QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR SECURITY OFFICER [PRIVATE SECURITY SECTOR]



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What are Occupational Standards(OS)?

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

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Introduction

Qualifications Pack – Security Officer

SECTOR: PRIVATE SECURITY SECTOR
SUB-SECTOR: 1. COMMERCIAL
2. INDUSTRIAL
3. PERSONAL PROTECTION
OCCUPATION: MANAGERIAL
REFERENCE ID: SKS/Q0006

A **Security officer** in the Private Security Sector is a manager, who apart from his own duties has operational and administrative responsibilities towards a security unit.

Brief Job Description: Security Officers organize security as per organizational procedure and site instructions. They are responsible for deployment and utilisation of manpower and resources and managing security operations. They organise security unit's guarding operations, training and response to emergencies. Reporting and documentation of operations and incidents, training and administration of personnel and maintaining liaison with stakeholders are the important tasks of security officers.

Personal Attributes: Security Officers should be intelligent, educated, physically fit, mentally alert and capable of managing security personnel, equipment and operations independently. They should possess good communication skills and be able to set personal example to motivate their subordinates. In emergencies, a Security Officer should use initiative and get assistance from other agencies to control the situation.

Job Details

Qualifications Pack Code	**SKS/Q0006**		
Job Role	**Security Officer**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
Sector	**Private Security**	**Drafted on**	**01 June 2013**
Sub-sector	**1. Commercial** **2. Industrial** **3. Personal Protection**	**Last reviewed on**	**02 July 2013**
Occupation	**Managerial**	**Next review date**	**01 June 2015**
Job Role	**Security Officer**		
Role Description	To manage a security unit and its operations for protecting people, premises and property by deploying given resources. The core responsibility includes leadership, man management, operations, training, administration, resource utilisation, supervision, documentation, dealing with emergencies and communication with stakeholders.		
NVEQF / NVQF level **Minimum Educational Qualifications** **Maximum Educational Qualifications**	6 Graduate Not Applicable		
Training	250 hours of training on under mentioned subjects		
Applicable National Occupational Standards	Click on the hyperlink to read/download the required NOS 1. SKS/N0126 - Manage the operations of a security unit 2. SKS/N0127 - Organise training of a security unit 3. SKS/N0128 - Administering a security unit 4. SKS/N0129 - Manage security in different deployment contexts 5. SKS/N0130 - Handle emergencies and security incidents 6. SKS/N0131 - Reduce risks to health and safety in the workplace 7. SKS/N0132 - Maintain effective communication 8. SKS/N0133 - Conform to legal requirements while undertaking security operations		
Performance Criteria	As described in the relevant OS units		

