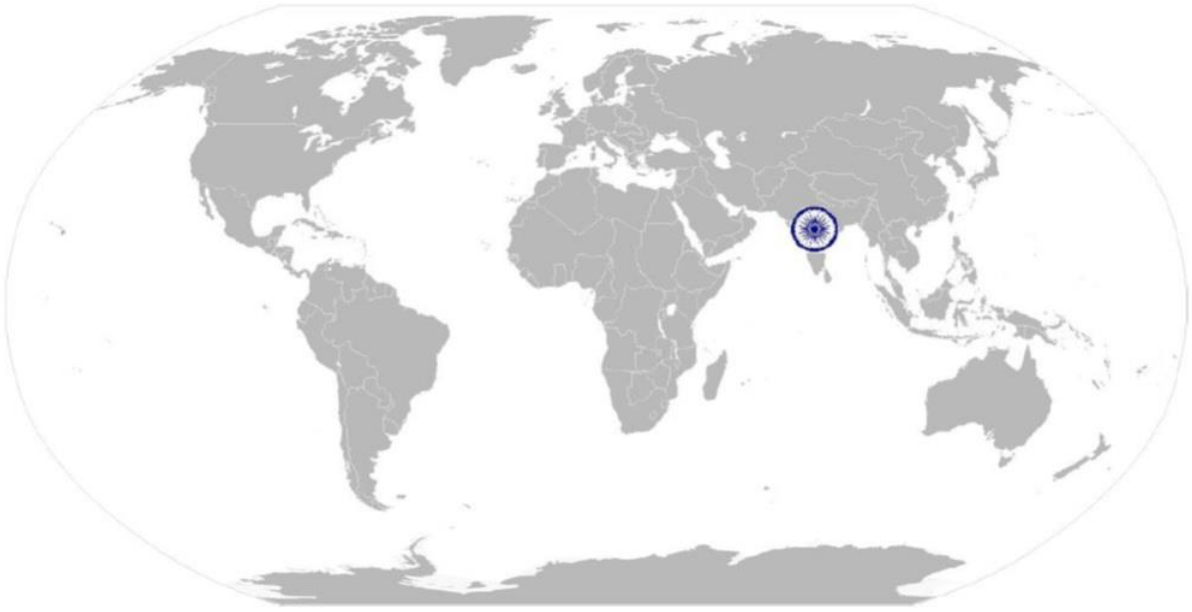
	PC4. Cooperate in investigations PC5. Give evidence in court, if required by law
Knowledge and Understanding w.r.t the Scope	
Element	**Knowledge and Understanding (K)**
A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know 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

NOS Version Control

NOS Code	**SKS/N0002**		
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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities while providing security to people, property and premises.

National Occupational Standard

SKS/N0003 Provide private guarding service to people, property and premises

Unit Code	SKS/N 0003
Unit Title (Task)	**Provide private guarding service to people, property and premises**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities while providing security to people, property and premises.
Scope	1. **People, Property and Premises.** (a) People who may enter or exit from the premises -staff, residents, workers, visitors, officials, vendors, service providers, public (b) Property- movable and immovable; secured and unsecured (c) Premises – fenced, gated, covered, open, guarded, unguarded 2. **Guarding and observation** (a) Assume charge of a designated post (b) Observe activities in the area of responsibility by day or night 3. **Patrolling.**Briefing, preparation, day or night patrol, composition of patrol, means of movement and communication for patrol, equipment for the patrol 4. **Security Equipment.**Forsurveillance, screening and search, communication, safety 5. **Risks, Threats and Hazards.**Situations arising from various crimes, incidents, accidents, emergencies, crowd, aggressive behaviour, natural or manmade causes 6. **Security Breaches.**Intrusion, trespass, violence and crime against people, property and premises 7. **Effective Communication.** (a) Written and spoken language skills (b) Use of telephone, mobile and walkie-talkie (c) Ability to communicate with visitors, employees, team members and superiors 8. **Objects/ Items.**Weapons, objects/ items relating to victims/ criminals 9. **Emergencies.** (a) Accidents (b) Medical (c) Fire incident 10. **Documents for.** People, material,reporting, other forms and formats 11. **Reporting.** (a) Routine and emergency reporting to colleagues, seniors, police, emergency services (b) Reporting verbally/ in writingor over telephone/ mobile/ walkie-talkie
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Guardpeople,	To be competent, the user/individual on the job must be able to:

SKS/N0003 Provide private guarding service to people, property and premises

property and premises	PC1. Familiarise with the area of your responsibility PC2. Guardpeople, property and premises as persite instructions PC3. Receive briefing for guard duty and patrolling PC4. Patrol designated premises as per instructions PC5. Use security equipment to carry out your task PC6. Report and respond to security breaches PC7. Maintain basic security registers
Carry out search of designated premises	To be competent, the user/individual on the job must be able to: PC1. Carry out required searches as per instructions PC2. Caution and report risks, threats and hazards during the search PC3. Liaise with other search parties in the premises PC4. Detain suspect(s) during the search and report to superior PC5. Prevent tampering of evidence and report PC6. Maintain personal safety PC7. Maintain communication during search PC8. Report incident details 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. General awareness of premises and neighbourhood KA2. Organisational procedures with respect to security of people, property and premises KA3. Meansof available communication KA4. Basic security registers KA5. Reporting/ debriefing procedure
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Methods of assigned guarding, monitoring and patrolling KB2. Response to likely risks and threatsat the place of duty KB3. Use of security equipment KB4. Use of communication equipment
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Take quick and correct decisions, in line with your role and responsibility SA2. Adjust to workplace environment SA3. Communicate effectively
B. Professional Skills	The user/ individual on the job needs to know and understand:

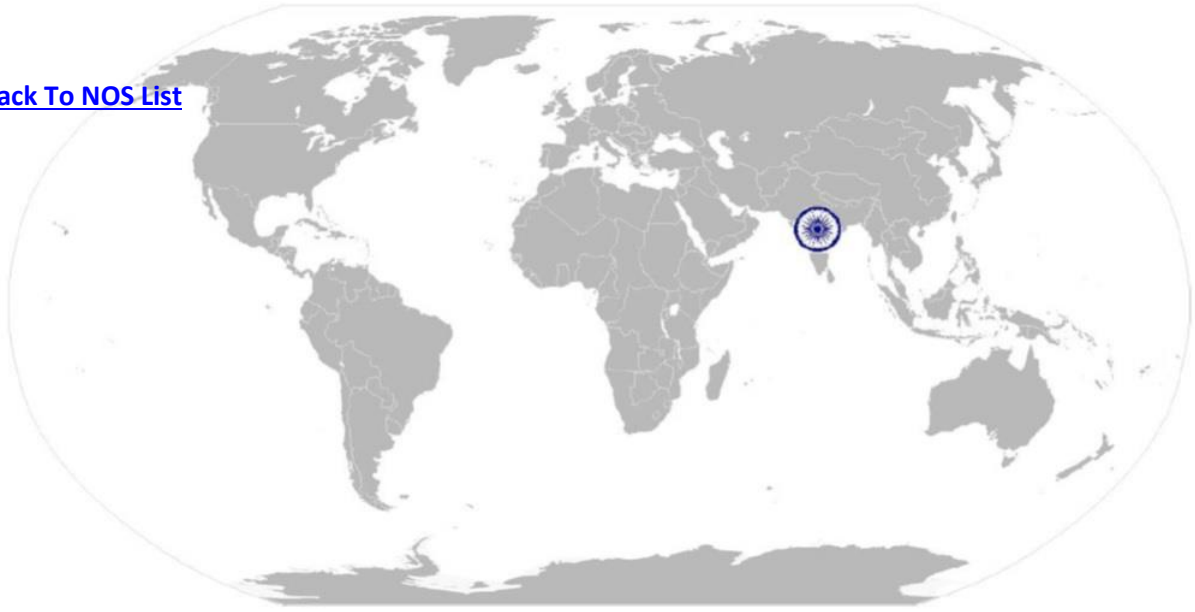
SKS/N0003 Provide private guarding service to people, property and premises

	SB1. Assignment instructions to your role SB2. Report and recordincidents accurately

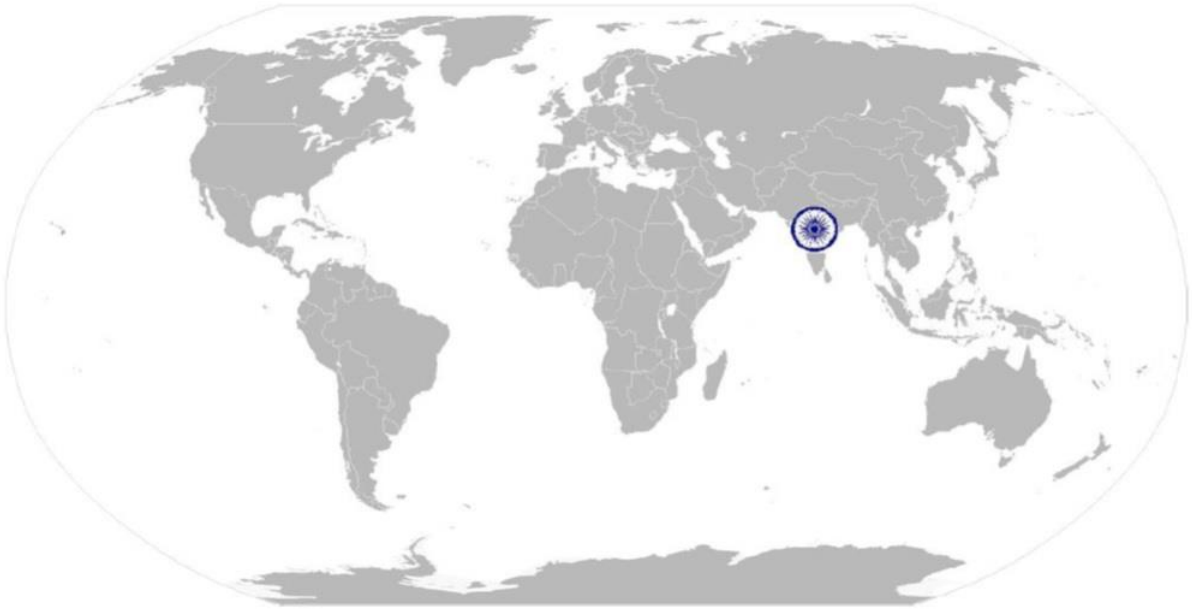
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NOS Code	**SKS/N0003**		
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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in carrying out access control to the assigned premises, manually or assisted by equipment in line with organisational procedures and guidelines.

