GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

Security Supervisor

QP Code: MEP/Q7201

Version: 1.0

NSQF Level: 5

Management & Entrepreneurship and Professional Skills Council || Management & Entrepreneurship and Professional Skills Council (MEPSC),Management House,14 Institutional Area,Lodhi Road New Delhi-110003

Contents

MEP/Q7201: Security Supervisor

Brief Job Description

A Security Supervisor in the Private Security Sector is the first executive, who apart from his own duties has operational and administrative responsibilities towards a security unit comprising of 6-15 unarmed and armed security guards. They take over a shift, organize guarding duties as per organizational procedure and instructions from superiors, deploy manpower and resources optimally, allot duties to individuals and supervise their work. Supervisors also carry out security documentation, report security incidents to designated superior and agencies like police, fire and medical as the case may be.

Personal Attributes

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

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. MEP/N7101: Perform security tasks in accordance with basic security practices

2. MEP/N7102: Conform to regulatory and legal requirements governing security tasks

3. MEP/N7103: Provide guarding service to people, property and premises

4. MEP/N7105: Carry out screening and search activities to maintain security

5. MEP/N7106: Control parking in designated areas

6. MEP/N7108: Maintain health and safety

7. MEP/N7109: Security in commercial deployments

8. MEP/N7110: Perform security tasks in industrial deployments

9. MEP/N7111: Project positive image of self and the organisation

10. MEP/N7201: Supervise a security unit

11. MEP/N7202: Carry out job-specific security duties

12. MEP/N7203: Process lost and found property

13. MEP/N7204: Supervise security escort duties

Qualification Pack (QP) Parameters

Sector	Management
Sub-Sector	Security
Occupation	Private Security
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5414.0111
Minimum Educational Qualification & Experience	12th Class with 3-5 Years of experience as Unarmed Security Guard
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	160 hours of training according to PSARA-2005 requirements
Minimum Job Entry Age	22 Years
Last Reviewed On	27/03/2018
Next Review Date	23/11/2021
Deactivation Date	23/11/2021
NSQC Approval Date	09/04/2018
Version	1.0
Reference code on NQR	2015/SEC/MEPSC/00039
NQR Version	1.0

MEP/N7101: Perform security tasks in accordance with basic security practices

Description

This unit deals in detail with the requirement for carrying out tasks in line with basic security practices.

Scope

This unit/task covers the following:

- Carry out assigned security tasks

Elements and 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 to risks and threats as per organisational and legal protocolsRisks and Threats: Unauthorised entry and trespass, Aggressive and drunken behaviour, Loitering and littering, Eve teasing and molestation, Robbery; theft; pilferage and shoplifting, Violence and assault, Murder and suicide Kidnapping, Public demonstration; labour unrest and crowd control

PC3. respond and report about hazards and emergencies

PC4. report accurately and clearly, conveying relevant information as per organisational policies, procedures and templates

PC5. provide accurate information and access to premises, records and other resources to the police as per organisation protocol

PC6. identify rank by recognising the badge of rank of police and military personnel

PC7. identify various arms commonly used by the police and perpetrators

PC8. identify improvised explosive devices as per established protocol

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisational procedures and reporting systems within the organization andworkplace

KU2. current rules and regulations relevant to Private Security Agencies Regulation:eg. Private Security Agencies (Regulation) Act 2005, etc.

KU3. importance of security for society, institutions, corporate and individuals

KU4. risks and threats to society, corporate and other organisations or institutions

KU5. organisations provided with the authority and responsibilities towardssecurity of the public/societySecurity Organizations: Armed Forces - Army; Navy; Air Force, Central ArmedPolice Forces - CISF; CRPF; BSF; RPF, Civil Police

KU6. organisation of the private security sector

KU7. different domains of the private security sectorPrivate Security Sector: Commercial and industrial domains

KU8. role of private security sectorRole of Private Security Sector: To provide guarding services to society;commerce and industry, to assist law enforcement agencies

KU9. types of hazards, accidents, disasters and emergenciesHazards/Disasters: Floods; storms; earthquake; fire incidents, etc.Accidents: Road accidents, industrial accidents, building collapse, etc.Emergencies Medical emergencies; emergencies arising due to disasters;crime and accidents

KU10. organisations dealing with hazards, accidents, disasters and emergencies

KU11. different types of arms commonly used by police and perpetratorsArms: Gun; rifle; pistol; revolver, bomb; grenade; improvised explosive device; explosive material, knife; sword; spear; baton; lathi

KU12. types of improvised explosive devices, their features and the established protocol for identifying them

KU13. badges of rank in police and military

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. document instructions and prepare task lists accurately and clearly

GS2. document activities in a chronological order

GS3. prepare security passes accurately and clearly

GS4. record visitor and vehicle arrival and departure accurately and clearly

GS5. write at least in one vernacular language

GS6. read and assimilate correctly organizational procedures and instructions, as applicable

GS7. read identity papers and passes accurately

GS8. read signage and notices to interpret them accurately

GS9. speak clearly to communicate effectively

GS10. ask relevant queries to comprehend instructions

GS11. give clear instructions to co-workers

GS12. reply to queries from visitors and guide them accurately and clearly

GS13. ask relevant questions from visitors in the correct tone of voice

GS14. raise alarm and warn others clearly, emphatically and accurately

GS15. make announcements directly to audiences, speak over phone/radio clearly and accurately

GS16. take decisions pertaining to security and emergency situations that endanger life, property, health and/or safety in order to avoid or reduce risks, loss and damage

GS17. plan activities in order to report on time for briefings and duty

GS18. plan and organize assigned task in order to perform it effectively and efficiently as per instructions

GS19. ensure guard post is not left until relieved from duty

GS20. work and communicate in a manner such that positive relationships are established with visitors and other stakeholders

GS21. state the problem and relevant considerations, list and evaluate the possible solution(s) and select a best possible solution(s) to achieve desired outcome

GS22. identify potential risk and threats and take suitable actions in order to reduce or mitigate these

GS23. observe people, activities and movements keenly to identify risks and threats

GS24. analyze and evaluate information gathered from observation and experience, to arrive at most plausible, and accurate interpretations and take appropriate action to reduce risks, loss or damage

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Carry out assigned security tasks	**19**	**28**	**-**	**-**
PC1. carry out assigned security duties in line with procedures and instructions	4	4	-	-
PC2. respond to risks and threats as per organisational and legal protocolsRisks and Threats: Unauthorised entry and trespass, Aggressive and drunken behaviour, Loitering and littering, Eve teasing and molestation, Robbery; theft; pilferage and shoplifting, Violence and assault, Murder and suicide Kidnapping, Public demonstration; labour unrest and crowd control	2	3	-	-
PC3. respond and report about hazards and emergencies	2	3	-	-
PC4. report accurately and clearly, conveying relevant information as per organisational policies, procedures and templates	2	2	-	-
PC5. provide accurate information and access to premises, records and other resources to the police as per organisation protocol	3	4	-	-
PC6. identify rank by recognising the badge of rank of police and military personnel	2	4	-	-
PC7. identify various arms commonly used by the police and perpetrators	2	4	-	-
PC8. identify improvised explosive devices as per established protocol	2	4	-	-
NOS Total	**19**	**28**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7101
NOS Name	Perform security tasks in accordance with basic security practices
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	23/11/2021
NSQC Clearance Date	09/04/2018

Qualification Pack

MEP/N7102: Conform to regulatory and legal requirements governing security tasks

Description

This unit deals in detail with relation to legal requirements to be conformed while undertaking security tasks as per standards.