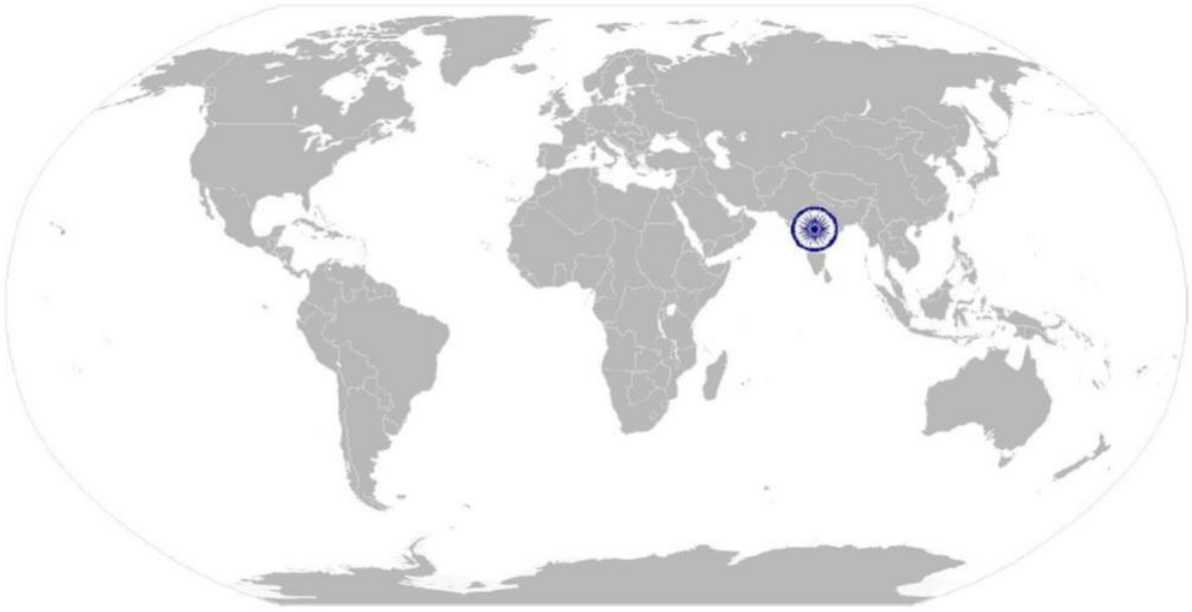
Definitions

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

Acronyms

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

National Occupational Standard



Overview

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

National Occupational Standard

SKS/N0126 Manage the operations of a security unit

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

SKS/N0126 Manage the operations of a security unit

	PC7. Organise security operations manually in the event of equipment malfunction PC8. Carry out periodic inspections and checks PC9. Communicate effectively with team members and stakeholders PC10. Take report and feedback from team members PC11. Coordinate security unit's participation in mock drills and rehearsals PC12. Respond to emergencies and irregular situations, within available means PC13. Call for assistance to control irregular situations PC14. Maintain personal safety and safety of security unit members PC15. Maintain security operations related documents and reports PC16. Listen to grievances of team members and resolve problems PC17. Record and report status and issues related to operations, personnel and equipment
Manage resources of a security unit	To be competent, the user/individual on the job must be able to: PC1. Plan operations as per site instructions and resource availability PC2. Deploy personnel and resources in an efficient manner PC3. Carry out temporary adjustments in deployment to cover deficiency of personnel and equipment PC4. Report to designated superior regarding deficiencies in personnel and equipment
Organize guarding operations	To be competent, the user/individual on the job must be able to: PC1. Organise security and guarding operations PC2. Organise briefing of guards and supervisors between the shifts PC3. Carry out periodic review of the deployment and operations PC4. Control functioning and operations of CCTV control room, if provided PC5. Follow the laid down procedure of key control PC6. Institute a system of supervision, periodic/ surprise checks/ inspections and reporting PC7. Prepare, issue and monitor patrolling plan PC8. Debrief guards/ patrols/ supervisors after the tasks PC9. Take feedback PC10. Deal with lost and found property
Control entry to and exit from premises	To be competent, the user/individual on the job must be able to: PC1. Understand likely threats and risks to premises from outside PC2. Understand access control procedure and functioning of the

SKS/N0126 Manage the operations of a security unit

	equipment in use PC3. Organise/ coordinate training of team members in operation of provided security equipment PC4. Brief team members regarding people/ vehicles/ material authorized to enter/ leave premises PC5. Identify papers, passes, permission and documentation to facilitate entry and exit of people/ vehicles/ material to and from the premises
Control screening and search operations	To be competent, the user/individual on the job must be able to: PC1. Understand procedure of screening and search operations and the functioning of equipment in use PC2. Organise/ coordinate training of team members in operation of provided security equipment PC3. Sensitise subordinates to respect persons' right to dignity, privacy and gender/ religious/ cultural sensitivity PC4. Deal with persons and vehicles violating laid down procedures PC5. Identify presence of prohibited/ unauthorised items PC6. Segregate material containing prohibited/ unauthorised items
Organise traffic control and parking	To be competent, the user/individual on the job must be able to: PC1. Understand procedures for traffic control, parking and operation of the equipment in use PC2. Organise/ coordinate training of team members in operation of provided equipment PC3. Ensure vehicular traffic in the premises is regulated PC4. Organise parking operations PC5. Deal with irregular situations
Knowledge and Understanding (K)	
A. Organizational Context	The user/individual on the job needs to know and understand: KA1. Organisational procedures and site instructions related to security operations KA2. Reporting protocol KA3. Category of authorized people and people who are debarred from entering premises KA4. Types of identity/ authorisation documents in use KA5. Areas within the premises having restricted/ controlled entry KA6. Details of unauthorised/ prohibited items KA7. Action to be taken in case of recovery of unauthorised/ prohibited

SKS/N0126 Manage the operations of a security unit

	items KA8. Procedure for receipt of postal mail and couriers KA9. Action to be taken in case of delivery of a suspicious package brought to his/ her knowledge
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Common methods and techniques adopted by miscreants to defeat security measures and equipment KB2. Basic knowledge of security equipment installed in the premises KB3. Warning signals from security and safety equipment KB4. Common faults occurring in the assigned equipment KB5. Procedure for carrying out security operations manually, if possible, in case of equipment failure KB6. Indications regarding suspicious packages KB7. Items that cannot be put through screening and search equipment KB8. Procedure for vehicle search KB9. Personal protective gear required for security operations KB10. Layout of the parking areas and traffic plan in the premises KB11. Suitability of prevailing conditions for parking KB12. Traffic signals, signage and markings KB13. Category of vehicles KB14. Untoward situations faced during security operations KB15. Procedure for dealing with untoward situations
Skills (S)	
A. Core Skills/ Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Understand likely risks and threats to the premises SA2. Deploy personnel and equipment to counter risks and threats SA3. Organise deployment into shifts and guard details SA4. Communicate effectively with stakeholders SA5. Motivate security unit SA6. Deal with people in a courteous yet firm manner SA7. Comply with organizational procedure and guidelines SA8. Respect cultural, religious and gender sensitivities SA9. Carry out documentation and reporting SA10. Maintain confidentiality of information SA11. Use computers to facilitate operations and documentation
B. Professional Skills	The user/individual on the job needs to know and understand how to: SB1. Use security and communication equipment to facilitate operations SB2. Monitor functioning of provided equipment SB3. Deploy personnel for security operations as per security plan SB4. Prepare a patrolling plan

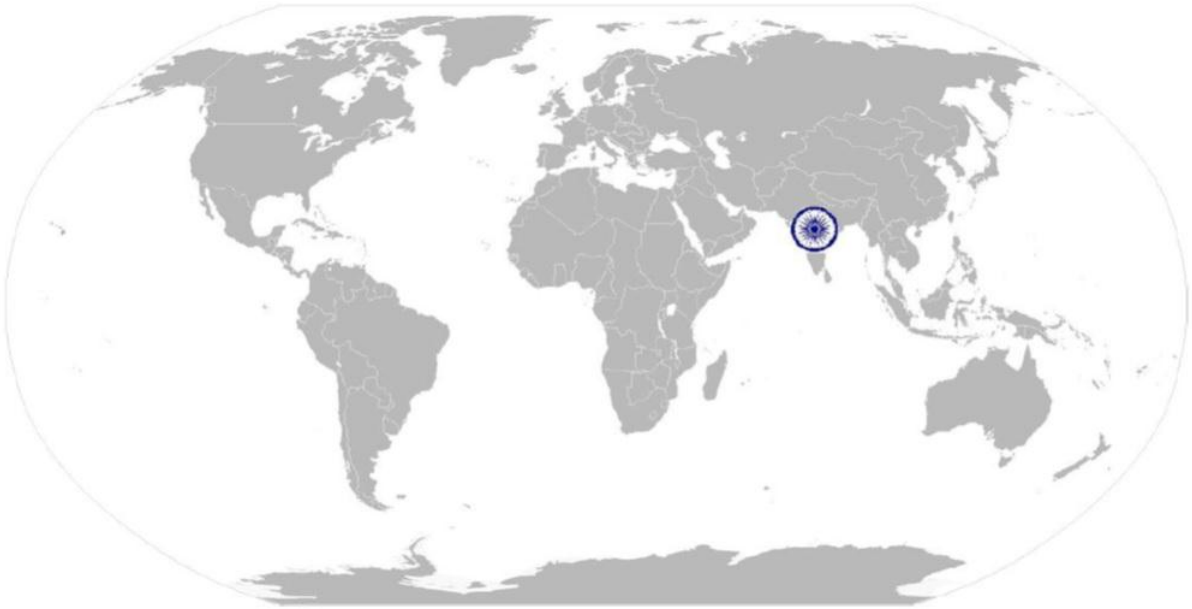
SKS/N0126 Manage the operations of a security unit

