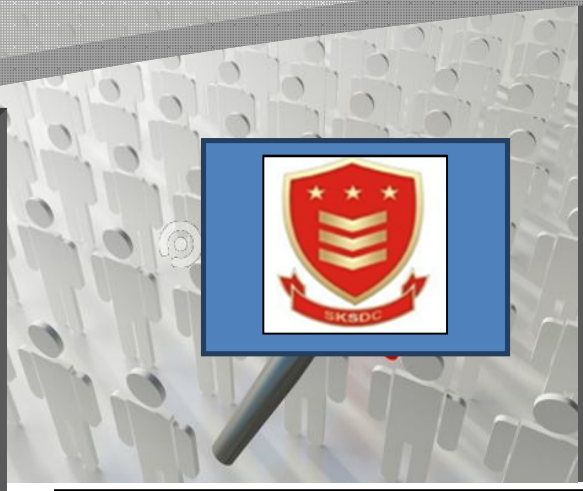
QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR UNARMED SECURITY GUARD [PRIVATE SECURITY SECTOR]



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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 – Unarmed Security Guard

SECTOR: PRIVATE SECURITY

SUB-SECTOR: COMMERCIAL AND INDUSTRIAL

OCCUPATION: GUARDING

REFERENCE ID: SKS/Q0001

An **Unarmed Security Guard** in the Private Security Sector form the first level of defence, who notices and encounters threats and risks that are detrimental to life, property and premises. Unarmed Security Guard is responsible for monitoring premises and property through physical presence and by using security and protection systems.

Brief Job Description: The primary role of the Unarmed Security Guard entails guarding designated premises and people by manning the first tier of protection aided by appropriate security devices/equipment. The core responsibility includes guarding against theft, criminal acts, emergencies, fire and other contingencies.

Personal Attributes: An Unarmed Security Guard needs to bear a good moral character, pleasing deportment, healthy habits and good grooming in addition to being physically fit, mentally robust, intelligent, committed and proficient.

Unarmed Security Guard needs to be alert, calm and confident and maintain a personal demeanour that helps him/her to control situations effectively using personal initiative. The role requires effective communication. The Guard's presence needs to generate confidence in perilous situations.

Job Details

Qualifications Pack Code	**SKS/Q0001**		
Job Role	**Unarmed Security Guard**		
Credits (NVEQF/NVQF/NSQF)	**NA**	**Version Number**	**1**
Sector	**Private Security**	**Drafted on**	**20 February 2013**
Sub-sector	**Commercial and Industrial**	**Last reviewed on**	**1 March 2013**
Occupation	**Guarding**	**Next review date**	**1 January 2015**
Job Role	**Unarmed Security Guard**		
Role Description	To guard designated premises and people by manning the first tier of protection aided by appropriate security devices/ equipment. The core responsibility includes guarding against theft, criminal acts, emergencies, fire and other contingencies.		
NVEQF / NVQF level **Minimum Educational Qualifications** **Maximum Educational Qualifications**	4 Class VIII NA		
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/N0001 - Security tasks in accordance with basic security practices 2. SKS/N0002 - Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act – 2005 when undertaking security tasks 3. SKS/N0003 - Provide private guarding service to people, property and premises 4. SKS/N0004 - Control access to the assigned premises 5. SKS/N0005 - Carry out screening and search activities to maintain security 6. SKS/N0006 - Control parking in designated areas 7. SKS/N0007 - Security escort 8. SKS/N0008 - Health and safety 9. SKS/N0009 - Security in commercial deployments 10. SKS/N0010 - Security in industrial deployments 11. SKS/N0011 - Positive projection of self and the organisation		
Performance Criteria	As described in the relevant OS units		

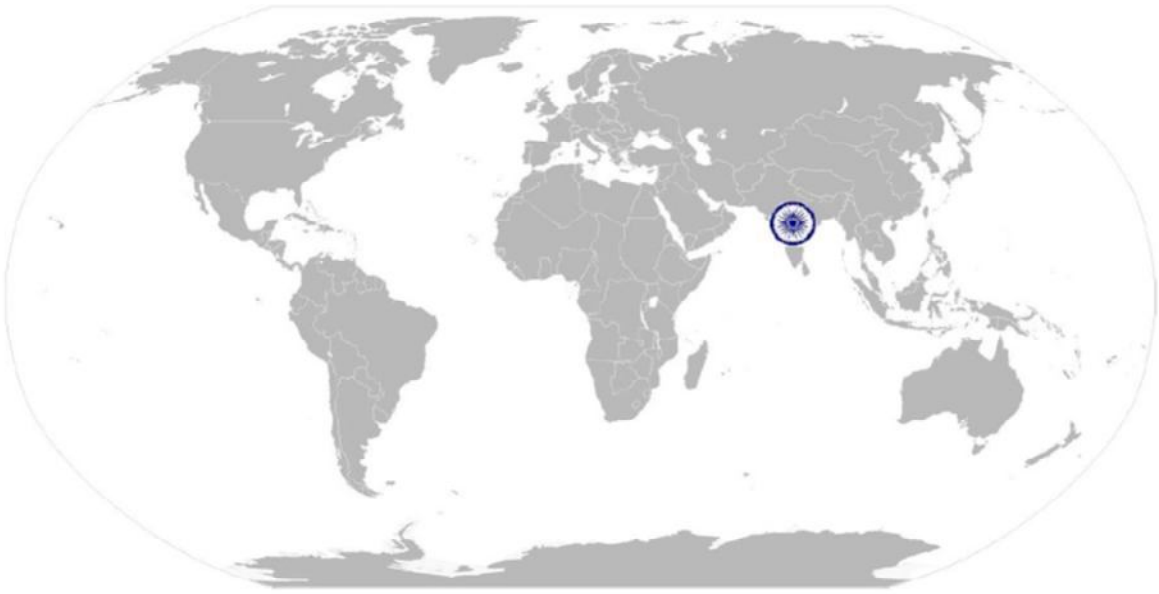
Definitions

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
PSARA	The Private Security Agencies Regulation Act (PSARA) 2005
CISF	Central Industrial Security Force
CRPF	Central Reserve Police Force
BSF	Border Security Force
RPF	Railway Protection Force