Scope

This unit/task covers the following:

- Carry out security duties with in basic legal provisions

Elements and Performance Criteria

Carry out security duties with in basic legal provisions

To be competent, the user/individual on the job must be able to:

PC1. comply with basic legal provisions applicable role and tasks
PC2. obtain clarity in case of lack of understanding
PC3. take cognisance of offences and report to superiors/ police
PC4. cooperate in investigations
PC5. give evidence in court, if required by law

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. responsibilities and limitations of assigned role and tasks
KU2. concerned personnel to be contacted for necessary clarifications relevant to the type of information required
KU3. organisational and legal procedures to be followed in situations having legal implications
KU4. correct procedures and considerations for reporting and recording of events
KU5. procedure for co-operating with investigations and relevant authorities
KU6. difference between legal and illegal activities
KU7. legal implication of assigned role and tasks
KU8. process to lodge complaints and first information report and assistance to others for doing the same
KU9. method of giving evidence in court

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. document instructions and prepare task lists clearly and accurately

GS2. write a complaint/statement clearly and accurately

GS3. prepare security passes accurately and clearly

GS4. record visitor and vehicle arrival and departure clearly and accurately

GS5. write clearly and accurately at least in one vernacular language

GS6. read and assimilate correctly organizational procedures and instructions, as applicable

GS7. read identity papers and passes accurately

GS8. read signage and notices accurately

GS9. read documents to interpret them correctly, before signing

GS10. speak clearly to communicate effectively

GS11. ask relevant queries to comprehend instructions correctly

GS12. give clear instructions to co-workers

GS13. reply to queries from visitors and guide them accurately and clearly

GS14. raise alarm and warn others clearly, emphatically and accurately

GS15. make announcements directly to audiences, speak over phone/radio clearly and accurately

GS16. take decisions pertaining to security and emergency situations that endanger life, property, health and/or safety in order to avoid or reduce risks, loss and damage

GS17. plan activities in order to report on time for briefings and duty

GS18. plan and organize assigned task in order to perform it effectively and efficiently as per instructions

GS19. ensure guard post is not left until relieved from duty

GS20. work and communicate in a manner such that positive relationships are established with visitors and other stakeholders

GS21. state the problem and relevant considerations, list and evaluate the possible solution(s) and select a best possible solution(s) to achieve desired outcome

GS22. identify potential risk and threats and take suitable actions in order to reduce or mitigate these

GS23. observe people, activities and movements keenly to identify risks and threats

GS24. analyze and evaluate information gathered from observation and experience, to arrive at most plausible, and accurate interpretations and take appropriate action to reduce risks, loss or damage

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Carry out security duties with in basic legal provisions	**25**	**15**	-	-
PC1. comply with basic legal provisions applicable role and tasks	10	5	-	-
PC2. obtain clarity in case of lack of understanding	3	2	-	-
PC3. take cognisance of offences and report to superiors/ police	6	4	-	-
PC4. cooperate in investigations	4	1	-	-
PC5. give evidence in court, if required by law	2	3	-	-
NOS Total	**25**	**15**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7102
NOS Name	Conform to regulatory and legal requirements governing security tasks
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	23/11/2021
NSQC Clearance Date	09/04/2018

MEP/N7103: Provide guarding service to people, property and premises

Description

This unit deals in detail with the requirement for providing security to people, property and premises as per the standards.

Scope

This unit/task covers the following:

- Guard people, property and premises
- Carry out search of designated premises

Elements and Performance Criteria

Guard people, property and premises

To be competent, the user/individual on the job must be able to:

PC1. familiarise oneself with the area of ones responsibility

PC2. guard people, property and premises as per site instructions

PC3. identify various categories of people who need guarding

PC4. identify various types of property that needs security

PC5. restate work instructions received at briefings clearly, stating expectations of performance accurately, and ask clarifying questions where unclear

PC6. carry out guarding and observation tasks attentively and effectively

PC7. identify types of patrolling required and necessary tasks required to carry out patrolling activities effectively

PC8. patrol designated premises effectively as per instructions

PC9. use security equipment as per organisational and manufacturer guidelines, to carry out security tasks effectively

PC10. report and respond to security breaches as per organisational procedures, in a timely manner, clearly and accurately

PC11. maintain basic security registers and records accurately, in an up-to-date and timely manner

Carry out search of designated premises

To be competent, the user/individual on the job must be able to:

PC12. carry out required searches of premises and properties as per instructions

PC13. caution others in a timely and effective manner and report risks, threats and hazards during the search

PC14. liaise with other authorised search parties in the premises effectively

PC15. detain suspect(s) during the search as per organisational and legal guidelines and procedures and report to superior immediately

PC16. prevent tampering of evidence and reports by taking necessary precautions

PC17. maintain personal safety at all times when at work

PC18. maintain constant communication during search with relevant authorities and seniors

PC19. report incident details to superiors in an accurate and timely manner, communicating all relevant details

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. general awareness of premises and neighbourhood

KU2. organisational procedures with respect to security of people, property and premises

KU3. organisational reporting/ debriefing procedureReporting: routine and emergency reporting to colleagues; seniors; police; emergency services, reporting verbally/ in writing or over telephone/mobile/walkie-talkie

KU4. various types of premisesTypes of premises: Walled; fenced; gated; covered; open; guarded; unguarded; watch tower

KU5. methods of assigned guarding, monitoring and patrolling activities

KU6. types of patrol

KU7. preparation, composition and briefing, means of movement and equipment for patrolling

KU8. correct response to likely risks and threats at the place of duty

KU9. means of available communication in a security environment

KU10. basic registers maintained for various security purposes

KU11. correct use of security equipment

KU12. correct use of communication equipment

KU13. elements of effective communication used in security work

KU14. Effective Communication: written and spoken language skills, use of telephone; mobile and walkie-talkie, ability to communicate with visitors; employees; team members and superiors

KU15. type of Emergencies occurring in the industry

KU16. Emergencies: accidents, medical and fire incident

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. documentinstructionsandtasklists
TaskList:Teamcomposition,Detailsofvehicle(s)andconsignment,Route;alternateroutes;halts;trafficconditions,Contactdetailsofconcernedagencies,Timings, Threat/risksinvolved,Reportingprocedure

GS2. documentactivitiesinachronologicalorder

GS3. preparesecuritypasses

GS4. recordvisitorandvehiclearrivalanddeparture

GS5. writeatleastinonevernacularlanguage

GS6. readandassimilateorganizationalproceduresandinstructions,asapplicable

GS7. readidentitypapersandpasses

GS8. readsignagesandnotices

GS9. recognizebadgesofrank

GS10. speakclearlyandemphatically

GS11. comprehendinstructionsandaskrelevantqueries

GS12. giveclearinstructionstoco-workers,ifrequired

GS13. replytoqueriesfromvisitorsandguidethem

GS14. askquestionsfromvisitors

GS15. raisealarm/makeannouncement/speakoverphone/radio

GS16. takedecisionspertainingtosecurityandemergencysituationsendangering life&propertyandhealth&safety

GS17. reportontimeandtakebriefing

GS18. planandorganizeassignedtask

GS19. leaveguardpostoncerelieved

GS20. managerelationshipswithvisitorsandstakeholders

GS21. thinkthroughtheproblem,evaluatethepossiblesolution(s)andadoptabest possiblesolution(s)

GS22. identifypotentialriskandthreatsandtakesuitableactions

GS23. observepeople,activitiesandmovementskeenly

GS24. analyzeandevaluateinformationgatheredfromobservationandexperience, andtakeappropriateaction