	SB5. Institute periodic and surprise checks SB6. Recognize and read different kinds of identification papers

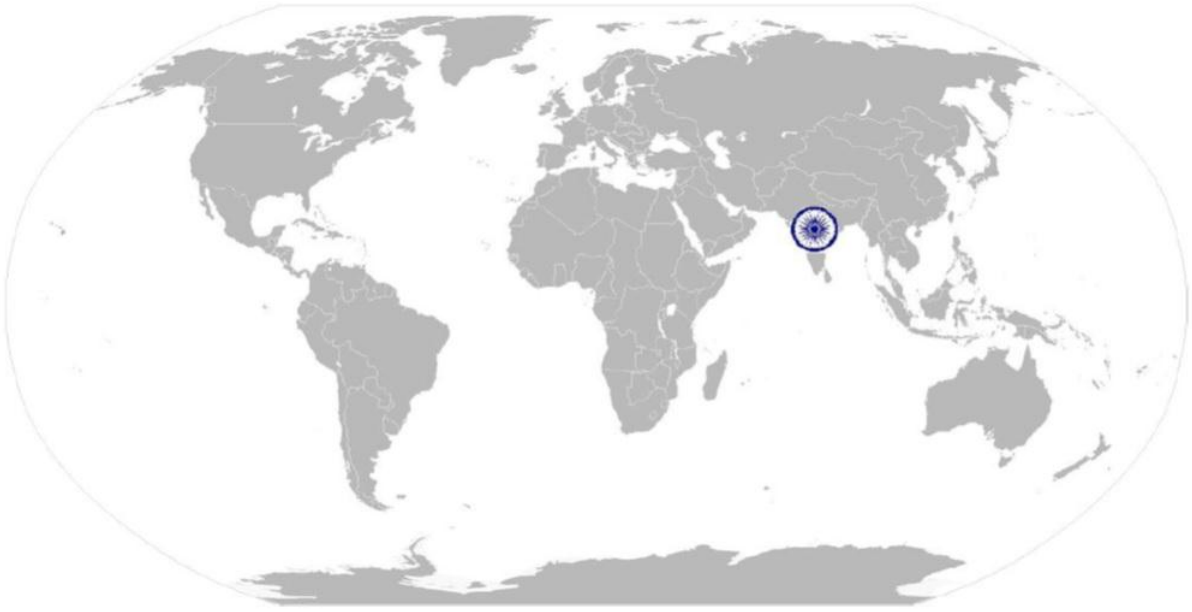
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NOS Code	**SKS/N0126**		
Credits(NVEQF/NVQF/NSQF)	**TBD**	**Version number**	**1.0**
Industry	**Private Security**	**Drafted on**	**01 June 2013**
Industry Sub-sector	**1. Commercial 2. Industrial 3. Personal Protection**	**Last reviewed on**	**02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

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National Occupational Standard



Overview

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

National Occupational Standard

SKS/N0127 Organise training of a security unit

Unit Code	**SKS/N0127**
Unit Title (Task)	**Organise training of a security unit**
Description	This unit lays down Performance Criteria, Knowledge & Understanding and Skills & Abilities for organising training of a security unit.
Scope	1. **Training Requirements.** Induction training, on-the-job training, specialized training, training on security and fire safety equipment(s), assessment of training standards of security unit members, participation in mock-drill and rehearsals, first aid and documentation 2. **Documents.** Muster roll, personal training state, attendance sheet, training and rehearsal register
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Assess the training requirements	To be competent, the user/individual on the job must be able to: PC1. Have general understanding of legislation/ regulations, organizational requirements relating to standards of training in the Private Security Sector (PSS) PC2. Identify and report site-specific training requirements for security personnel
Organise training for security unit	To be competent, the user/individual on the job must be able to: PC1. Coordinate with trainers to train security unit members PC2. Brief security unit on training schedule PC3. Carry out/ facilitate induction training PC4. Carry out/ facilitate on-the-job training PC5. Facilitate training of team members in the operation of security, communication and fire safety equipment by trainers PC6. Coordinate and participate in mock-drills/ rehearsals for security unit as per site instructions PC7. Enforce organisation's standards of grooming, conduct and behaviour PC8. Motivate security team through personal example and involvement
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation/ regulations, organizational guidelines on training KA2. Desired standards of training and response from security unit personnel KA3. Reporting procedure KA4. Organization's training infrastructure and capability KA5. Leadership and management fundamentals KA6. Organizational protocol for induction and on-the-job training