National Occupational Standard

SKS/N0004 Control access to the assigned premises

Unit Code	**SKS/N 0004**
Unit Title (Task)	**Control access to the assigned premises**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in carrying out access control to the assigned premises, manually or assisted by equipment in line with organisational procedures and guidelines.
Scope	1. **Category of People and Vehicles.** (a) **Employee** – staff, permanent, temporary, contract, support staff, intern/ apprentices and trainees (b) **Visitors**– customers, vendors , regulatory officials, union, community leaders and public (c) **Vehicles** – light, heavy & specialist vehicles of company, employees, visitors, essential & emergency services and government officials 2. **Personal Identification and Authorisation Documents.**Employees identity card, temporary identity card, entry permit and visitors' pass, vehicle registration number 3. **Documents for Material Movement.**Gate pass (returnable and non-returnable), invoice, purchase order, delivery challan, any other authorisation regarding movement of stores and machinery 4. **Situations Faced During Access Control Operations.** (a) Identification documents, passes and permits – lost, expired, defaced, forged and unauthorised (b) Surreptitious entry, impersonation, forced entry, tailing, queue and crowd andaggressive behaviour (c) Vehicular traffic, communication, visitors expecting/ demanding preferential treatment 5. **Designated Authorities for Reporting.**Immediate superior 6. **Access Control Equipment.** (a) Gates, bollards and barriers (b) Turnstile, locks, electronically operated systems – access card, biometrics and attendance recorder 7. **Postal Mail and Couriers.** (a) Letters, parcels, Fax messages, hand-delivered notes (b) Suspicious Packages
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Performance Criteria for the unit	To be competent, the user/individual on the job must be able to: PC1. Comply with organisational procedures related to access control in the premises with or without use of equipment
Control entry and	To be competent, the user/individual on the job must be able to:

SKS/N0004 Control access to the assigned premises

exit from premises	PC1. Establish identity, purpose and authorisation of different categories of people/ vehicles/ material seeking to enter or exit from the premises PC2. Check and prevent entry to and exit of people/ vehicles/ material without valid authorisation PC3. Direct visitors to designated areas and inform concerned staff/ department PC4. Prepare passes/ permits for people/ vehicles entering the premises PC5. Collect passes/ permits from people/ vehicles exiting the premises PC6. Check relevant documents for movement of goods/ materials PC7. Inform concerned department on arrival of consignments PC8. Handle different situations faced during access control operations PC9. Maintain basic security registers as per instructions PC10. Report irregularities to superior
Use access control equipment	To be competent, the user/individual on the job must be able to: PC1. Operate access control equipment in accordance with laid down procedures PC2. Check and report functioning/ malfunctioning ofaccess control equipment PC3. Respond to signals from access control equipment PC4. Carry out access control operations manually in case of a breakdown
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 procedures related to access control operations KA2. Reporting procedure KA3. People debarred entry KA4. Types of identity/ authorisation documents carried by people, vehicle and material seeking entry/ exit KA5. Areas within the premises having restricted/ controlled entry
B. Technical/ Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Modus operandi of people/ criminals for gaining entry/exit from the premises KB2. Basic knowledge of access control equipment installed in the premises KB3. Capability and limitations of the access control equipment inuse KB4. Common faults occurring in the access control equipment KB5. Procedure for carrying out access control operations manually KB6. How to read and write

SKS/N0004 Control access to the assigned premises

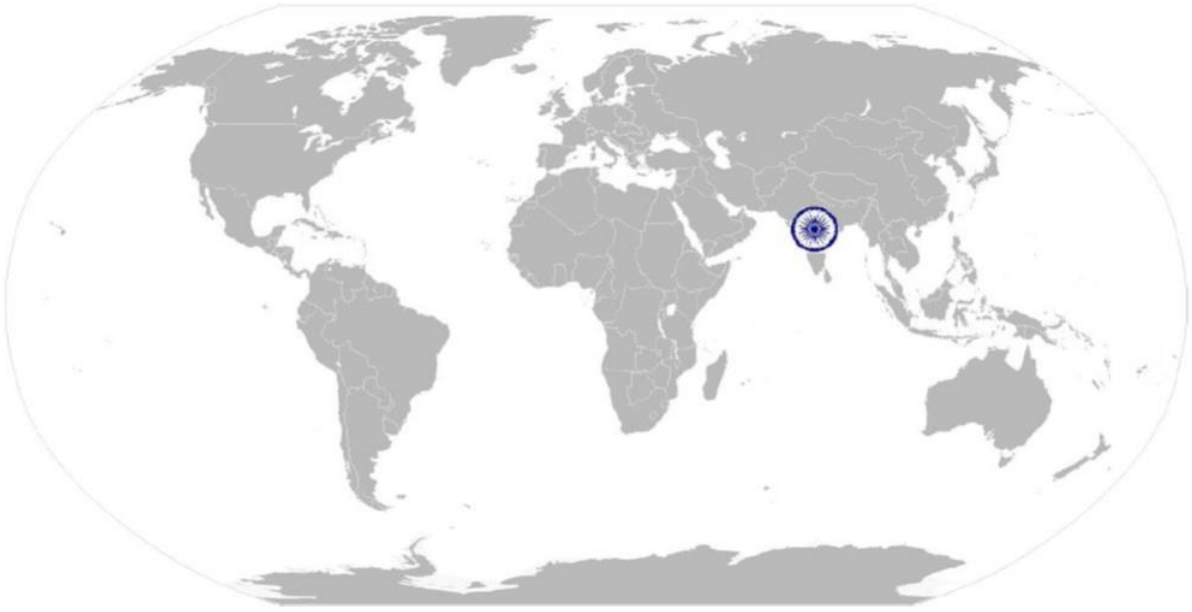
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Efficiently use access control equipment SA2. Respond effectively to situations arising during access control SA3. Ability to document/ register
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Recognize and read different kinds of identification papers SB2. Analyse and infer the signals emanating from access control equipment and decide on further checks / screening SB3. Process receipt in the prescribed manner SB4. Basic communication skills and courtesy

NOS Version Control

NOS Code	**SKS/N0004**		
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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities for carrying out screening and search of people, baggage and vehicle at assigned premises, manually or assisted by provided equipment in line with organisational procedures and guidelines.