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Guard people, property and premises	**17**	**32**	**-**	**-**
PC1. familiarise oneself with the area of ones responsibility	1	2	-	-
PC2. guard people, property and premises as per site instructions	1	3	-	-
PC3. identify various categories of people who need guarding	1	2	-	-
PC4. identify various types of property that needs security	1	3	-	-
PC5. restate work instructions received at briefings clearly, stating expectations of performance accurately, and ask clarifying questions where unclear	1	2	-	-
PC6. carry out guarding and observation tasks attentively and effectively	2	3	-	-
PC7. identify types of patrolling required and necessary tasks required to carry out patrolling activities effectively	1	3	-	-
PC8. patrol designated premises effectively as per instructions	3	3	-	-
PC9. use security equipment as per organisational and manufacturer guidelines, to carry out security tasks effectively	2	4	-	-
PC10. report and respond to security breaches as per organisational procedures, in a timely manner, clearly and accurately	2	4	-	-
PC11. maintain basic security registers and records accurately, in an up-to-date and timely manner	2	3	-	-
Carry out search of designated premises	**16**	**18**	**-**	**-**
PC12. carry out required searches of premises and properties as per instructions	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. caution others in a timely and effective manner and report risks, threats and hazards during the search	2	3	-	-
PC14. liaise with other authorised search parties in the premises effectively	2	2	-	-
PC15. detain suspect(s) during the search as per organisational and legal guidelines and procedures and report to superior immediately	2	2	-	-
PC16. prevent tampering of evidence and reports by taking necessary precautions	2	2	-	-
PC17. maintain personal safety at all times when at work	2	2	-	-
PC18. maintain constant communication during search with relevant authorities and seniors	2	2	-	-
PC19. report incident details to superiors in an accurate and timely manner, communicating all relevant details	2	2	-	-
NOS Total	**33**	**50**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7103
NOS Name	Provide guarding service to people, property and premises
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	23/11/2021
NSQC Clearance Date	09/04/2018

MEP/N7105: Carry out screening and search activities to maintain security

Description

This unit deals in detail with the requirement for carrying out screening and searchof people, baggage and vehicle at assigned premises, manually or assisted byprovided equipment in line with organisational procedures and guidelines.

Scope

This unit/task covers the following:

- Prepare for screening and search activities
- Carry out screening and search on people and material passing through thearea of control
- Carry out screening and search on vehicles passing through the area ofcontrol
- Use screening and search equipment

Elements and Performance Criteria

Prepare for screening and search activities

To be competent, the user/individual on the job must be able to:

PC1. screen and search people/ vehicle/ material seeking to enter/ exit from the premises as per relevant organisational procedures Organizational Procedure: on search and screening, in case of refusal from visitor to undergo search, on peoples right to privacy and gender sensitivity during search

PC2. organise queues to manage people at the screening and search point effectively

PC3. respond effectively, within limits of authority and as per organisational procedures, to situations arising during screening and search

PC4. carry out screening and search operations manually or with equipment, efficiently, minimising risks and as per organisational procedures

PC5. report irregularities to superior in a timely, accurate and effective manner with necessary relevant details

PC6. maintain personal safety during screening and search operations

Carry out screeningand search on peopleand material passingthrough the area ofcontrol

To be competent, the user/individual on the job must be able to:

PC7. carry out assigned tasks and perform duties ensuring persons right to dignity, privacy and gender/ religious/ cultural sensitivity are respected at all times

PC8. segregate and isolate person or persons violating laid down procedures safely and effectively, with minimum disturbance

PC9. segregate and isolate material containing prohibited/ unauthorised itemsProhibited items: Weapons; firearms; ammunition; explosive; firecrackers; inflammable materials and gases, any other item that is prohibited by the Unauthorised items: organisations property, any other item specified by theorganisationgovernment or organisation

Carry out screeningand search onvehicles passingthrough the area ofcontrol

To be competent, the user/individual on the job must be able to:

PC10. carry out screening and search operations using provided equipment as per laid down proceduresScreening and search equipment: metal detectors handheld, doorframe (stationery and portable); scanners body, baggage/ cargo and vehicle, under vehicle inspection mirror; any other equipment provided by organisation

PC11. carry out physical search of vehicle as per laid down procedures

PC12. segregate and isolate suspected vehicle for detailed search

Use screening andsearch equipment

To be competent, the user/individual on the job must be able to:

PC13. operate provided equipment in line with organisations instructions

PC14. report malfunctioning of equipment to superior in a timely manner, providing relevant detail, using laid down procedures

PC15. spot attempts of people trying to defeat the process/ equipment each time, avoiding possible distractions

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisational instructions and procedures for screening and search

KU2. organisations reporting procedure relevant to own duty and responsibilities

KU3. nature and types of unauthorised/ prohibited items in the organisation

KU4. sources of authorised information regarding persons exempted from search and categories of such people in the organisation

KU5. nature and actions of expected response in case of specific security situations

KU6. capabilities and limitations of screening and search equipment

KU7. common faults occurring in the screening and search equipment

KU8. signals emanating from equipment, their correct interpretation and relevant required response

KU9. items that cannot be put through screening and search equipment

KU10. procedure for checking the vehicle in a systematic manner

KU11. common methods and techniques adopted by people to defeat the screening and search equipment

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. documentinstructionsandtasklists
TaskList:Teamcomposition,Detailsofvehicle(s)andconsignment,Route;alternateroutes;halts;trafficconditions,Contactdetailsofconcernedagencies,Timings,Threat/risksinvolved,Reportingprocedure

GS2. documentactivitiesinachronologicalorder

GS3. preparesecuritypasses

GS4. recordvisitorandvehiclearrivalanddeparture

GS5. writeatleastinonevernacularlanguage

GS6. readandassimilateorganizationalproceduresandinstructions,asapplicable

GS7. readidentitypapersandpasses

GS8. readsignagesandnotices

GS9. recognizebadgesofrank

GS10. speakclearlyandemphatically

GS11. comprehendinstructionsandaskrelevantqueries

GS12. giveclearinstructionstoco-workers,ifrequired

GS13. replytoqueriesfromvisitorsandguidethem

GS14. askquestionsfromvisitors

GS15. raisealarm/makeannouncement/speakoverphone/radio

GS16. takedecisionspertainingtosecurityandemergencysituationsendangering life&propertyandhealth&safety

GS17. reportontimeandtakebriefing

GS18. planandorganizeassignedtask

GS19. leaveguardpostoncerelieved

GS20. managerelationshipswithvisitorsandstakeholders

GS21. thinkthroughtheproblem,evaluatethepossiblesolution(s)andadoptabest possiblesolution(s)

GS22. identifypotentialriskandthreatsandtakesuitableactions

GS23. observepeople,activitiesandmovementskeenly

GS24. analyzeandevaluateinformationgatheredfromobservationandexperience, andtakeappropriateaction

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Prepare for screening and search activities	**7**	**7**	**-**	**-**
PC1. screen and search people/ vehicle/ material seeking to enter/ exit from the premises as per relevant organisational procedures Organizational Procedure: on search and screening, in case of refusal from visitor to undergo search, on peoples right to privacy and gender sensitivity during search	1	1	-	-
PC2. organise queues to manage people at the screening and search point effectively	2	1	-	-
PC3. respond effectively, within limits of authority and as per organisational procedures, to situations arising during screening and search	1	1	-	-
PC4. carry out screening and search operations manually or with equipment, efficiently, minimising risks and as per organisational procedures	1	2	-	-
PC5. report irregularities to superior in a timely, accurate and effective manner with necessary relevant details	1	1	-	-
PC6. maintain personal safety during screening and search operations	1	1	-	-
Carry out screeningand search on peopleand material passingthrough the area ofcontrol	**2**	**4**	**-**	**-**
PC7. carry out assigned tasks and perform duties ensuring persons right to dignity, privacy and gender/ religious/ cultural sensitivity are respected at all times	1	1	-	-
PC8. segregate and isolate person or persons violating laid down procedures safely and effectively, with minimum disturbance	-	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. segregate and isolate material containing prohibited/ unauthorised itemsProhibited items: Weapons; firearms; ammunition; explosive; firecrackers; inflammable materials and gases, any other item that is prohibited by the Unauthorised items: organisations property, any other item specified by theorganisationgovernment or organisation	1	1	-	-
Carry out screeningand search onvehicles passingthrough the area ofcontrol	**3**	**5**	**-**	**-**
PC10. carry out screening and search operations using provided equipment as per laid down proceduresScreening and search equipment: metal detectors handheld, doorframe (stationery and portable); scanners body, baggage/ cargo and vehicle, under vehicle inspection mirror; any other equipment provided by organisation	1	2	-	-
PC11. carry out physical search of vehicle as per laid down procedures	1	2	-	-
PC12. segregate and isolate suspected vehicle for detailed search	1	1	-	-
Use screening andsearch equipment	**3**	**4**	**-**	**-**
PC13. operate provided equipment in line with organisations instructions	1	1	-	-
PC14. report malfunctioning of equipment to superior in a timely manner, providing relevant detail, using laid down procedures	1	2	-	-
PC15. spot attempts of people trying to defeat the process/ equipment each time, avoiding possible distractions	1	1	-	-
NOS Total	**15**	**20**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7105
NOS Name	Carry out screening and search activities to maintain security
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	23/11/2021
NSQC Clearance Date	09/04/2018