SKS/N0127 Organise training of a security unit

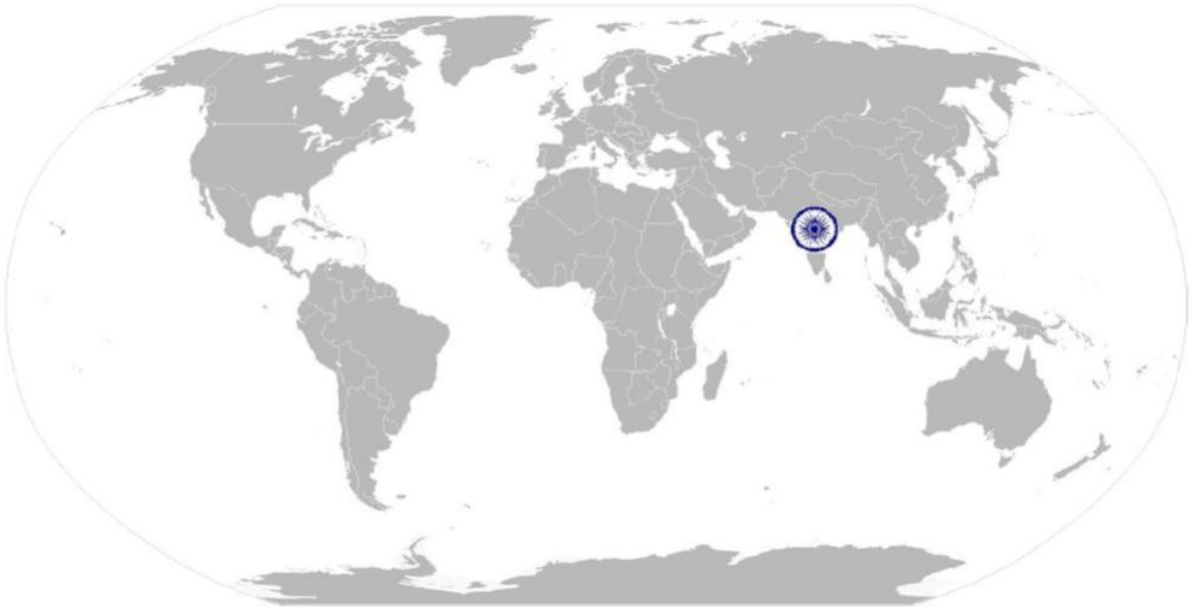
	KA7. Management information system KA8. Performance management system KA9. Accounting and issue procedure for training stores, material and equipment
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Methods of training security personnel KB2. Identification of training needs of security unit personnel KB3. Requirement of trainers and training infrastructure KB4. Conduct of mock-drills and rehearsals KB5. Training documentation KB6. 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. Facilitate training for a site SA2. Communicate effectively SA3. Liaise with stakeholders SA4. Motivate and lead the team
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Facilitate training and rehearsals SB2. Assess response SB3. Report on performances of team members SB4. Prepare training schedule SB5. Brief trainers and trainees SB6. Report on training outcome

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

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National Occupational Standard



Overview

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

National Occupational Standard

SKS/N0128 Administering a security unit

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

SKS/N0128 Administering a security unit

	PC4. Enforce dress code PC5. Maintain discipline PC6. Liaise with own Agency and employer to resolve issues PC7. Ensure privacy and personal safety of the security unit members, especially of the female staff PC8. Motivate team through personal example and concern PC9. Be impartial in dealings PC10. Assess performance and standards of security unit members PC11. Counsel team members on their performance and conduct PC12. Recommend deserving personnel for promotion and rewards
Knowledge and Understanding (K)	
A. Organisational Context	The user/individual on the job needs to know and understand: KA1. The site instruction KA2. Details of personnel and equipment required KA3. Channel of reporting and communication with stakeholders KA4. Contact details of stakeholders, superiors and team members KA5. Documentation formats KA6. Reporting procedure KA7. Organizational standards on grooming, conduct, behaviour and performance KA8. Leadership and management fundamentals KA9. Organizational protocol for resolution of concerns/ grievances KA10. Management information system KA11. Performance management system KA12. Compensation management KA13. Accounting and issue procedure for stores, material and equipment
B. Technical/ Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Procedure for organizing administration in assigned premises KB2. Suitability of provided personnel and equipment KB3. Roles and responsibility of team members KB4. Communication channel and formats KB5. Basic operating knowledge of computers
Skills (S)	
A. Core Skills/ Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Man management SA2. Use computers for office functioning SA3. Communicate effectively SA4. Liaise with stakeholders

SKS/N0128 Administering a security unit

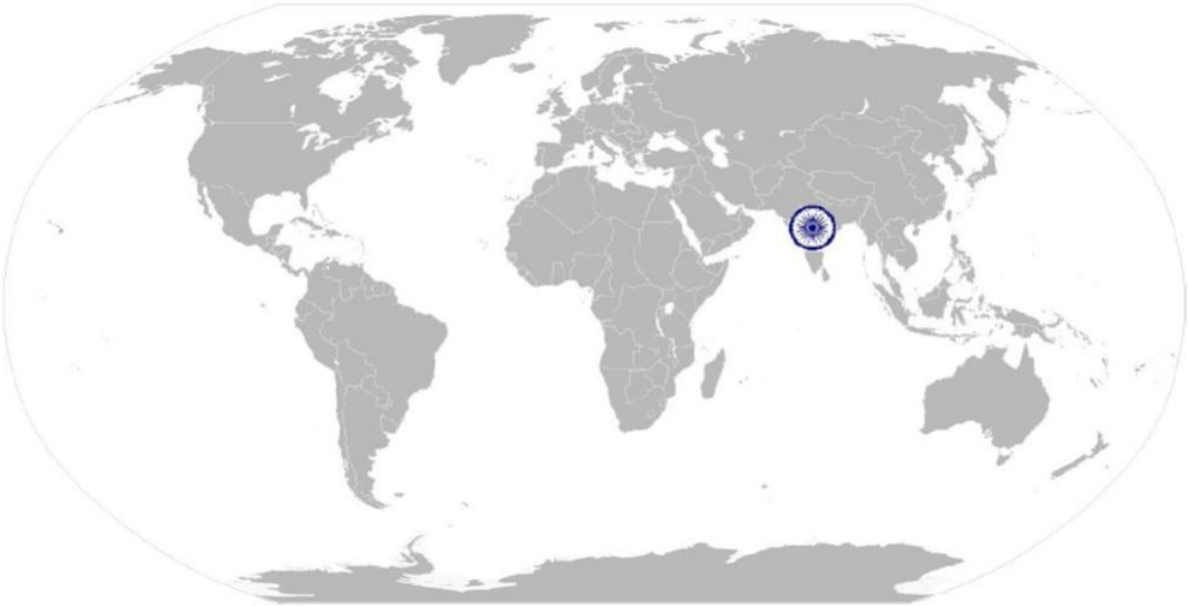
	SA5. Motivate and lead team through personal example and involvement SA6. Resolve grievances SA7. Investigate incidents and be part of joint investigations
B. Professional Skills	The user/individual on the job needs to know and understand how to: SB1. Manage human resources SB2. Manage material and equipment