National Occupational Standard

SKS/N0005 Carry out screening and search activities to maintain security

Unit Code	SKS/N0005
Unit Title (Task)	**Carry out screening and search activities to maintain security**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities for carrying out screening and search of people, baggage and vehicle at assigned premises, manually or assisted by provided equipment in line with organisational procedures and guidelines.
Scope	**1. Organisational Procedure.** (a) On search and screening (b) In case of refusal from visitor to undergo search (c) On people's right to privacy and gender sensitivity during search **2. Prohibited Items.** (a) Weapons, firearms, ammunition, explosive, firecrackers, inflammable materials and gases; (b) Any other item that is prohibited by the government or organisation **3. Unauthorised Items.** (a) Organisation's property (b) Any other item specified by the organisation **4. Screening and Search Equipment.** (a) Metal detectors – handheld, doorframe (stationery andportable) (b) Scanners – body, baggage/ cargo and vehicle (c) Under vehicle inspection mirror (d) Any other equipment provided by organisation **5. Sensitivities Involved.**Religious, cultural, privacy,gender andstatus **6. Potential Risks and Threats.** (a) Aggressive behaviour by person being searched or people denied entry/ exit (b) Violent behaviour by person(s) from whom prohibited/ unauthorised items have been detected (c) Shooting by cornered criminals/ miscreants at the search point
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Performance Criteria for the unit	To be competent, the user/individual on the job must be able to: PC1. Comply with organisational procedures with respect to screening and search of people/ vehicle/ material seeking to enter/ exit from the premises PC2. Organise queue to manage people at the screening and search point PC3. Respond to situations arising during screening and search PC4. Carry out screening and search manually/ with equipment PC5. Report irregularities to superior PC6. Maintain personal safety during screening and search

SKS/N0005 Carry out screening and search activities to maintain security

Carry out screening and search on people and material passing through the area of control	To be competent, the user/individual on the job must be able to: PC1. Respect persons' right to dignity, privacy and gender/ religious/ cultural sensitivity PC2. Segregate personsviolating laid down procedures PC3. Segregate materialcontaining prohibited/ unauthorised items
Carry out screening and search on vehicles passing through the area of control	To be competent, the user/individual on the job must be able to: PC1. Carry out screening and search using provided equipment PC2. Carry out physical search of vehicle as per laid down procedures PC3. Segregate suspected vehicle for detailed search
Use screening and search equipment	To be competent, the user/individual on the job must be able to: PC1. Operate provided equipment in line with organisation's instructions PC2. Report malfunctioning of equipment to superior PC3. Be vigilant of people tryingto defeat the process/ 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. Organisational instructions and procedures for screening and search KA2. Organisation's reporting procedure KA3. Unauthorised/ prohibited items KA4. Persons exempted from search KA5. Response in case of specific situations
B. Technical/ Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Capabilities and limitations of screening and search equipment KB2. Common faults occurring in the screening and search equipment KB3. Understanding of signals emanating from equipment KB4. Items that cannot be put through screening and search equipment KB5. Procedure for checking the vehicle in a systematic manner KB6. Common methods and techniques adopted by people to defeat the screening and search equipment
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Deal with people seeking entry in a courteous yet firm manner SA2. Understand religious and gender sensitivities SA3. Reporting procedures
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Conduct screening and search efficiently SB2. Recognise different kinds of identification/ authorisation documents

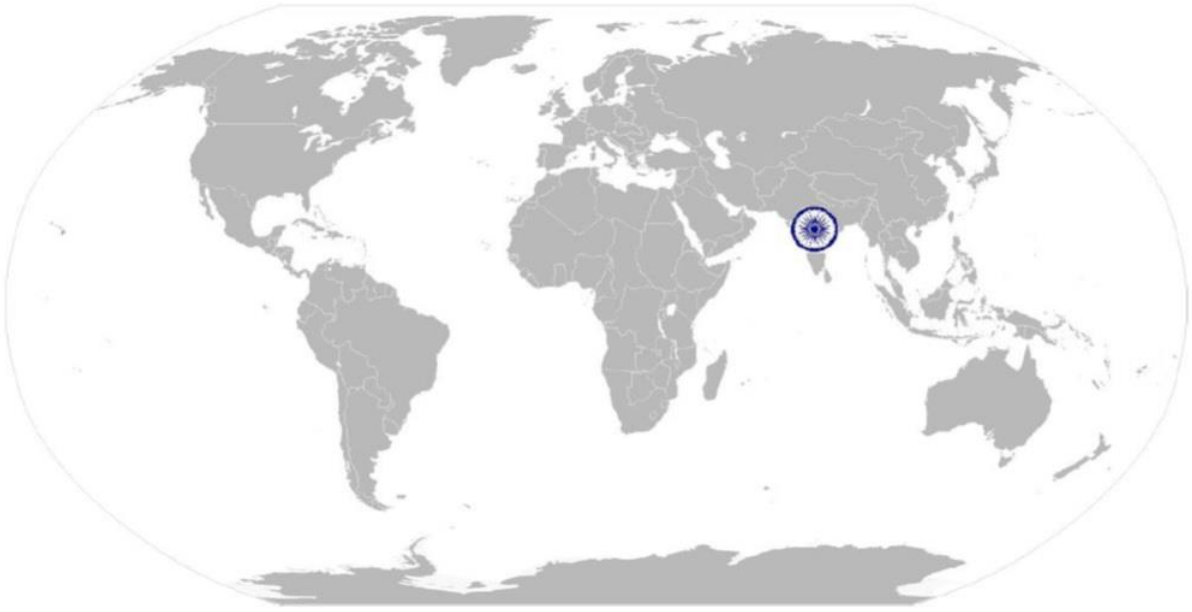
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National Occupational Standards