MEP/N7106: Control parking in designated areas

Description

This unit deals in detail with the requirement for controlling parking by directing vehicles, passing instructions and ensuring security in a designated parking area as per the standards.

Scope

This unit/task covers the following:

- Direct and control parking in designated areas
- Deal with irregularities in parking areas
- Monitor hazards and conditions of parking areas

Elements and Performance Criteria

Direct and control parking in designated areas

To be competent, the user/individual on the job must be able to:

PC1. identify different types of parking areas and all entry and exit routes to available parking areas Parking Areas: open parking; covered parking, multi-level car parking assisted by car parking technology

PC2. check prevailing conditions within the parking areas that impact operations,safety and security, and list anticipated consequences of these Parking Conditions: surface and traffic conditions, visibility and lighting

PC3. ensure correct positioning of signage for guiding drivers

PC4. guide drivers to the available parking areas correctly

PC5. use protective gear at all times while carrying out parking duties as per company provision and guidelines

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 organisationsprocedures and guidelinesIrregular situations: traffic congestion; accidents, vehicles violatinginstructions, unsecured vehicles; wrongly parked vehicles; vehicle alarms;abandoned vehicles; vehicle on fire; children and animals left in the vehicles;vehicles/ persons carrying prohibited items, person/s likely to misuse parkingarea for prohibited activity; persons behaving suspiciously/ aggressively

PC8. call for timely assistance from relevant personnel and take preventive steps to minimise risks and damage Relevant Personnel: security team, sub-unit and superiors

PC9. report irregular situations immediately to superior with all necessary details

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 as per organisational procedureHazards and defects: missing/ damaged lighting; signage and defaced markings, defective access control barrier/ equipment, electrical short circuits;power failure; spillages of fuels/ liquids and dangerous surfaces

PC11. respond as per organisational procedure on spotting hazards, and parking conditions that may increase risks

PC12. ensure own safety at work at all times

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisational procedures on parking

KU2. incident reporting procedure in the organisation

KU3. layout and traffic plan of the parking areasLayout and traffic plan: traffic plan - entry/exit; search & screening points; ticketing; routes; waiting areas; traffic flow; alternate and emergency routes,parking - parking areas with capacity

KU4. suitability of prevailing conditions for parking

KU5. traffic control and protective gear

KU6. traffic signals, signage and markings

KU7. irregular situations arising during parking

KU8. procedures for dealing with irregular situations

KU9. Category of vehicles: private/ commercial - cars; jeeps; SUVs; vans; goods vehicles, two/ three wheelers

KU10. use of all kinds of equipment used in vehicle parking operationsEquipment: Barriers; personnel & vehicle search; lighting and alarms andsensors, screening & access control, card readers; ticketing & revenuecollection machines

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. documentinstructionsandtasklists
TaskList:Teamcomposition,Detailsofvehicle(s)andconsignment,Route;alternateroutes;halts;trafficconditions,Contactdetailsofconcernedagencies,Timings,Threat/risksinvolved,Reportingprocedure

GS2. documentactivitiesinachronologicalorder

GS3. preparesecuritypasses

GS4. recordvisitorandvehiclearrivalanddeparture

GS5. writeatleastinonevernacularlanguage

GS6. readandassimilateorganizationalproceduresandinstructions,asapplicable

GS7. readidentitypapersandpasses

GS8. readsignagesandnotices

GS9. recognizebadgesofrank

GS10. speakclearlyandemphatically

GS11. comprehendinstructionsandaskrelevantqueries

GS12. giveclearinstructionstoco-workers,ifrequired

GS13. replytoqueriesfromvisitorsandguidethem

GS14. askquestionsfromvisitors

GS15. raisealarm/makeannouncement/speakoverphone/radio

GS16. takedecisionspertainingtosecurityandemergencysituationsendangering life&propertyandhealth&safety

GS17. reportontimeandtakebriefing

GS18. planandorganizeassignedtask

GS19. leaveguardpostoncerelieved

GS20. managerelationshipswithvisitorsandstakeholders

GS21. thinkthroughtheproblem,evaluatethepossiblesolution(s)andadoptabest possiblesolution(s)

GS22. identifypotentialriskandthreatsandtakesuitableactions

GS23. observepeople,activitiesandmovementskeenly

GS24. analyzeandevaluateinformationgatheredfromobservationandexperience, andtakeappropriateaction

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Direct and control parking in designated areas	**7**	**10**	**-**	**-**
PC1. identify different types of parking areas and all entry and exit routes to available parking areas Parking Areas: open parking; covered parking, multi-level car parking assisted by car parking technology	2	2	-	-
PC2. check prevailing conditions within the parking areas that impact operations,safety and security, and list anticipated consequences of these Parking Conditions: surface and traffic conditions, visibility and lighting	2	1	-	-
PC3. ensure correct positioning of signage for guiding drivers	1	2	-	-
PC4. guide drivers to the available parking areas correctly	1	2	-	-
PC5. use protective gear at all times while carrying out parking duties as per company provision and guidelines	1	2	-	-
PC6. ensure drivers leave the area after parking as per laid down instructions	-	1	-	-
Deal with irregularities in parking areas	**3**	**4**	**-**	**-**
PC7. identify and respond to irregular situations in accordance with organisationsprocedures and guidelinesIrregular situations: traffic congestion; accidents, vehicles violatinginstructions, unsecured vehicles; wrongly parked vehicles; vehicle alarms;abandoned vehicles; vehicle on fire; children and animals left in the vehicles;vehicles/ persons carrying prohibited items, person/s likely to misuse parkingarea for prohibited activity; persons behaving suspiciously/ aggressively	1	2	-	-
PC8. call for timely assistance from relevant personnel and take preventive steps to minimise risks and damage Relevant Personnel: security team, sub-unit and superiors	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. report irregular situations immediately to superior with all necessary details	1	1	-	-
Monitor hazards and conditions of parking areas	**2**	**3**	**-**	**-**
PC10. report hazards and defects to superior as per organisational procedureHazards and defects: missing/ damaged lighting; signage and defaced markings, defective access control barrier/ equipment, electrical short circuits;power failure; spillages of fuels/ liquids and dangerous surfaces	-	1	-	-
PC11. respond as per organisational procedure on spotting hazards, and parking conditions that may increase risks	1	1	-	-
PC12. ensure own safety at work at all times	1	1	-	-
NOS Total	**12**	**17**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7106
NOS Name	Control parking in designated areas
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	23/11/2021
NSQC Clearance Date	09/04/2018

MEP/N7108: Maintain health and safety

Description

This unit deals with maintaining personal health & hygiene and following basic workplace safety requirements while performing security tasks.