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NOS Code	**SKS/N0128**		
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Sector	**Private Security**	**Drafted on**	**1 June 2013**
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National Occupational Standard



Overview

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

National Occupational Standard

SKS/N0129 Manage security operations in different deployment contexts

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

SKS/N0129 Manage security operations in different deployment contexts

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

SKS/N0129 Manage security operations in different deployment contexts

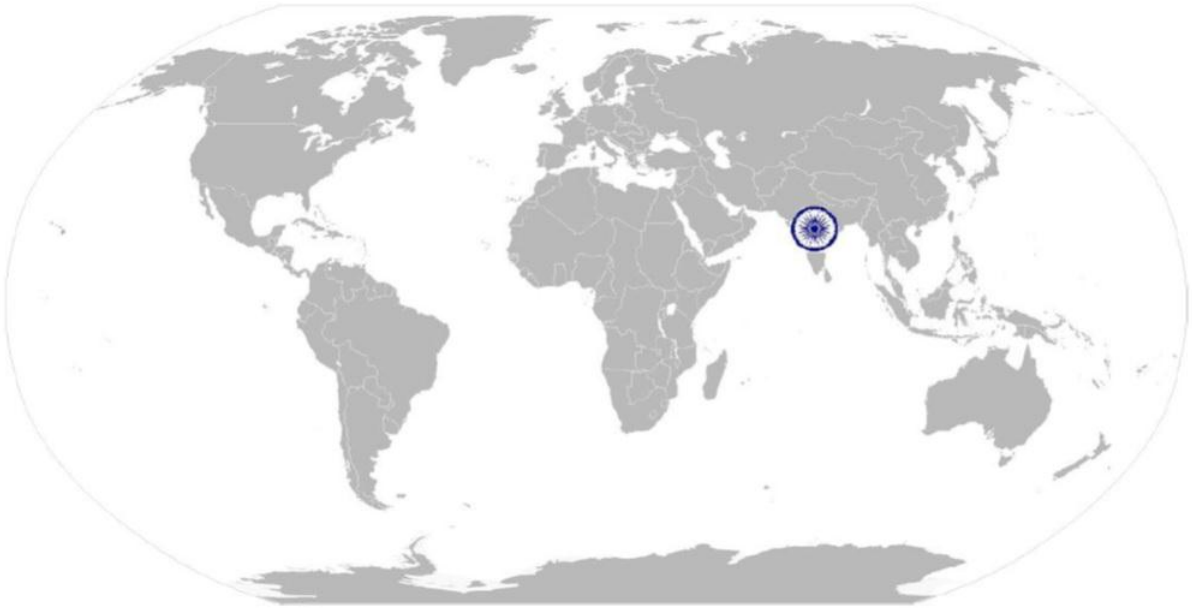
	SA1. Handle emergencies with composure SA2. Liaise and communicate effectively SA3. Motivate and manage the members of the security unit SA4. Assess a situation, report to superior and call for assistance, in case of emergency
B. Professional Skills	The user/ individual on the job needs to know and understand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

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NOS Code	**SKS/N0129**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
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		Next review date	**01 June 2015**

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National Occupational Standard



Overview

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

National Occupational Standard

SKS/N0130 Handle emergencies and security incidents

Unit Code	**SKS/N0130**
Unit Title (Task)	**Handle emergencies and security incidents**
Description	This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities to handle emergencies and security incidents in the course of security operations.
Scope	1. **Alarm and Sensors.** Against intrusion & forced entry, for heat, smoke & fire, SOS from residents, medical emergencies, elevator/ escalator crisis, gas leak, electrical short circuit, other alarms from building management system, environmental hazards, and CCTV 2. **Alarm Activations.** Forced entry, environmental, criminal activity, user error, false alarm, systems failure, heat, fire, fumes, smoke and gas leak 3. **Relevant Authority.** Designated superior, emergency services, systems engineers, clients and maintenance vendors 3. **Accidents and Emergencies.** Involving vehicles, machines, elevators/ escalators, buildings, chemicals, fires, blast, electricity, water, animal, medical and other manmade or natural causes. 4. **Security Incidents.** Crime, aggressive behaviour, mob violence, vandalism, arson and industrial unrest 5. **Emergency/ Incident Reporting.** (a) Details of premises, date and time (b) Cause of alarm activation, action taken, in-house reporting, reporting to police and emergency services (c) Nature of casualty, if any 6. **Appropriate Actions.** (a) Respond with equipment/ aid at hand (b) Request for qualified assistance (c) Evacuate people, isolate area, inform and brief relevant authorities and maintain order (d) Maintain safety of self and others 7. **Stakeholders.** Security team, medical first-aider, emergency response team, police, emergency services 8. **Procedures.** Laid down Standard Operating Procedures for dealing with accidents, emergency or untoward security situation
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Handle emergencies and security incidents	To be competent, the user/individual on the job must be able to: PC1. Follow organisational procedures while responding to emergencies and security incidents PC2. Train and prepare security unit to respond to emergencies and security incidents PC3. Take appropriate action