SKS/N0005 Carry out screening and search activities to maintain security

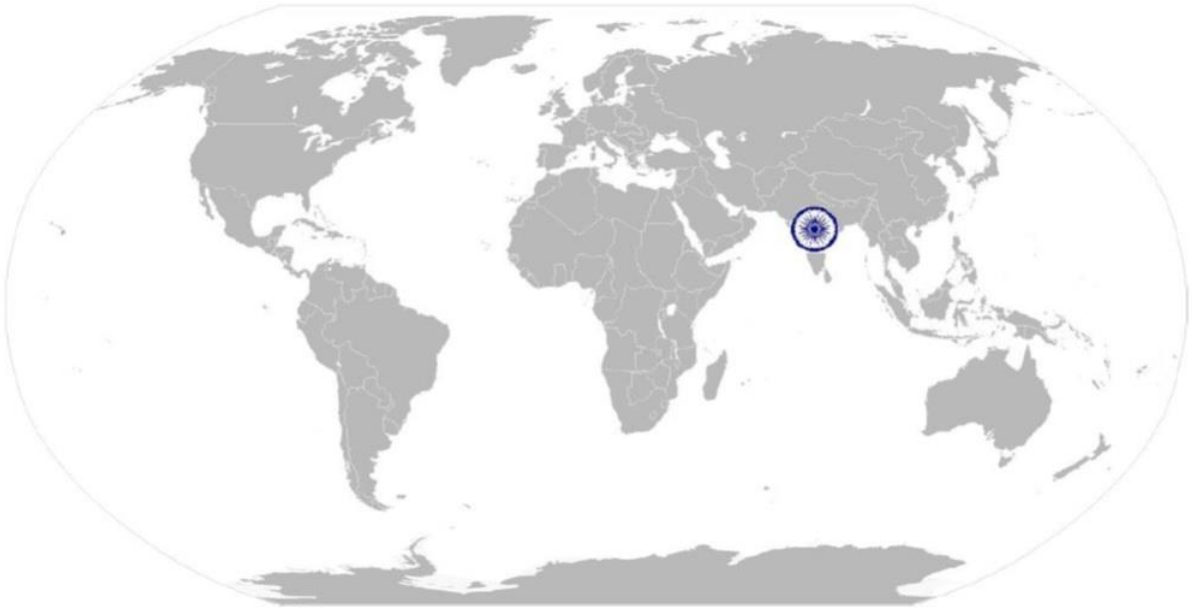
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NOS Code	SKS/N0005		
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Sector	Private Security	Drafted on	01 Apr 2013
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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required of a security personnel for controlling parking in a designated area.

National Occupational Standard

SKS/N0006 Control parking in designated areas

Unit Code	**SKS/N 0006**
Unit Title (Task)	**Control parking in designated areas**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required of a security personnel for controlling parking in a designated area.
Scope	1. **Parking Conditions.** (a) Surface conditions (b) Lighting (c) Visibility (d) Traffic conditions 2. **Layout and Traffic Plan.** (a) **Traffic Plan** – Entry/ exit , search & screening points, ticketing, routes, waiting areas, traffic flow, alternate and emergency routes (b) **Parking** – Parking areas with capacity 3. **Irregular Situations.**Traffic congestion, vehicles violating instructions, unsecured vehicles, wrongly parked vehicles, vehicle alarms, abandoned vehicles, accidents, vehicle on fire, children and animals left in the vehicles, vehicles/ persons carrying prohibited items, person/s likely to misuse parking area for prohibited activity, persons behaving suspiciously/ aggressively 4. **Assistance From.**Security team, sub-unit and superiors 5. **Hazards and Defects.** (a) Missing/ damaged lighting, signage anddefaced markings (b) Defective access control barrier/ equipment (c) Electrical short circuits, power failure, spillages of fuels/ liquids and dangerous surfaces 6. **Equipment.**Personnel & vehicle search;screening & access control;lighting, barriers, card readers, ticketing & revenue collection machines; alarms and sensors 7. **Category of Vehicles.** Cars, jeeps, SUVs, vans, goods vehicles and two/ three wheelers
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Conduct parking in designated areas	To be competent, the user/individual on the job must be able to: PC1. Identify entry and exit routes to available parking areas PC2. Check prevailing conditions within the parking areas PC3. Observecorrect positioning of signage for guiding drivers PC4. Guide drivers to the available parking areas PC5. Use provided traffic and protective gear PC6. Ensure drivers leave the area after parking as per laid down