Scope

This unit/task covers the following:

- Maintaining a safe work area
- Maintain good personal health, hygiene and habits
- Respond to fire accidents
- Deal with medical emergencies

Elements and Performance Criteria

Maintain a safe work area

To be competent, the user/individual on the job must be able to:

PC1. carry out tasks to ensure safety of workplace in line with organisational procedures and within limits of authority

PC2. keep emergency and escape routes free from obstructions, where violation is not addressable within limits of own authority, report violation to appropriate authority in a timely manner

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 Services and Organization: Security team and sub-unit; police and emergency services

Maintain good personal health, hygiene and habits

To be competent, the user/individual on the job must be able to:

PC6. perform physical exercises and activities (commensurate with age) regularly

PC7. maintain good personal hygiene and habits as per organisational and professional standards

PC8. maintain own professional standards at work by avoiding alcohol, tobacco,drugs and other intoxicants

PC9. follow good and safe practices of personal behaviour to guard against sexually transmitted diseases and HIV

Respond to fire accidents

To be competent, the user/individual on the job must be able to:

PC10. identify and report fire hazards in a timely and accurate manner

PC11. carry out fire-fighting in line with organisational training and procedures

PC12. report fire incidents to superiors and emergency service organisations in a timely and effective manner as per organisation procedures

PC13. carry out evacuation of casualty and premises tasks as per organisational procedures, within limits of authority

Deal with medical emergencies

To be competent, the user/individual on the job must be able to:

PC14. provide first-aid as relevant to the affliction, condition of the victim and as per laid down standards and procedures, using available basic first-aid equipment correctly

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizations procedure relating to safety in the workplace

KU2. details of emergency exit, floor plans, alarm, signage and other safety equipment Devices and Safety Gears: Sensors & alarms, communication equipment, firefighting equipment, personal safety gears, ladders, chutes, ropes and emergency lighting

KU3. reporting procedure for incidents and emergencies

KU4. details of local emergency services where deployed Details: Location and contact details of local hospitals, ambulance services, police station, head office, control room, etc

KU5. organizations procedure/ guidelines relating to fire safety

KU6. reporting procedure for fire incidents in the organisation

KU7. details of evacuation equipment in the organisation

KU8. reporting procedure in case of medical emergencies in the organisation

KU9. various risks and hazards in the workplace Hazards and Risks: Fire, Electric short circuit; electric shock and electrocution, Medical emergency, Inflammable & toxic liquid/ gases, Accidents, Flooding, Oil and lubricant spills in the premises, Malfunctioning elevators; escalators; staircase and ladders, Ventilation and suffocation, Improper use of safety gear and non-adherence to safety norms, Hygiene and sanitation

KU10. personal safety equipment and clothing to be used at the workplace

KU11. identify various safety signage and warnings

KU12. importance of training and mock drills

KU13. importance of sound health, hygiene and good habits

KU14. the importance and requirements of maintaining physical fitness, personal hygiene and good habits

KU15. ill-effects of alcohol, tobacco and drugs

KU16. the need to safeguard against sexually transmitted diseases and HIV

KU17. types of fire

KU18. causes of fire

KU19. fire alarms

KU20. types of fire-fighting equipment and relevant details

KU21. fire-fighting procedure

KU22. personal safety equipment and clothing to be used

KU23. first-aid

KU24. elements of effective communication and its importance

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. documentinstructionsandtasklists
TaskList:Teamcomposition,Detailsofvehicle(s)andconsignment,Route;alternateroutes;halts;trafficconditions,Contactdetailsofconcernedagencies,Timings,Threat/risksinvolved,Reportingprocedure

GS2. documentactivitiesinachronologicalorder

GS3. preparesecuritypasses

GS4. recordvisitorandvehiclearrivalanddeparture

GS5. writeatleastinonevernacularlanguage

GS6. readandassimilateorganizationalproceduresandinstructions,asapplicable

GS7. readidentitypapersandpasses

GS8. readsignagesandnotices

GS9. recognizebadgesofrank

GS10. speakclearlyandemphatically

GS11. comprehendinstructionsandaskrelevantqueries

GS12. giveclearinstructionstoco-workers,ifrequired

GS13. replytoqueriesfromvisitorsandguidethem

GS14. askquestionsfromvisitors

GS15. raisealarm/makeannouncement/speakoverphone/radio

GS16. takedecisionspertainingtosecurityandemergencysituationsendangering life&propertyandhealth&safety

GS17. reportontimeandtakebriefing

GS18. planandorganizeassignedtask

GS19. leaveguardpostoncerelieved

GS20. managerelationshipswithvisitorsandstakeholders

GS21. thinkthroughtheproblem,evaluatethepossiblesolution(s)andadoptabest possiblesolution(s)

GS22. identifypotentialriskandthreatsandtakesuitableactions

GS23. observepeople,activitiesandmovementskeenly

GS24. analyzeandevaluateinformationgatheredfromobservationandexperience, andtakeappropriateaction

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain a safe work area	**6**	**10**	**-**	**-**
PC1. carry out tasks to ensure safety of workplace in line with organisational procedures and within limits of authority	1	2	-	-
PC2. keep emergency and escape routes free from obstructions, where violation is not addressable within limits of own authority, report violation to appropriate authority in a timely manner	1	2	-	-
PC3. wear personal safety gear and clothing as per organisational procedure	1	3	-	-
PC4. check violators of defined safety and security instructions and report violations	1	1	-	-
PC5. report to superiors and emergency service organisations for assistance in the event of emergencies Services and Organization: Security team and sub-unit; police and emergency services	2	2	-	-
Maintain good personal health, hygiene and habits	**7**	**11**	**-**	**-**
PC6. perform physical exercises and activities (commensurate with age) regularly	1	2	-	-
PC7. maintain good personal hygiene and habits as per organisational and professional standards	2	3	-	-
PC8. maintain own professional standards at work by avoiding alcohol, tobacco,drugs and other intoxicants	2	3	-	-
PC9. follow good and safe practices of personal behaviour to guard against sexually transmitted diseases and HIV	2	3	-	-
Respond to fire accidents	**6**	**20**	**-**	**-**
PC10. identify and report fire hazards in a timely and accurate manner	2	9	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. carry out fire-fighting in line with organisational training and procedures	1	2	-	-
PC12. report fire incidents to superiors and emergency service organisations in a timely and effective manner as per organisation procedures	1	3	-	-
PC13. carry out evacuation of casualty and premises tasks as per organisational procedures, within limits of authority	2	6	-	-
Deal with medical emergencies	**1**	**4**	**-**	**-**
PC14. provide first-aid as relevant to the affliction, condition of the victim and as per laid down standards and procedures, using available basic first-aid equipment correctly	1	4	-	-
NOS Total	**20**	**45**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7108
NOS Name	Maintain health and safety
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	23/11/2021
NSQC Clearance Date	09/04/2018

MEP/N7109: Security in commercial deployments

Description

This unit deals in detail with the requirements of carrying out security tasks incommercial deployments as per set standards.

Elements and 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 organisations procedures and instructions General security duties: Respond to risks and threats, Control entry and exit,Control traffic and parking, Check material movement, Surveillance, Report to superiors, Basic security registers, Operate security equipment

PC2. respond to domain-specific risks and threats as per organisational and professional standards, within limits of authority

PC3. operate security equipment correctly and effectively, as per manufacturer guidelines

PC4. communicate clearly and effectively with concerned stakeholders

PC5. follow good behavioural standards Behavioural Standards: Alert and vigilant, Well-groomed and courteous,Responsive and helpful, Respectful and caring towards elderly, women and children, Communicate effectively and assertively, Responsible and cooperative

PC6. maintain security registers accurately and up-to-date, as per organisational procedures

PC7. report incidents to superiors as per organisational standards in a timely and accurate manner

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisations and commercial domain where security personnel are deployed Commercial Domain: houses; parks and public utilities, Schools; colleges; university and hostels, Banks and ATMs, Business parks; offices; shops and warehouses, malls, theatre; amusement parks, sports complexes and stadiums, Tourist spots and monuments, etc.