SKS/N0130 Handle emergencies and security incidents

	PC4. Identify and investigate causes of alarms PC5. Inform and seek assistance PC6. Ensure personal safety and safety of security unit members PC7. Instruct security unit members in the event of emergencies PC8. Assist in evacuation of casualties and affected people PC9. Assist in evacuation of premises, as per emergency plan PC10. Cordon off the area, control traffic and movement PC11. Participate in post-incident process of identifying victims, witnesses and suspects PC12. Record and report incident-related details PC13. Cooperate in investigation PC14. Sensitize security unit members on findings of the investigation PC15. Maintain the security and confidentiality of information
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Organizational procedure on responding to emergencies KA2. Role and responsibilities of the security unit KA3. Training format and frequency for security personnel KA4. Details of superior and concerned agencies KA5. Procedure for reporting emergencies and security incidents KA6. Procedure for in-house investigation into the incident KA7. Procedure for preservation of evidence
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Likely site-specific threats/ risks KB2. Personal protective equipment to be used by security unit members KB3. Actions and procedure to be followed on alarm activation KB4. Procedure for dealing with accidents and emergencies KB5. Maintaining safety and security of self and security unit members during operations KB6. Casualty and premises evacuation
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Comply with organizational procedures with regard to emergencies SA2. Communicate instructions effectively SA3. Plan and facilitate training for the security unit
B. Professional Skills	The user/ individual on the job needs to know and understand how to:

SKS/N0130 Handle emergencies and security incidents

	SB1. Respond to emergencies as per laid down procedure SB2. Ask for additional support, if required SB3. Manage emergency response process SB4. Administer first-aid SB5. Fight minor fires

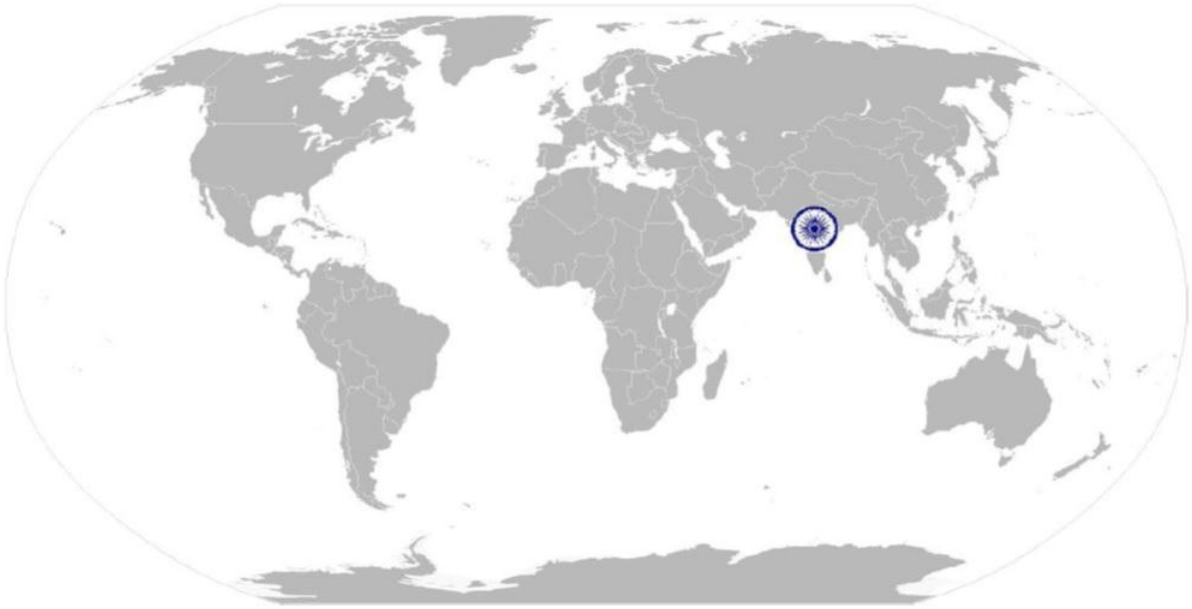
NOS Version Control

NOS Code	**SKS/N0130**		
Credits (NVEQF/NVQF/NSQF)	**TBD**	**Version Number**	**1.0**
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National Occupational Standard



Overview

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

National Occupational Standard

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

Unit Code	**SKS/N0131**
Unit Title (Task)	**Reduce risks to health and safety at the workplace**
Description	This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities required for mitigating risks to health and safety at the workplace.
Scope	1. **Health and safety threat/ risks.** (a) Fires (b) Electric short circuit, electric shock and electrocution (c) Medical emergency (d) Inflammable & toxic chemicals gases (e) Falls, trips and slips (f) Natural calamities (g) Equipment malfunction (h) Poor ventilation and suffocation (i) Improper use of personal safety gear and non-adherence to safety norms (j) Ergonomic risks pertaining to long and static postures, prolonged use of computer and viewing of monitor (j) Poor hygiene and sanitation conditions (k) Extreme temperature conditions 2. **Reporting.** Description of incident, time, date, place, casualties and action taken
Performance Criteria (PC) w.r.t the Scope	
Element	**Performance Criteria**
Reduce risks to health and safety at the workplace	To be competent, the user/individual on the job must be able to: PC1. Carry out security operations in line with workplace health and safety norms PC2. Identify the main safety and health-related threats/ risks within the premises PC3. Participate in discussions/ training on safety and health issues PC4. Implement health and safety-related procedures PC5. Enforce the use of personal protective equipment (PPE) PC6. Ensure safety of self and security team members PC7. Identify key people for anchoring safety and health-related roles PC8. Ensure placement of provided equipment and signage as per plan PC9. Participate in mock drills/ rehearsals PC10. Deal with emergencies and hazards with available means PC11. Report and record safety and health incidents
Knowledge and Understanding (K)	
A. Organisational	The user/individual on the job needs to know and understand:

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

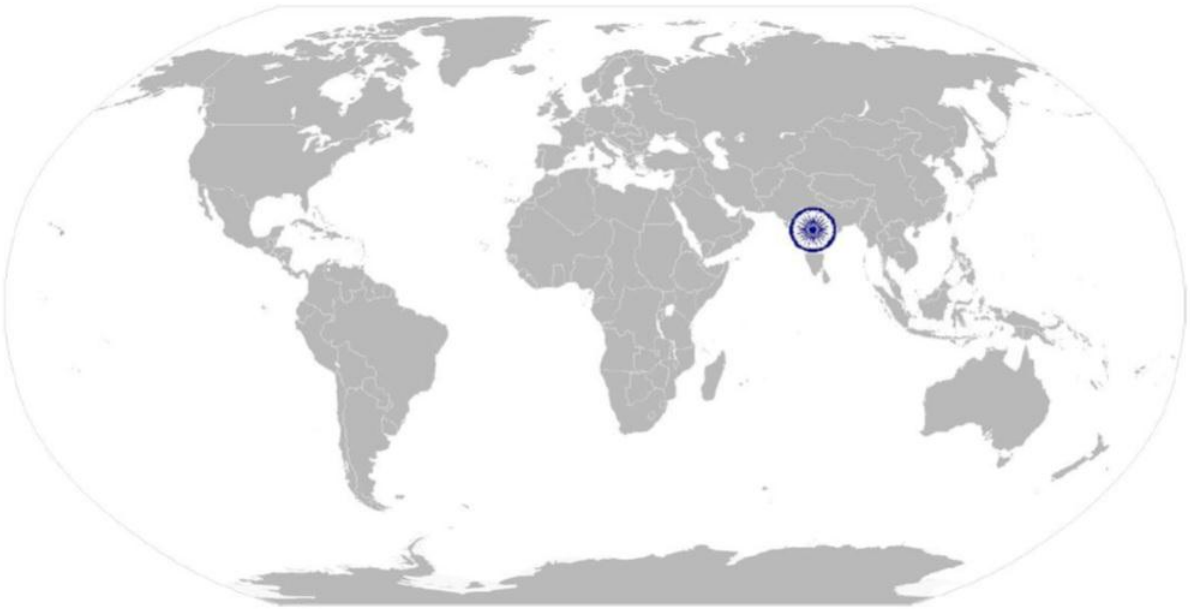
Context (Knowledge of the company / organisation and its processes)	KA1. Policy/ procedures/ guidelines related to workplace health and safety KA2. Responsibilities of the security function related to health and safety KA3. Limits and responsibilities of the security unit KA4. Organizational procedure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

NOS Version Control

NOS Code	**SKS/N0131**		
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National Occupational Standard



Overview

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

National Occupational Standard

SKS/N0132 Maintain effective communication

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

SKS/N0132 Maintain effective communication

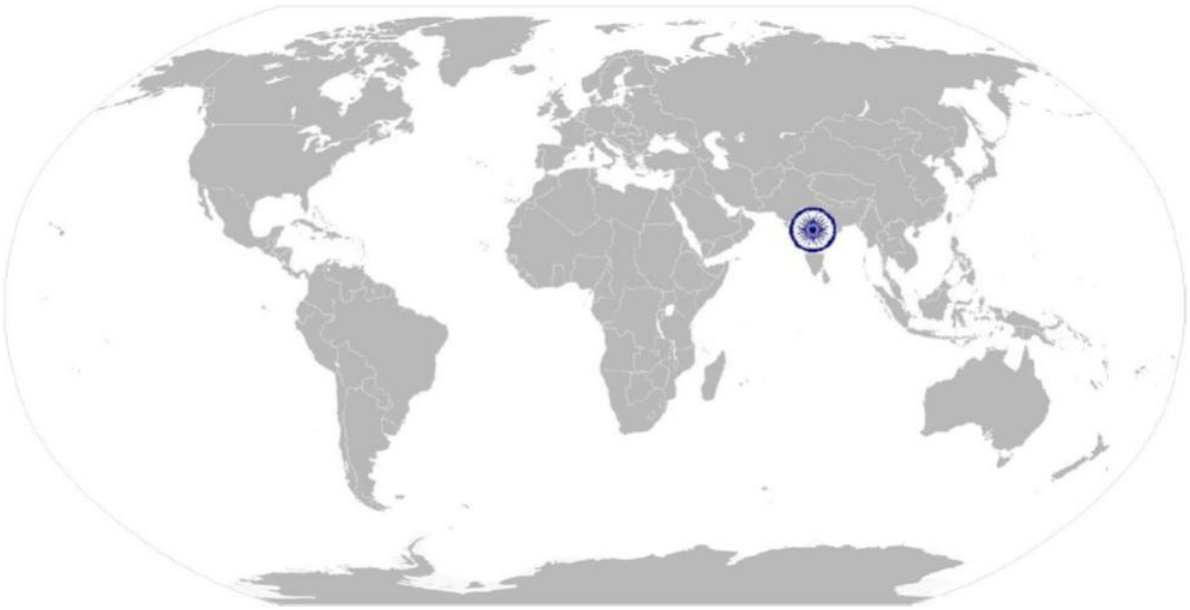
	equipment(s) as per organisational procedure PC8. Share information with authorized stakeholders on instructions PC9. Maintain security and confidentiality of information
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Organizational procedures relating to communication KA2. Details of stakeholders/ concerned agencies KA3. Available means of communication KA4. Details of security functions that need employers' approval KA5. Format and process for obtaining feedback KA6. Organisation's standards of communication, behaviour and courtesy KA7. Resolution process for queries/ complaints of stakeholders KA8. Communication etiquette to be followed by the security unit KA9. Gender, cultural, religious and other sensitivities KA10. Organizational procedure for recording and sharing of information KA11. Timelines and periodicity for submission of reports/ documentation KA12. Frequency for reviewing records maintained by security unit KA13. Storage and archival policy/ processes followed by the organization KA14. Details of stakeholders/ agencies authorized to receive information
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Importance of maintaining security and confidentiality of information KB2. Storage and handling of data generated by security equipment KB3. Use of computers for office functioning KB4. Means/ media for recording information KB5. Type and format of documentation/ reports
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Effectively communicate with stakeholders SA2. Follow written/ telephone communication etiquettes SA3. Organise office function and documentation process SA4. Operate security equipment and retrieve data/ information SA5. Resolve conflicts and disorderly behaviour
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Balance security functions with privacy and other considerations SB2. Cross check correctness of information filed by subordinates SB3. Handle, store and share recorded data, information and media