SKS/N0006 Control parking in designated areas

	instructions
Deal with irregularities in parking areas	To be competent, the user/individual on the job must be able to: PC1. Identify and respond to irregular situations in accordance with organisation's procedures and guidelines PC2. Call for assistance and take preventive steps PC3. Report irregular situations immediately to superior
Monitor hazards and conditions of parking areas	To be competent, the user/individual on the job must be able to: PC1. Report hazards and defects to superior PC2. Respond as per organisational procedure PC3. Ensure own safety
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 procedures on parking KA2. Incident reporting procedure
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Layout and traffic plan of the parking areas KB2. Suitability of prevailing conditions for parking KB3. Traffic control and protective gear KB4. Traffic signals, signage and markings KB5. Irregular situations arisingduring parking KB6. Procedures for dealing with irregular situations KB7. Category of vehicles KB8. Use of communication equipment
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Control and guide traffic SA2. Identify hazards and defects SA3. Communicate effectively
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Conduct parking in a safe and efficient manner. (a) Be visible to drivers to control traffic (b) Observe area of responsibility (c) Use of traffic signals and equipment

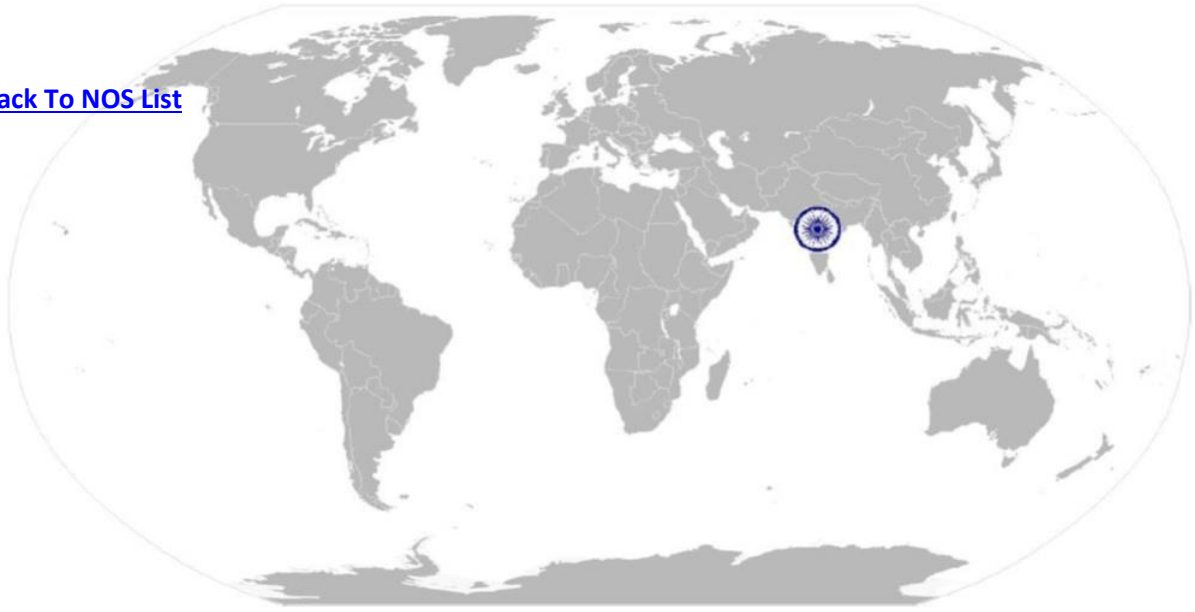
SKS/N0006 Control parking in designated areas

	SB2. Identify and report irregular situations to superior SB3. Respond as per instructions

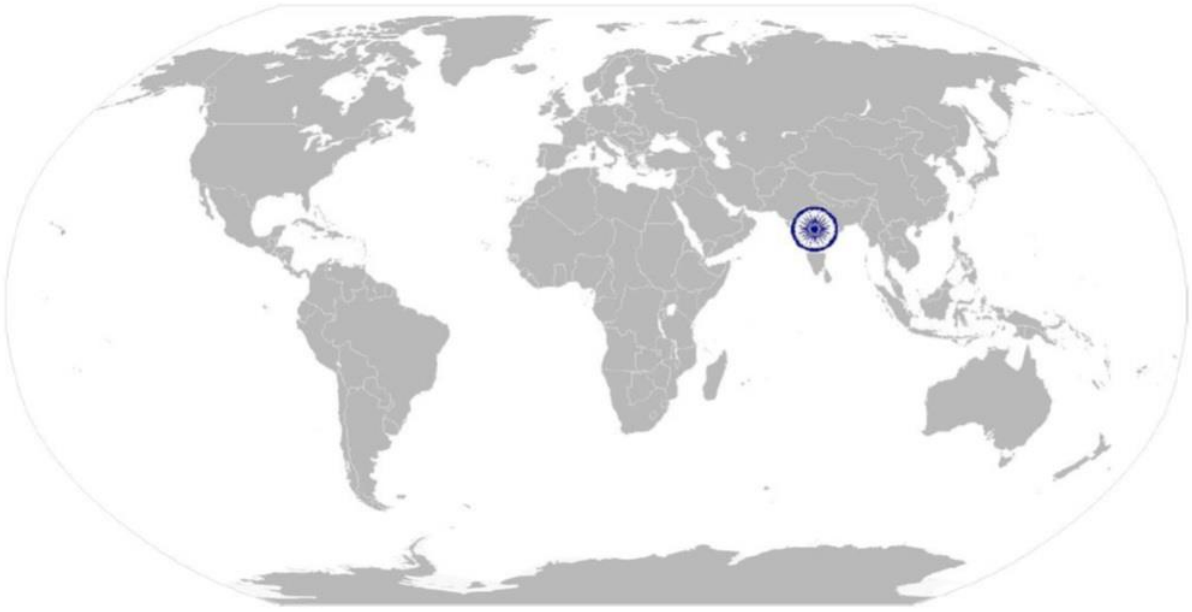
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NOS Code	**SKS/N 0006**		
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National Occupational Standard