KU2. security procedures and instructions where deployed

KU3. reporting procedure relevant to own duties and responsibilities in the organisation where deployed

KU4. risks and threats specific to domain/ organisation where deployedRisks and threats: Unauthorised entry and trespass, aggressive and drunken behaviour, Loitering and littering, eve teasing and molestation, robbery; theft; pilferage and shoplifting, violence and assault, murder and suicide, kidnapping accidents, medical emergency, public demonstration;

KU5. security equipment in use where deployed

KU6. communication methods and equipment used in security deployments

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. documentinstructionsandtasklists
TaskList:Teamcomposition,Detailsofvehicle(s)andconsignment,Route;alternateroutes;halts;trafficconditions,Contactdetailsofconcernedagencies,Timings,Threat/risksinvolved,Reportingprocedure

GS2. documentactivitiesinachronologicalorder

GS3. preparesecuritypasses

GS4. recordvisitorandvehiclearrivalanddeparture

GS5. writeatleastinonevernacularlanguage

GS6. readandassimilateorganizationalproceduresandinstructions,asapplicable

GS7. readidentitypapersandpasses

GS8. readsignagesandnotices

GS9. recognizebadgesofrank

GS10. speakclearlyandemphatically

GS11. comprehendinstructionsandaskrelevantqueries

GS12. giveclearinstructionstoco-workers,ifrequired

GS13. replytoqueriesfromvisitorsandguidethem

GS14. askquestionsfromvisitors

GS15. raisealarm/makeannouncement/speakoverphone/radio

GS16. takedecisionspertainingtosecurityandemergencysituationsendangering life&propertyandhealth&safety

GS17. reportontimeandtakebriefing

GS18. planandorganizeassignedtask

GS19. leaveguardpostoncerelieved

GS20. managerelationshipswithvisitorsandstakeholders

GS21. thinkthroughtheproblem,evaluatethepossiblesolution(s)andadoptabest possiblesolution(s)

GS22. identifypotentialriskandthreatsandtakesuitableactions

GS23. observepeople,activitiesandmovementskeenly

GS24. analyzeandevaluateinformationgatheredfromobservationandexperience,andtakeappropriateaction

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Carry out security tasks in commercial domains	**16**	**25**	-	-
PC1. carry out security duties as per organisations procedures and instructions General security duties: Respond to risks and threats, Control entry and exit,Control traffic and parking, Check material movement, Surveillance, Report to superiors, Basic security registers, Operate security equipment	2	2	-	-
PC2. respond to domain-specific risks and threats as per organisational and professional standards, within limits of authority	3	3	-	-
PC3. operate security equipment correctly and effectively, as per manufacturer guidelines	2	4	-	-
PC4. communicate clearly and effectively with concerned stakeholders	2	4	-	-
PC5. follow good behavioural standards Behavioural Standards: Alert and vigilant, Well-groomed and courteous,Responsive and helpful, Respectful and caring towards elderly, women and children, Communicate effectively and assertively, Responsible and cooperative	2	4	-	-
PC6. maintain security registers accurately and up-to-date, as per organisational procedures	3	4	-	-
PC7. report incidents to superiors as per organisational standards in a timely and accurate manner	2	4	-	-
NOS Total	**16**	**25**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7109
NOS Name	Security in commercial deployments
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	23/11/2021
NSQC Clearance Date	19/05/2015

MEP/N7110: Perform security tasks in industrial deployments

Description

This unit deals in detail with the requirements of carrying out security tasks in industrial deployments as per set standards.

Elements and 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 organisations procedures and instructions General Security Duties: Respond to risks and threats, Control entry and exit,Control traffic and parking, Check material movement, Surveillance, Report to superiors, Basic security registers, Operate security equipment

PC2. respond to domain-specific risks and threats as per organisational standards, within limits of authority Risks and threats: unauthorised entry and trespass, aggressive and drunken behaviour, eve teasing and molestation, robbery; theft, pilferage and shoplifting; loitering and littering; violence and assault; murder and suicide kidnapping; accidents; medical emergency, public demonstration; labour unrest and crowd control, fire accidents, natural & manmade hazards

PC3. operate security equipment correctly and effectively, as per manufacturers instructions

PC4. communicate clearly and effectively with all stakeholders at work

PC5. follow good behavioural standards at the workplace at all timesBehavioural standards: Alert and vigilant, well-groomed and courteous, responsive and helpful, communicate effectively and assertively, responsible and co-operative

PC6. maintain security registers accurately and up-to-date as per organisational procedure

PC7. report incidents to superiors accurately and in a timely manner as per organisational procedures

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. basic knowledge of organisation and domain where deployed Industrial Domains: Factories and workshops, Plants, Mines, Refineries and pipe lines, sea ports and air ports, SEZs, Container yards and warehouses, transport and logistics, Infrastructure

KU2. security procedures and instructions where deployed

KU3. reporting procedure where deployed

KU4. risks and threats specific to domain/organisation where deployed

KU5. security equipment in use where deployed

KU6. communication methods and equipment used

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. documentinstructionsandtasklists
TaskList:Teamcomposition,Detailsofvehicle(s)andconsignment,Route;alternateroutes;halts;trafficconditions,Contactdetailsofconcernedagencies,Timings,Threat/risksinvolved,Reportingprocedure

GS2. documentactivitiesinachronologicalorder

GS3. preparesecuritypasses

GS4. recordvisitorandvehiclearrivalanddeparture

GS5. writeatleastinonevernacularlanguage

GS6. readandassimilateorganizationalproceduresandinstructions,asapplicable

GS7. readidentitypapersandpasses

GS8. readsignagesandnotices

GS9. recognizebadgesofrank

GS10. speakclearlyandemphatically

GS11. comprehendinstructionsandaskrelevantqueries

GS12. giveclearinstructionstoco-workers,ifrequired

GS13. replytoqueriesfromvisitorsandguidethem

GS14. askquestionsfromvisitors

GS15. raisealarm/makeannouncement/speakoverphone/radio

GS16. takedecisionspertainingtosecurityandemergencysituationsendangering life&propertyandhealth&safety

GS17. reportontimeandtakebriefing

GS18. planandorganizeassignedtask

GS19. leaveguardpostoncerelieved

GS20. managerelationshipswithvisitorsandstakeholders

GS21. thinkthroughtheproblem,evaluatethepossiblesolution(s)andadoptabest possiblesolution(s)

GS22. identifypotentialriskandthreatsandtakesuitableactions

GS23. observepeople,activitiesandmovementskeenly

GS24. analyzeandevaluateinformationgatheredfromobservationandexperience, andtakeappropriateaction

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Carry out security tasks in industrial domains	**16**	**25**	-	-
PC1. carry out security duties as per organisations procedures and instructions General Security Duties: Respond to risks and threats, Control entry and exit,Control traffic and parking, Check material movement, Surveillance, Report to superiors, Basic security registers, Operate security equipment	2	2	-	-
PC2. respond to domain-specific risks and threats as per organisational standards, within limits of authority Risks and threats: unauthorised entry and trespass, aggressive and drunken behaviour, eve teasing and molestation, robbery; theft, pilferage and shoplifting; loitering and littering; violence and assault; murder and suicide kidnapping; accidents; medical emergency, public demonstration; labour unrest and crowd control, fire accidents, natural & manmade hazards	3	3	-	-
PC3. operate security equipment correctly and effectively, as per manufacturers instructions	2	4	-	-
PC4. communicate clearly and effectively with all stakeholders at work	2	4	-	-
PC5. follow good behavioural standards at the workplace at all timesBehavioural standards: Alert and vigilant, well-groomed and courteous, responsive and helpful, communicate effectively and assertively, responsible and co-operative	2	4	-	-
PC6. maintain security registers accurately and up-to-date as per organisational procedure	3	4	-	-
PC7. report incidents to superiors accurately and in a timely manner as per organisational procedures	2	4	-	-
NOS Total	**16**	**25**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7110
NOS Name	Perform security tasks in industrial deployments
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	23/11/2021
NSQC Clearance Date	09/04/2018

MEP/N7111: Project positive image of self and the organisation

Description

This unit deals in detail with a positive image of self and the organisation as per the standards.