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities 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 Performance Criteria, Knowledge & Understanding and Skills & Abilities for an Unarmed Security Guard in carrying out tasks in line with basic security practices.
Scope	1. **Risks and Threats.** (a) Unauthorised entry and trespass (b) Aggressive and drunken behaviour (c) Loitering and littering (d) Eve teasing and molestation (e) Robbery, theft, pilferage and shoplifting (f) Violence and assault (g) Murder and suicide (h) Kidnapping (i) Public demonstration, labour unrest and crowd control 2. **Security Organisations.** (a) Armed Forces – Army, Navy, Air Force (b) Central Armed Police Forces – CISF, CRPF, BSF, RPF (c) Civil Police 3. **Private Security Sector.** Commercial and Industrial domains 4. **Hazards/Disasters and Emergencies.** (a) Hazards/ Disasters – Floods, storms, earthquake, fire incidents, accidents, industrial accidents, building collapse (b) Emergencies – Medical emergencies, emergencies arising due to crime, accidents and disasters 5. **Role – Private Security Sector.** (a) To provide guarding services to society, commerce and industry (b) Assist law enforcement agencies 6. **Organisations Dealing with Hazards/ Disasters and Emergencies.** (a) Police (b) Fire Department (c) Ambulance Services 7. **Weapons and Firearms.** (a) Gun, rifle, pistol, revolver (b) Bomb, grenade, improvised explosive device, explosive (c) Knife, sword, spear, baton, lathi
Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Carry out assigned security tasks	To be competent, the user/individual on the job must be able to: PC1. Carry out assigned security duties in line with procedures and instructions PC2. Respond and report about risks and threats PC3. Respond and report about hazards and emergencies

SKS/N0001 Security tasks in accordance with basic 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 (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 arms in use in public and police KB9. Improvised explosive devices KB10. Badges of rank in police and military
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/N 0001**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1**
Sector	**Private Security**	**Drafted on**	**20 February 2013**
Sub-sector	**Commercial and industrial**	**Last reviewed on**	**1 March 2013**
		Next review date	**1 January 2015**

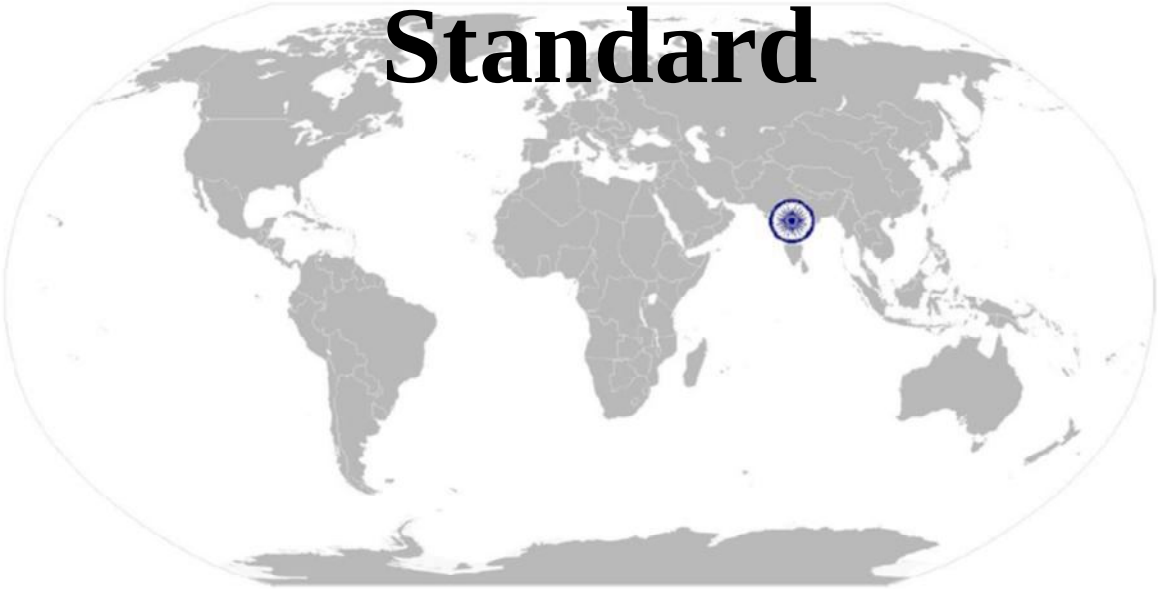
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NOS
National Occupational Standards

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

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 when undertaking security tasks

National Occupational Standard

Unit Code	**SKS/N0002**
Unit Title (Task)	**Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act – 2005 when undertaking security tasks**
Description	This unit provides Performance Criteria, 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.** (Applicable sections only.) (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.** (Applicable sections only.) (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. **The Protection of Human Rights Act – 1993** (Applicable sections only.) 4. **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 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, etc.** 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