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 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

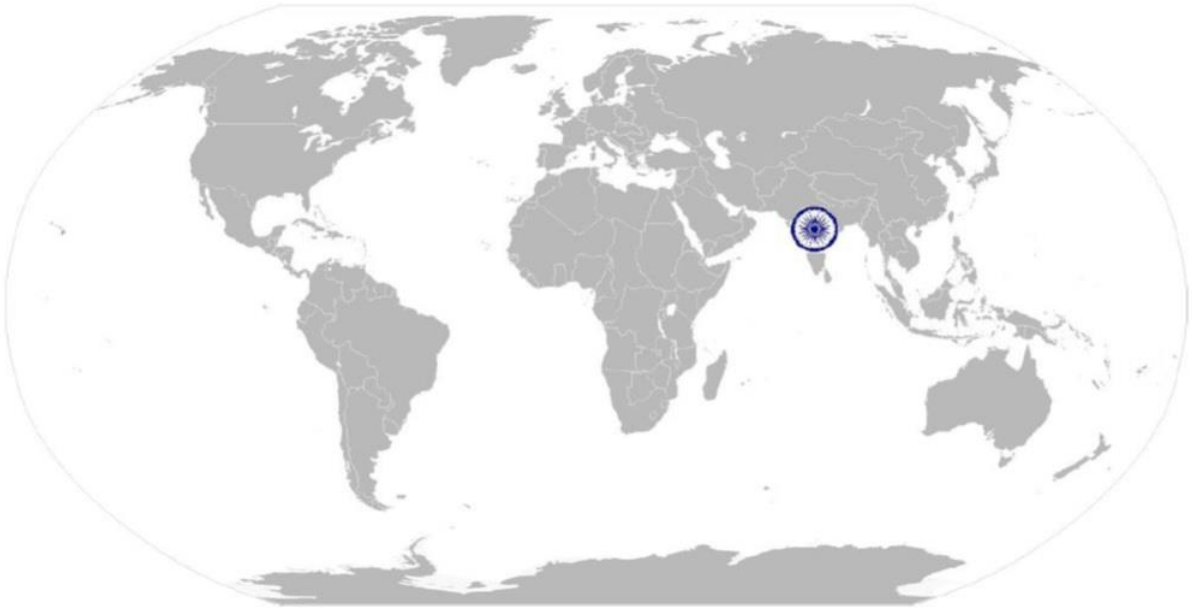
	SB8.	Identify potential fire hazards
	SB9.	Respond with available/ appropriate equipment
	SB10.	Keep work area free from fire hazards
	SB11.	Respond with available manpower and equipment
	SB12.	Render first-aid
	SB13.	Report to senior/ medical emergency service organisations for assistance

NOS Version Control

NOS Code	**SKS/N0008**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
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Sub-sector	**1. Commercial 2. Industrial**	**Last reviewed on**	**11 Apr 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 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 (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

SKS/N0009 Security in commercial deployments

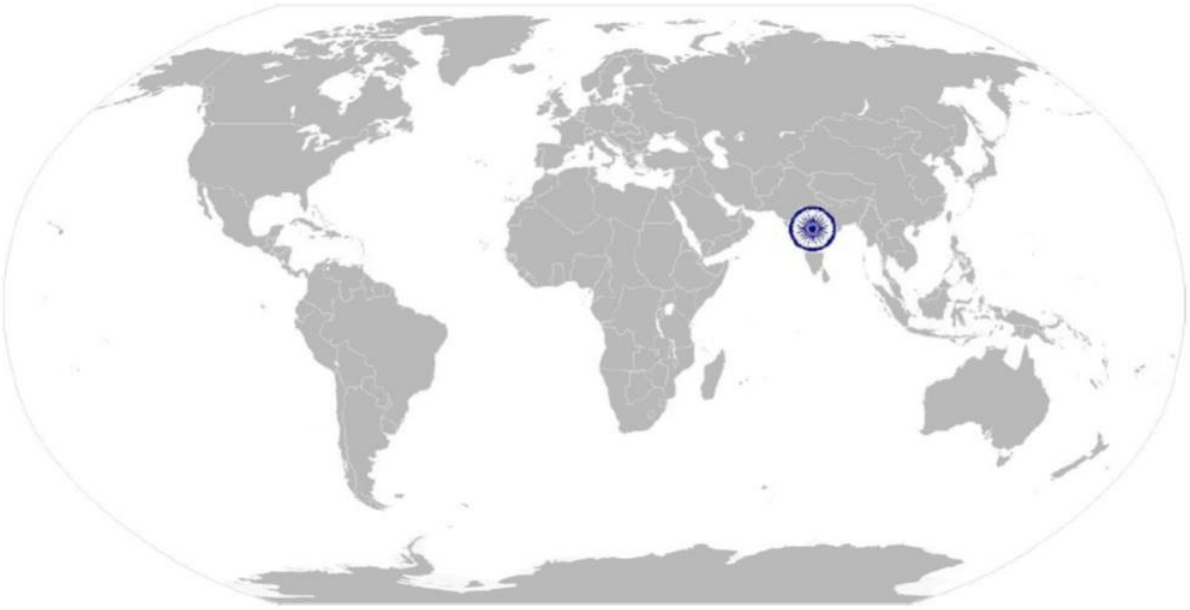
	SA2. Be courteous and helpful to customers / stakeholders SA3. Communicate effectively with customers / stakeholders
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Carry out security duties in line with domain-specific pre-induction programme SB2. Communicate and report SB3. Respond to risks and threats SB4. Use security and communication equipment in the prescribed manner

NOS Version Control

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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 Unarmed Security Guards.