Scope

This unit/ task covers the following:

- Conform to the organisation's standards of grooming and behaviour
- Execute tasks as per organisation's standards

Elements and Performance Criteria

Conform to the organisations 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 by following good grooming and hygiene practices

PC2. maintain a professional appearance by following organisation's standards of grooming and personal behaviour

PC3. abstain from using or being under the influence of intoxicants at work at all times (alcohol, tobacco and drugs)

PC4. wear organisations uniform with name tag correctly and neatly

PC5. wear, carry and use personal protection gear and equipment at all times at work Necessary equipment: Baton, pen, guards notebook, whistle, torch, clothing as per the weather, communication equipment, if provided

PC6. demonstrate good team work practices at work at all times Good team work practices: offer to assist and provide guidance when team members appear to need support, seek assistance when support required, share information openly within limits of authority, do not ridicule team members, do no use foul language, communicate politely, etc

PC7. adhere to organisations Meet and Greet Procedure when interacting with others at the workplace Meet and Greet procedures: alert and vigilant, well-groomed and courteous,responsive and helpful, respectful and caring towards elderly; women and children, communicate politely and firmly, responsible and co-operative

PC8. maintain decorum of the workplace and professional standards by following organisational standards with respect to discipline and timeliness

Execute tasks as per organisations standards

To be competent, the user/individual on the job must be able to:

PC9. carry out assigned tasks and duties as per instructions and organisational standards

PC10. maintain confidentiality of information as per organisational and professional standards

PC11. co-operate with team members

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. importance and elements of organisations work culture and what contributes importance and elements of personal grooming and behaviour to development of work culture

KU2. importance of maintaining good physical fitness and mental robustness and techniques for the same

KU3. good grooming and hygiene practices to maintain good health, personal hygiene & sanitation

KU4. use of communication equipment

KU5. organisation and site structure, layout and other details relevant to safety and security of these

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. documentinstructionsandtasklists
TaskList:Teamcomposition,Detailsofvehicle(s)andconsignment,Route;alternateroutes;halts;trafficconditions,Contactdetailsofconcernedagencies,Timings,Threat/risksinvolved,Reportingprocedure

GS2. documentactivitiesinachronologicalorder

GS3. preparesecuritypasses

GS4. recordvisitorandvehiclearrivalanddeparture

GS5. writeatleastinonevernacularlanguage

GS6. readandassimilateorganizationalproceduresandinstructions,asapplicable

GS7. readidentitypapersandpasses

GS8. readsignagesandnotices

GS9. recognizebadgesofrank

GS10. speakclearlyandemphatically

GS11. comprehendinstructionsandaskrelevantqueries

GS12. giveclearinstructionstoco-workers,ifrequired

GS13. replytoqueriesfromvisitorsandguidethem

GS14. askquestionsfromvisitors

GS15. raisealarm/makeannouncement/speakoverphone/radio

GS16. takedecisionspertainingtosecurityandemergencysituationsendangering life&propertyandhealth&safety

GS17. reportontimeandtakebriefing

GS18. planandorganizeassignedtask

GS19. leaveguardpostoncerelieved

GS20. managerelationshipswithvisitorsandstakeholders

GS21. thinkthroughtheproblem,evaluatethepossiblesolution(s)andadoptabest possiblesolution(s)

GS22. identifypotentialriskandthreatsandtakesuitableactions

GS23. observepeople,activitiesandmovementskeenly

GS24. analyzeandevaluateinformationgatheredfromobservationandexperience, andtakeappropriateaction

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Conform to the organisations standards of grooming and behaviour	**19**	**28**	**-**	**-**
PC1. maintain good health, personal hygiene & sanitation by following good grooming and hygiene practices	2	3	-	-
PC2. maintain a professional appearance by following organisation's standards of grooming and personal behaviour	2	4	-	-
PC3. abstain from using or being under the influence of intoxicants at work at all times (alcohol, tobacco and drugs)	2	3	-	-
PC4. wear organisations uniform with name tag correctly and neatly	2	5	-	-
PC5. wear, carry and use personal protection gear and equipment at all times at work Necessary equipment: Baton, pen, guards notebook, whistle, torch, clothing as per the weather, communication equipment, if provided	4	4	-	-
PC6. demonstrate good team work practices at work at all times Good team work practices: offer to assist and provide guidance when team members appear to need support, seek assistance when support required, share information openly within limits of authority, do not ridicule team members, do no use foul language, communicate politely, etc	2	5	-	-
PC7. adhere to organisations Meet and Greet Procedure when interacting with others at the workplace Meet and Greet procedures: alert and vigilant, well-groomed and courteous,responsive and helpful, respectful and caring towards elderly; women and children, communicate politely and firmly, responsible and co-operative	3	2	-	-
PC8. maintain decorum of the workplace and professional standards by following organisational standards with respect to discipline and timeliness	2	2	-	-
Execute tasks as per organisations standards	**5**	**7**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. carry out assigned tasks and duties as per instructions and organisational standards	2	2	-	-
PC10. maintain confidentiality of information as per organisational and professional standards	2	2	-	-
PC11. co-operate with team members	1	3	-	-
NOS Total	**24**	**35**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7111
NOS Name	Project positive image of self and the organisation
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	23/11/2021
NSQC Clearance Date	09/04/2018

MEP/N7201: Supervise a security unit

Description

This unit deals in detail with supervising of a security unit and its operations as per thespecified standards.

Scope

This unit/task covers the following:

- Supervise security unit operations
- Use resources optimally
- Deal with emergencies
- Carry out administration and welfare of personnel

Elements and Performance Criteria

Supervise security unit operations

To be competent, the user/individual on the job must be able to:

PC1. commence operations at a new or existing site, as per instructions Commence operations: Obtain briefing and shift report; complete takeover documentation; identify assigned premises/sites; obtain information about assets to be protected; security duties to be performed and risks and hazards identified; be introduced to key stakeholders; etc.

PC2. identify work instructions and relevant guidelines from the briefing received from superiors

PC3. extract relevant information from the shift report received from outgoing supervisor

PC4. take attendance of personnel and report about deficiency, if any

PC5. identify manpower and equipment resources available and required for security operations at the assigned premises/area of responsibility

PC6. prepare plan for manpower and equipment deployment as per the operational requirement and site instructions Site Instruction: Site layout - perimeter, details of entry, exit and emergency exits; work shifts; guard posts, deployment of security and surveillance equipment; patrolling and number of personnel needed for security duties

PC7. report suitability of personnel and equipment provided for specific tasks

PC8. assign and earmark available security personnel to cater for anticipated threat/ risks and provide necessary instructions

PC9. prepare duty roster for the shift as per deployment plan

PC10. assign tasks to team members, such that all operational activities are covered and as per the capabilities of the team members

PC11. carry out temporary modifications to site instructions to cover deficiencies inpersonnel/ equipment

PC12. issue security and safety equipment to team members, as per deploymentplan

PC13. deploy personnel and equipment as per deployment plan

PC14. organise manpower and resources for collection of intelligence andinformation

PC15. monitor deployment and functioning of security team members, using various techniques, to ensure that they are functioning as per site instructions and

PC16. check for proper functioning of equipment and report in case of any malfunctioning

PC17. maintain key-control and movement control to the assigned premises as per site instructions

PC18. liaise with fire, maintenance and control room personnel Liaise: Inform about the incident; provide details about location, people involved, course of events, etc; assign manpower to provide assistance; complete necessary documentation and other formalities; support by performing necessary tasks within limits of authority; etc.