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

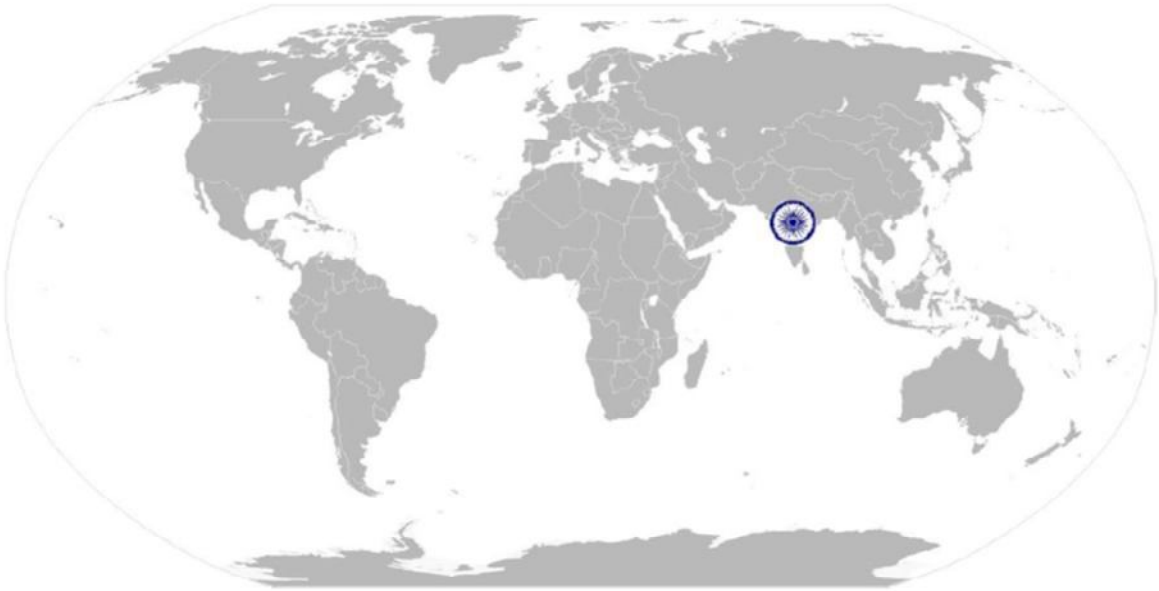
	PC2. Obtain clarity in case of lack of understanding PC3. Take cognisance of offences and report to superiors/ police PC4. Cooperate in investigations PC5. Give evidence in court, if required by law
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and 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**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1**
Sector	**Private Security**	**Drafted on**	**20 February 2013**
Sub-sector	**Commercial and industrial**	**Last reviewed on**	**1 March 2013**
		Next review date	**1 January 2015**

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

National Occupational Standard



Overview

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

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

National Occupational Standard

Unit Code	**SKS/N0003**
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.** For surveillance, 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.**

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

	(a) Routine and emergency reporting to colleagues, seniors, police, emergency services (b) Reporting verbally/ in writing or over telephone/ mobile/ walkie-talkie
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Guard people, property and premises	To be competent, the user/individual on the job must be able to: PC1. Familiarise with the area of your responsibility PC2. Guard people, property and premises as persite instructions PC3. Receive briefing for guard duty and patrolling PC4. Patrol designated premises as per instructions PC5. Use securityequipment 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: PC8. Carry out required searches as per instructions PC9. Caution and report risks, threats and hazards during the search PC10. Liaise with other search parties in the premises PC11. Detain suspect(s) during the search and report to superior PC12. Prevent tampering of evidence and report PC13. Maintain personal safety PC14. Maintain communication during search PC15. 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 threats at the place of duty KB3. Use of security equipment KB4. Use of communication equipment

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National Occupational Standards

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

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

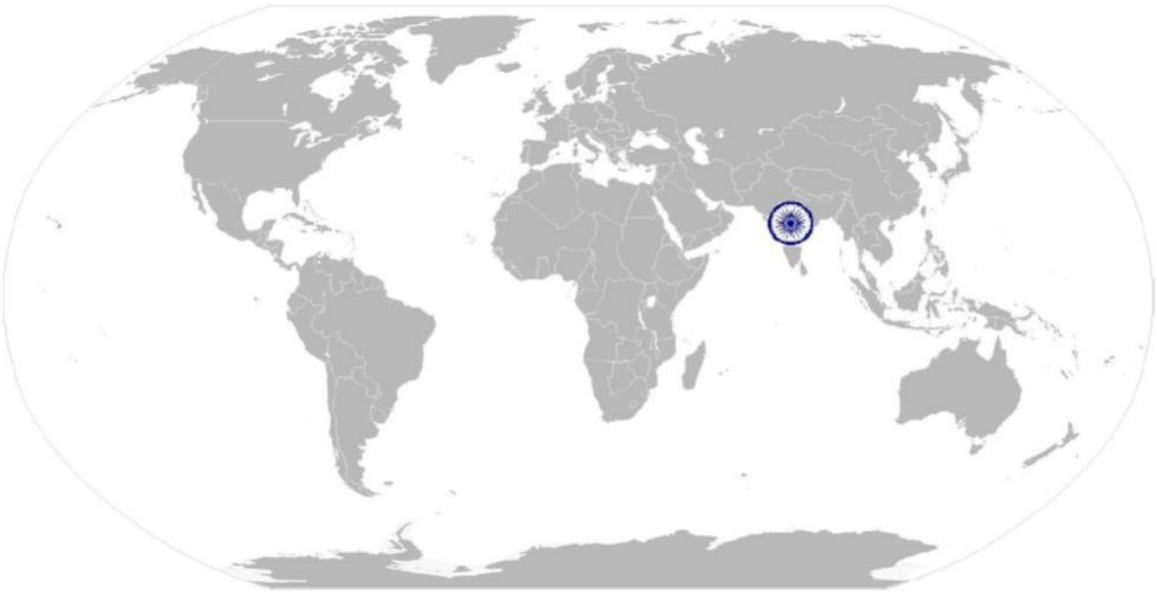
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NOS Code	**SKS/N0003**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1**
Sector	**Private Security**	**Drafted on**	**20 February 2013**
Sub-sector	**Commercial and industrial**	**Last reviewed on**	**1 March 2013**
		Next review date	**1 January 2015**

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SKS/N0004 Control access to the assigned premises

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.