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

SKS/N0010 Security in industrial deployments

	(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 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

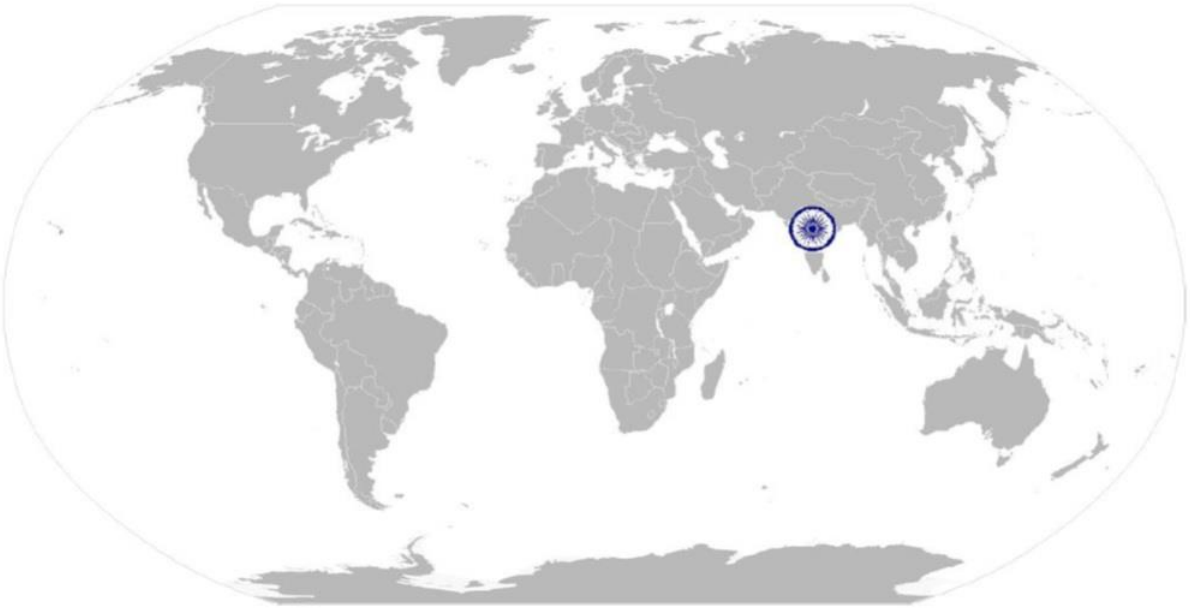
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National Occupational Standards

SKS/N0010 Security in industrial deployments

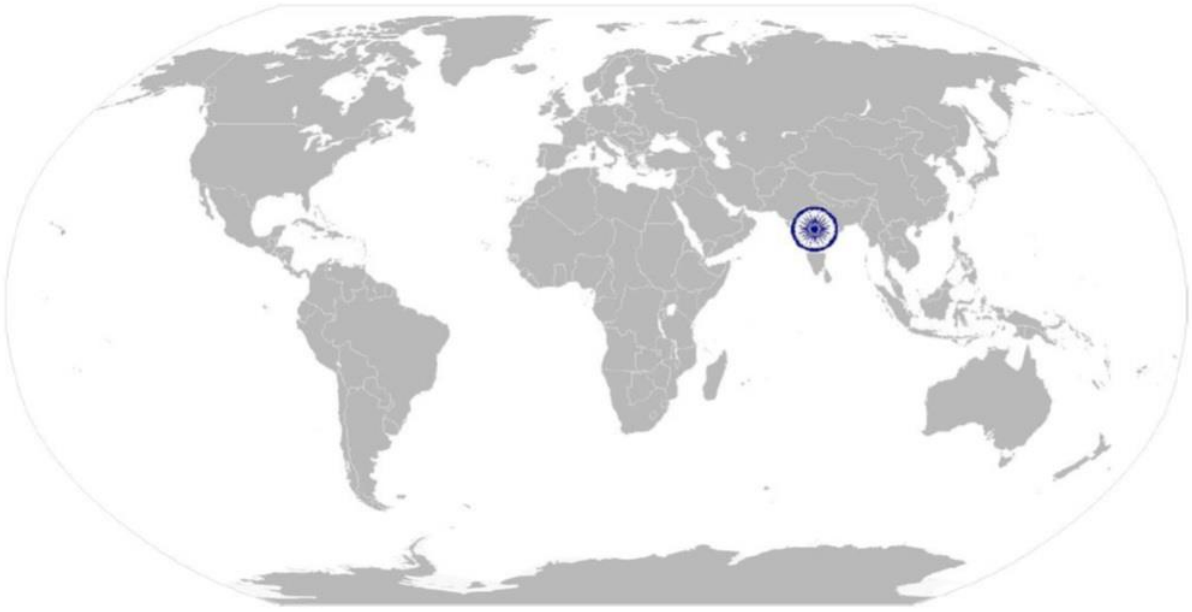
NOS Version Control

NOS Code	SKS/N0010		
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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Communication Skills & Abilitiesto project a positive image of self (Unarmed Security Guard) 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

NOS Version Control

NOS Code	**SKS/N 0011**		
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