SKS/N0132 Maintain effective communication

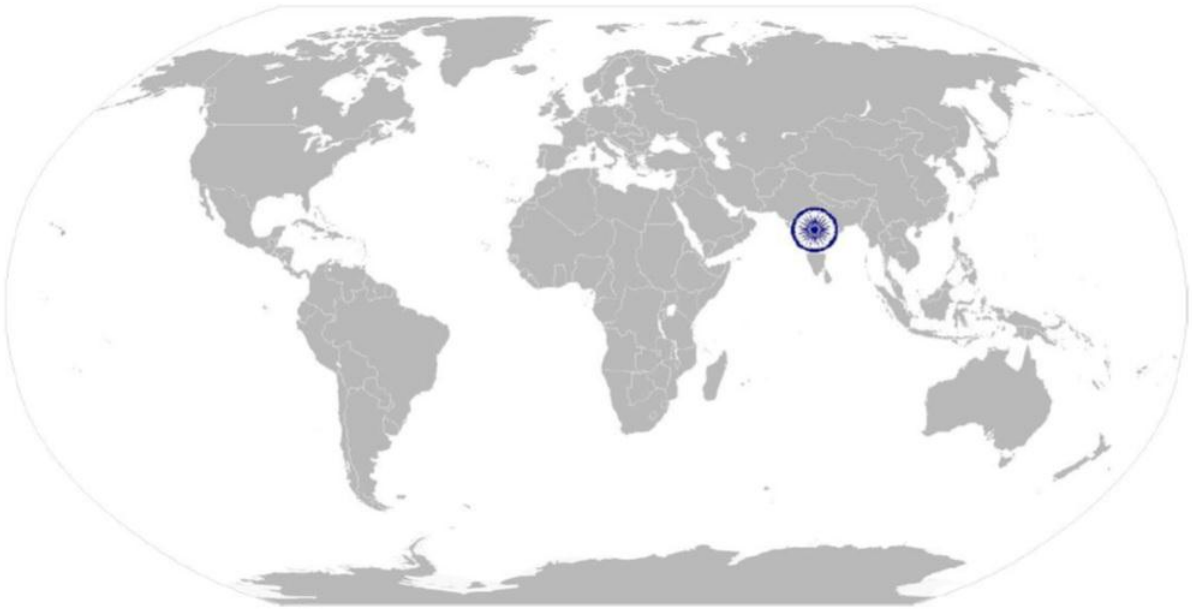
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National Occupational Standard



Overview

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

National Occupational Standard

SKS/N0133 Conform to legal requirements while undertaking security operations

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

SKS/N0133 Conform to legal requirements while undertaking security operations

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Conform to legal requirements while undertaking security operations	To be competent, the user/individual on the job must be able to: PC1. Comply with legal provisions as applicable to security operations PC2. Obtain clarifications in case of doubt PC3. Take cognisance of offences and report to superiors/ police PC4. Assist client in lodging complaint and FIR PC5. Cordon off place of incident/ accident PC6. Preserve evidence, if posible PC7. Report and record details of security incident/ accident accurately PC8. Co-operate in investigations PC9. Give evidence in court, if required by law PC10. Sensitise subordinates on legal provisions affecting their role
Knowledge and Understanding w.r.t the Scope	
Element	**Knowledge and Understanding (K)**
A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Responsibilities and limitations of the assigned role KA2. Personnel to be contacted for necessary clarifications KA3. Procedures to be followed in situations having legal implications KA4. Communication protocol for reporting incidents to client and police
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Legal aspects of private security functions KB2. Difference between legal and illegal actions KB3. Reporting and recording of events KB4. Procedure for co-operating with investigations KB5. Cordoning off area of incident and preservation of evidence KB6. Assisting client in lodging complaints and first information report KB7. Procedure for giving evidence in court
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Operate within a legal framework SA2. Differentiate between legal and illegal actions SA3. Communicate with stakeholders
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Observe legal provisions related to security operations SB2. Facilitate awareness of legal requirements to the unit

SKS/N0133 Conform to legal requirements while undertaking security operations

	SB3. Report and record incidents SB4. Give evidence in the court

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