SKS/N0004 Control access to the assigned premises

National Occupational Standard

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**

SKS/N0004 Control access to the assigned premises

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 exit from premises	To be competent, the user/individual on the job must be able to: 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
Handle postal mail and couriers	To be competent, the user/individual on the job must be able to: PC1. Receive postal mail and couriersafter office hours, if assigned PC2. Reportabout delivery of suspicious package/s PC3. Secure and store letters and packages as per procedures PC4. Deliver letters and packages to the designated person

SKS/N0004 Control access to the assigned premises

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 KA6. Procedure for receipt of postal mail and couriers after office hours, if assigned KA7. Actions to be taken in case of delivery of suspicious letter/ package KA8. Securing and storage of letter and packagesreceived
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 KB7. About suspicious letters and packages
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 SA4. Deliver letters and packages to designated person
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

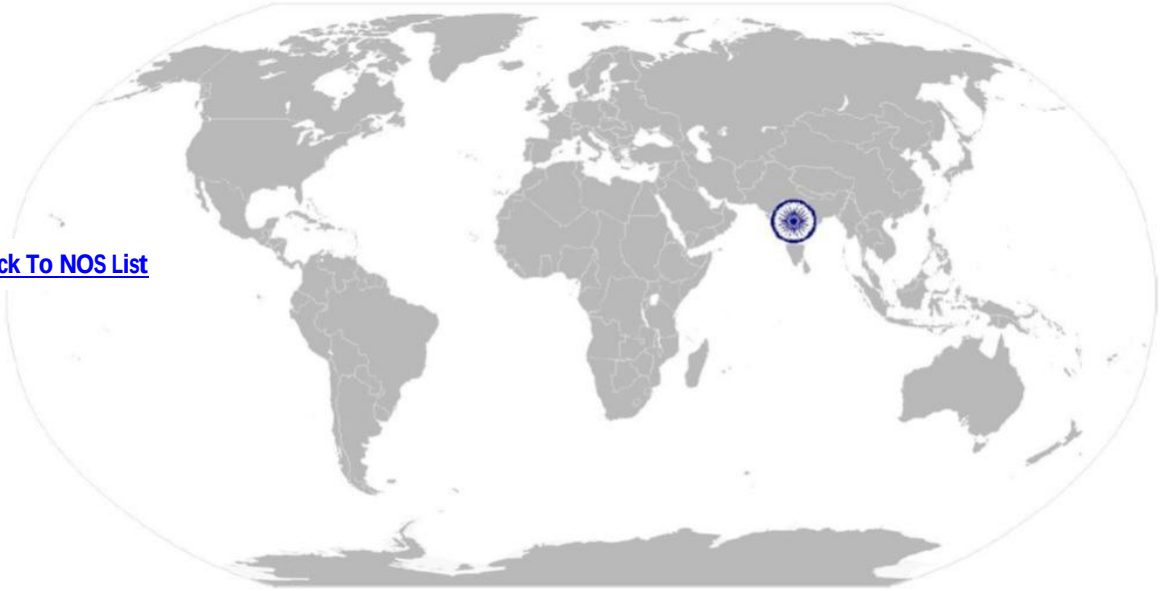
NOS
National Occupational Standards

N·S·D·C National Skill Development Corporation

SKS/N0004 Control access to the assigned premises

NOS Version Control

NOS Code	**SKS/N0004**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1**
Sector	**Private Security**	**Drafted on**	**20 February 2013**
Sub-sector	**Commercial and industrial**	**Last reviewed on**	**1 March 2013**
		Next review date	**1 January 2015**

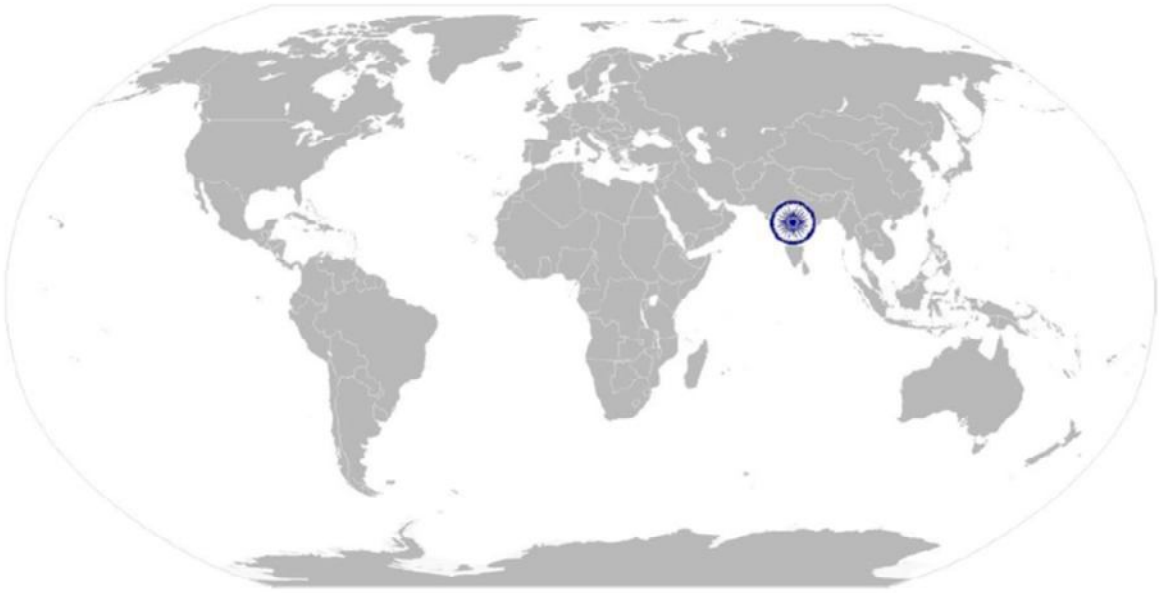


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SKS/N0005 Carry out screening and search activities to maintain security

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.

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

National Occupational Standard

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

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

	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
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 trying to 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. Commonmethods 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:

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

	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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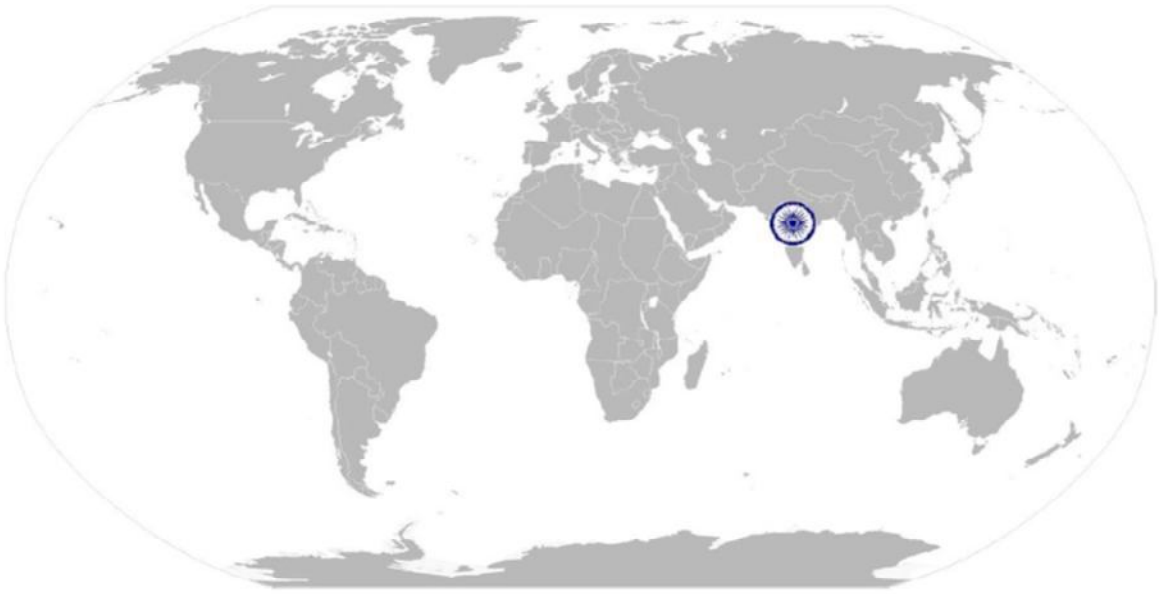
NOS Code	**SKS/N0005**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1**
Sector	**Private Security**	**Drafted on**	**20 February 2013**
Sub-sector	**Commercial and industrial**	**Last reviewed on**	**1 March 2013**
		Next review date	**1 January 2015**

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NOS
National Occupational Standards

SKS/N0006 Control parking in designated areas

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required of an Unarmed Security Guard controlling parking in a designated area.

SKS/N0006 Control parking in designated areas

National Occupational Standard

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 an Unarmed Security Guard 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

SKS/N0006 Control parking in designated areas

	PC3. Observe correct 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 instructions
Deal with irregularities in parking areas	To be competent, the user/individual on the job must be able to: PC7. Identify and respond to irregular situations in accordance with organisation's procedures and guidelines PC8. Call for assistance and take preventive steps PC9. 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: PC10. Report hazards and defects to superior PC11. Respond as per organisational procedure PC12. 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:

SKS/N0006 Control parking in designated areas

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

NOS Version Control

NOS Code	**SKS/N0006**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1**
Sector	**Private Security**	**Drafted on**	**20 February 2013**
Sub-sector	**Commercial and industrial**	**Last reviewed on**	**1 March 2013**
		Next review date	**1 January 2015**

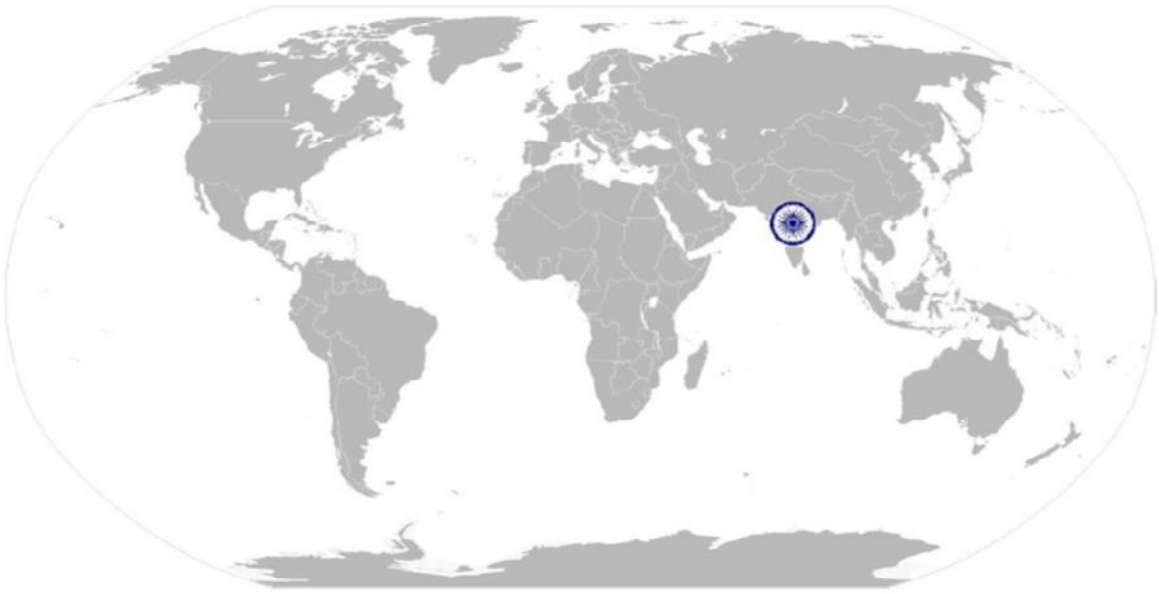


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National Occupational Standards

SKS/N0007 Security escort

National Occupational Standard



Overview

This unit lays down Performance Criteria, Knowledge & Understanding and Skills & Abilities for undertaking security escort duties.

National Occupational Standard

SKS/N0007 Security escort

Unit Code	**SKS/N0007**
Unit Title (Task)	**Security escort**
Description	This unit lays down Performance Criteria, Knowledge & Understanding and Skills & Abilities for undertaking security escort duties.
Scope	1. **Suitability and Readiness.** (a) The driver is conversant with route(s) and destination(s) (b) The driver is not in an inebriated condition (c) Checking of the vehicle - body, boot and bonnet, to ensure safety (d) First-aid kit (e) Fire extinguisher (f) Distress alarm 2. **Task-related Details.** (a) Number of people (male/female) being escorted (b) Itinerary (c) Routes 3. **Equipment and Aids.** (a) Route map (b) Contact details of person/s being escortedand concerned agencies (c) Cell phone, walkie-talkie (d) Torch (e) Duty slip (f) Provided non-lethal weapon 4. **Concerned Agencies.** Controlling headquarter/superiors, transport supervisor, police, ambulance service, road patrol, medical and hospital services 5. **Risks.** (a) Breakdown (b) Road accidents (c) Fire (d) Miscreants 6. **Response.** (a) Raise distress alarm (b) Deter and resist miscreants (c) Inform superior/ concerned agencies
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Carry outsecurity escort duty	To be competent, the user/individual on the job must be able to: PC1. Receive task and briefing related to the vehicular security escort duty from superior

SKS/N0007 Security escort

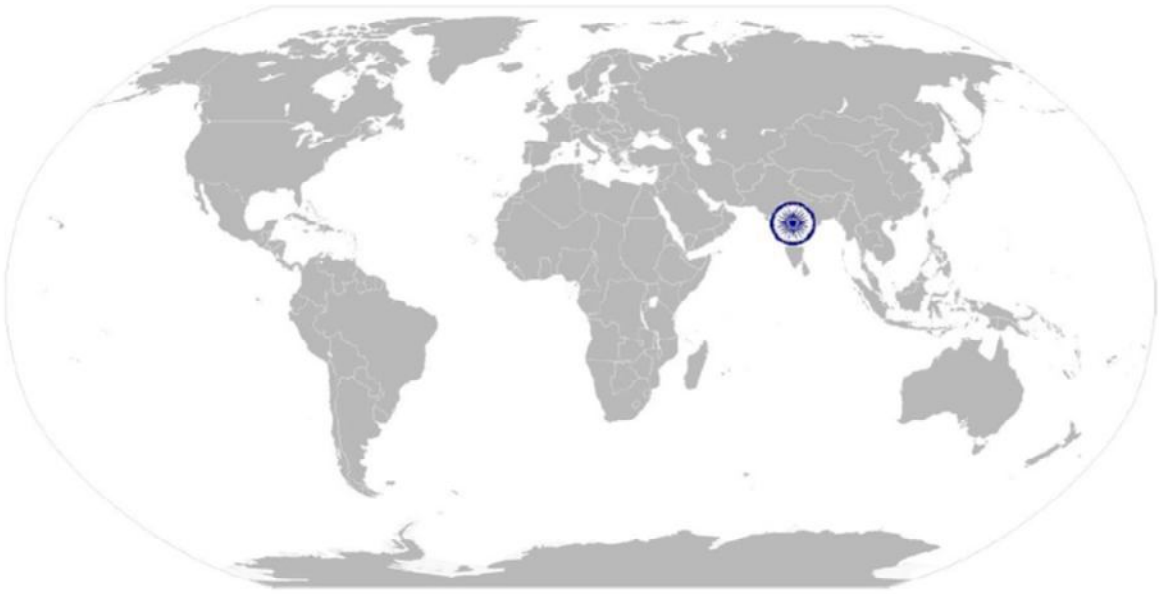
	PC2. Ascertain readiness of driver PC3. Ensure necessary equipment and aids are carried PC4. Maintain communication as per instructions PC5. Carry documents as per instructions
Respond to incidents affecting security and safety	To be competent, the user/individual on the job must be able to: PC1. Respond to risks PC2. Communicate and seek assistance PC3. Assist person/s being escorted
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. Organisation's procedures for security escort duty KA2. Route charts KA3. Task-related details KA4. Contact details of concerned agencies KA5. Reporting procedure
B. **Technical / Domain Knowledge**	The user/individual on the job needs to know and understand: KB1. Security and safety requirements for security escort duty KB2. Details of provided equipment/ aids KB3. Likely risks KB4. Means of communication
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand: SA1. Situational awareness SA2. Use of communication equipment
B. Professional Skills	The user/ individual on the job needs to: SB1. Understand the task SB2. Respond quickly

SKS/N0007 Security escort

NOS Version Control

NOS Code	SKS/N0007		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1
Sector	Private Security	Drafted on	20 February 2013
Sub-sector	Commercial and industrial	Last reviewed on	1 March 2013
		Next review date	1 January 2015

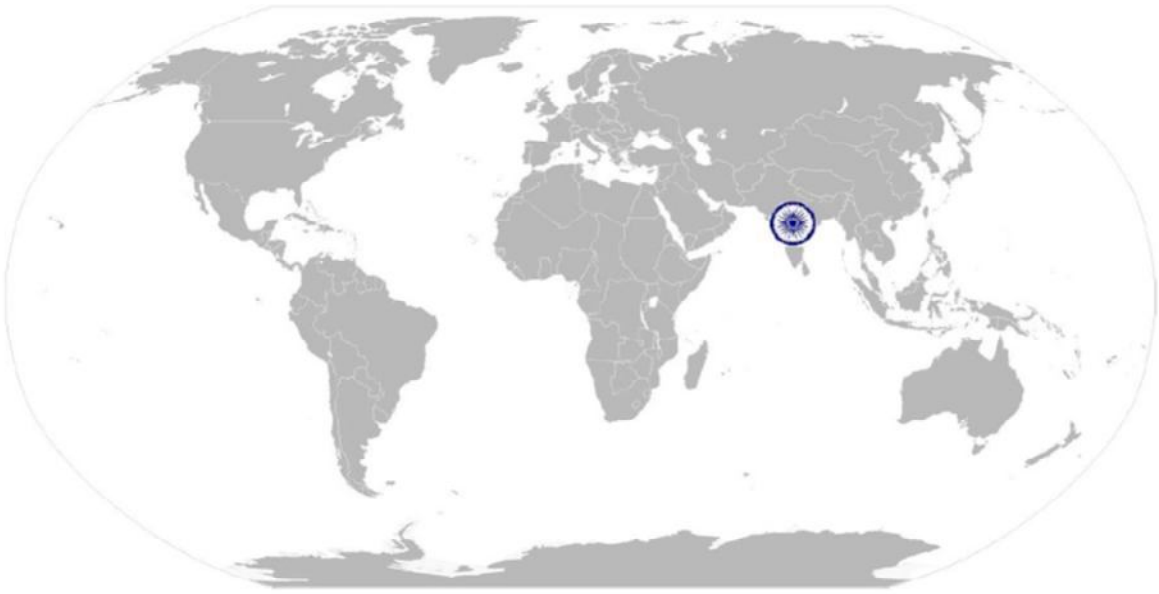
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NOS
National Occupational Standards

SKS/N0008 Health and safety

National Occupational Standard



Overview

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

SKS/N0008 Health and safety

National Occupational Standard

Unit Code	**SKS/N0008**
Unit Title (Task)	**Health and safety**
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities 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	To be competent, the user/individual on the job must be able to:

SKS/N0008 Health and safety

maintaining a safe workplace	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 to superiors and emergency service organisations for assistance in the event of emergencies
Maintain personal health, hygiene and habits	To be competent, the user/individual on the job must be able to: PC1. Undertake physical exercises and activities (commensurate with age) PC2. Maintain personal hygiene and good habits PC3. Refrain from alcohol, tobacco, drugs and other intoxicants PC4. Guard against sexually transmitted diseases and HIV PC5. Take precautions against common ailments
Respond to fire accidents	To be competent, the user/individual on the job must be able to: PC1. Identify and report fire hazards PC2. Carry out fire-fighting in line with organisational training and procedures PC3. Report fire incidents to superiors and emergency service organisations PC4. Participate in evacuation of casualty and 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
A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Organization's procedure relating to safety in the workplace KA2. Details of emergency exits, alarm, signage and other safety equipment KA3. Reporting procedure for incidents and emergencies KA4. Details of local emergency service KA5. The requirements of maintaining physical fitness, personal hygiene and good habits KA6. Organization's procedure/ guidelines relating to fire safety KA7. Details of floor plans, emergency exits, alarm, signage and other fire-fighting equipment KA8. Reporting procedure for fire incidents

SKS/N0008 Health and safety

	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	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/N 0008**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1**
Sector	**Private Security**	**Drafted on**	**20 February 2013**
Sub-sector	**Commercial and industrial**	**Last reviewed on**	**1 March 2013**
		Next review date	**1 January 2015**

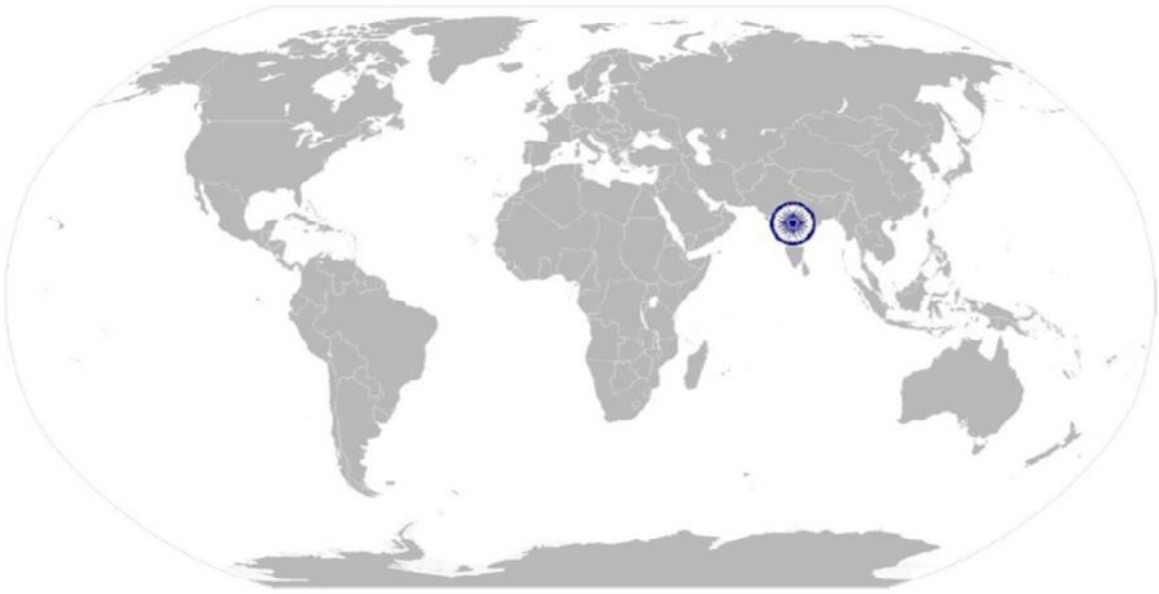


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NOS
National Occupational Standards

SKS/N0009 Security in commercial deployments

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 Guard.

SKS/N0009 Security in commercial deployments

National Occupational Standard

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 Guard.
Scope	1. **Commercial Domains** (a) Single & multi-flat houses, row houses, condominiums, colonies and 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 transit 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 and assault (g) Murder and suicide (h) Kidnapping (i) Accidents (j) Medical emergency (k) Public demonstration, labour unrest and crowd control (l) Fire accidents

SKS/N0009 Security in commercial deployments

	(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 and co-operative **4. General Security Duties.** (a) Respond to risks and threats (b) Control entry and exit (c) Control traffic and parking (d) Check material movement (e) Surveillance (f) Report to superiors (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. Communicate effectively with concerned stakeholders 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 instructions where deployed KA3. Reporting procedure
B. Technical / Domain Knowledge	KB1. Risks and threats specific to domain/ organisation where deployed KB2. Security equipment in use where deployed KB3. Communication methods and equipment used

SKS/N0009 Security in commercial deployments

Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Be alert and vigilant to guard against risks & threats and respond effectively SA2. Be courteous and helpful to customers / stakeholders SA3. Communicate effectively with customers / stakeholders
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Carry out security duties in line with domain-specific pre-induction programme SB2. Communicate and report SB3. Respond to risks and threats SB4. Use security and communication equipment in the prescribed manner

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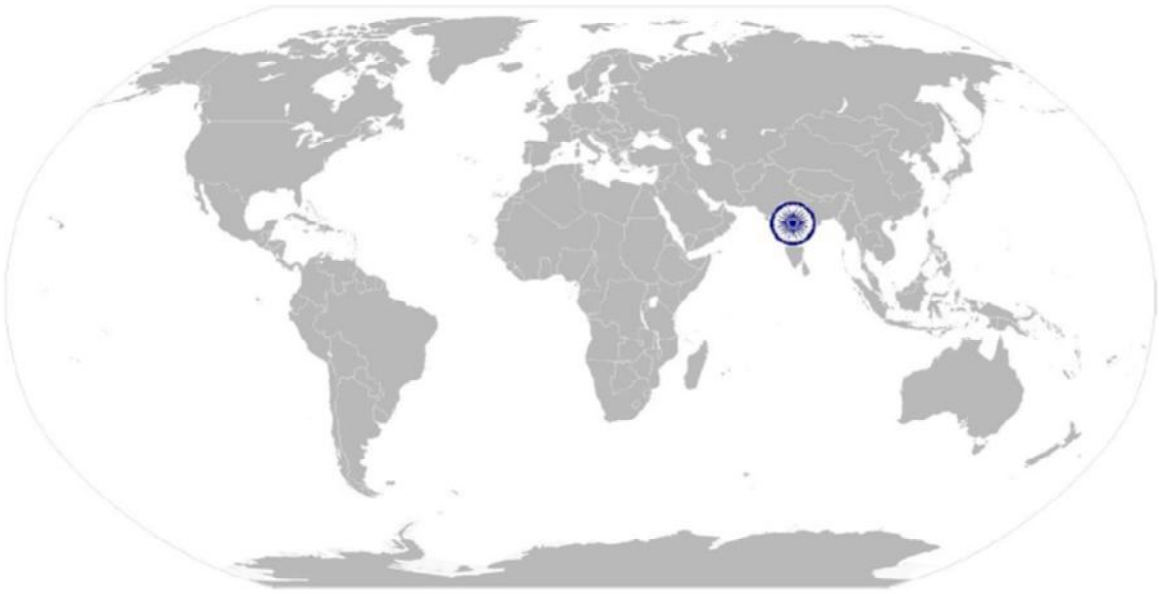
NOS Code	**SKS/N0009**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1**
Sector	**Private Security**	**Drafted on**	**20 February 2013**
Sub-sector	**Commercial and industrial**	**Last reviewed on**	**1 March 2013**
		Next review date	**1 January 2015**

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SKS/N0010 Security in industrial deployments

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 Guard.

SKS/N0010 Security in industrial deployments

National Occupational Standard

Unit Code	**SKS/N 0010**
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 Guard.
Scope	1. **Industrial Domains.** (a) Factories and workshops (b) Plants (c) Mines (d) Refineries and pipe lines (e) Sea ports and air ports (f) SEZs (g) Container yards and 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.**

SKS/N0010 Security in industrial deployments

	(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 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)	
C. 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
D. 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 use where deployed KB3. Communication methods and equipment used
Skills (S)	
C. 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

SKS/N0010 Security in industrial deployments

D. 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

NOS Version Control

NOS Code	**SKS/N0010**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1**
Sector	**Private Security**	**Drafted on**	**20 February 2013**
Sub-sector	**Commercial and industrial**	**Last reviewed on**	**1 March 2013**
		Next review date	**1 January 2015**

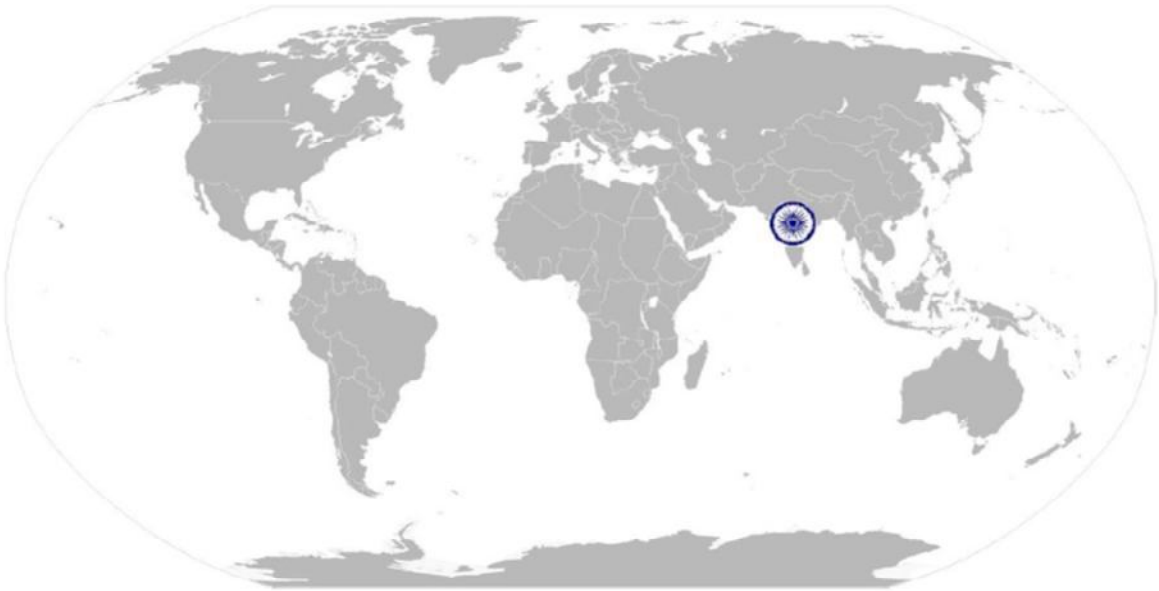


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National Occupational Standards

SKS/N0011 Positive projection of self and the organisation

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 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	The user/individual on the job needs to know and understand:

SKS/N0011 Positive projection of self and the organisation

(Knowledge of the company / organisation and its processes)	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

NOS Version Control

NOS Code	**SKS/N0011**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1**
Sector	**Private Security**	**Drafted on**	**20 February 2013**
Sub-sector	**Commercial and industrial**	**Last reviewed on**	**1 March 2013**
		Next review date	**1 January 2015**

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