PC19. record and report status and issues related to personnel and equipment as per organsational standards

PC20. prepare and share report on achievement of performance standards of personnel to the authorized personnel

PC21. identify training requirements of team members relevant to assigned work in performing the work they are deployed at and report to relevant department

PC22. carry out on-the-job-training for personnel on the training requirements identified

PC23. maintain security documents in line with site instructions Security Documents: Muster roll, shift report, duty roster, incident and complaint report forms; personnel, vehicle and material movement control documents; keys control register; training register, mock drill and other required registers

PC24. carry out checks to assess operational effectiveness of security unit Assessment of Operational Effectiveness: Thorough pre-shift briefing and checking, surprise checks, patrolling, mock-drills and rehearsals

PC25. take proactive measures against possible threat/ risks to the security unit deployment Proactive measures: inform relevant people; put in controls and checks to avoid the possibility of threat/risk getting materialised; report the possible threat/risk to management alongwith suggestions for preventive measures; etc.

PC26. observe and report about the standard of response of security personnel and stakeholders

PC27. communicate with superiors/ team members and other stakeholders as per organizational protocol

PC28. maintain own grooming and behaviour in line with organsiational and professional standards

PC29. prepare comprehensive shift report covering all relevant details and handover to the reliever

Deal with emergencies

To be competent, the user/individual on the job must be able to:

PC30. identify risk and hazards specific to the assigned premises

PC31. seek support from stakeholders and other departments following established protocol

PC32. perform responsibilities as assigned as part of organisations response team Responsibilities: Advising personnel in the area of any potential threat, inactivate potential sources or fire, restrict access to the incident scene and surrounding area, take any other steps necessary to minimize any threat to health and safety, identify and isolate source to minimize product loss; coordinate further response actions with response team and local personnel; etc.

PC33. select and nominate an on-site emergency team as required for the assigned premises matching requirements and capabilities

PC34. carry out mock-drills as per instructions for fire alarm and evacuation

PC35. carry out rehearsals with the team on various emergency scenarios

PC36. report to designated superior and other agencies during an emergency promptly and accurately

PC37. secure key assets on priority at the time of an emergency

PC38. organise evacuation of the premises as per organizational procedure established

PC39. ensure on-site reception, briefing and guidance for fire fighters, rescue workers and medical teams

PC40. ensure first aid and evacuation within available means and as per established standards

PC41. cordon off scene of crime/ incident as per established protocol

PC42. liaise with police in investigation Liaise: File complaint about the incident; provide details about location, people involved, course of events, etc; assign manpower to provide assistance; complete necessary documentation and other formalities; support by performing necessary tasks within limits of authority; etc.

PC43. record and report incidents as per organizational process

PC44. lodge complaint of incident with the police and get first information report

Carry out administration and welfare of personnel

To be competent, the user/individual on the job must be able to:

PC45. maintain information about team members with respect to personal details, training needs, leave, overtime, complaints and welfare-related issues

PC46. identify concerns/ grievances of team members and take measures to address the same in line with organisational protocol

PC47. record, report and follow-up for resolution of HR/ administration-related problems of team members with the relevant personnel from the respective functions

PC48. identify recurring grievances or grievances that have an organisational impact and intimate management

PC49. display fair and impartial practices during performance of duties

PC50. take measures to ensure health and safety of team members in workplace

PC51. identify high performers in the team using established performance parameter

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. security plan and site instructions

KU2. details of personnel and equipment available at the assigned premises

KU3. organisational standards of performance and methods of monitoring

KU4. organisational procedure for allocation of responsibilities and monitoring

KU5. channel of reporting and communication with stakeholders

KU6. contact details of emergency services

KU7. duties specific to fresh inductees and on-the-job-training personnel that can be allocated as per organisational protocol

KU8. organisation procedures for organising pre-induction training

KU9. organizational performance management system and compensation/ incentive structure

KU10. organisational procedure and practices related to on-the-job-training

KU11. organizational protocol for resolution of concerns/ grievances

KU12. security documentation formats and procedure in the organisation

KU13. organisations reporting procedure

KU14. organizations expectations on grooming, conduct and performance

KU15. organization procedure for checking and reporting hazards, risks, employee concerns, work related concerns

KU16. suitability of provided personnel with respect to the work involved

KU17. deployment and re-allocation procedures relating to manpower

KU18. use of communication equipment and security equipment for various security related tasks

KU19. firearms safety aspects safe Handling of Firearms: Ensure an armed security guard, if provided with the detail observes laid down safety and security norms with regard to handling of firearms

KU20. basic testing and functionality checks for available security equipment Faults/ Malfunctions in Equipment: Alarms, non-functioning of equipment, errors and erratic output

KU21. communication channel for reporting incidents

KU22. knowledge of operating a computer and common applications like word processor, spreadsheets, sending and receiving email, browsing the internet Operating: Switching a computer on and off, accessing, moving, creating and deleting files and folders, etc.

KU23. key concepts of leadership and supervision Leadership and Supervision: Welfare, training and motivation, leading by personal example, impartiality, honest reporting and punctuality

KU24. importance of motivation through personal example and involvement

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. document instructions and task lists

GS2. write reports to superiors and other stakeholders

GS3. write in English and at least in one vernacular language

GS4. read and assimilate organizational procedures and instructions, as applicable

GS5. read identity papers and passes

GS6. read signages and notices

GS7. recognize badges of rank

GS8. speak clearly and emphatically

GS9. comprehend instructions and ask relevant queries

GS10. give clear instructions to team members

GS11. reply to queries from visitors and guide them

GS12. ask questions from visitors

GS13. raise alarm/ make announcement/ speak over phone/ radio

GS14. take decisions pertaining to security and emergency situations endangering life & property and health & safety Plan and Organize The user/individual on the job needs to know and understand how to:

GS15. report on time and take briefing

GS16. plan and organize assigned task

GS17. depute subordinates to work

GS18. leave site once relieved

GS19. manage relationships with visitors and stakeholders

GS20. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s)

GS21. identify potential risk and threats and take suitable actions

GS22. observe people, activities and movements keenly

GS23. analyze and evaluate information gathered from observation and experience,and take appropriate action

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Supervise security unit operations	**29**	**28**	**-**	**-**
PC1. commence operations at a new or existing site, as per instructions Commence operations: Obtain briefing and shift report; complete takeover documentation; identify assigned premises/sites; obtain information about assets to be protected; security duties to be performed and risks and hazards identified; be introduced to key stakeholders; etc.	1	1	-	-
PC2. identify work instructions and relevant guidelines from the briefing received from superiors	1	1	-	-
PC3. extract relevant information from the shift report received from outgoing supervisor	1	1	-	-
PC4. take attendance of personnel and report about deficiency, if any	1	1	-	-
PC5. identify manpower and equipment resources available and required for security operations at the assigned premises/area of responsibility	1	-	-	-
PC6. prepare plan for manpower and equipment deployment as per the operational requirement and site instructions Site Instruction: Site layout - perimeter, details of entry, exit and emergency exits; work shifts; guard posts, deployment of security and surveillance equipment; patrolling and number of personnel needed for security duties	1	-	-	-
PC7. report suitability of personnel and equipment provided for specific tasks	1	-	-	-
PC8. assign and earmark available security personnel to cater for anticipated threat/ risks and provide necessary instructions	1	-	-	-
PC9. prepare duty roster for the shift as per deployment plan	1	-	-	-
PC10. assign tasks to team members, such that all operational activities are covered and as per the capabilities of the team members	1	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. carry out temporary modifications to site instructions to cover deficiencies inpersonnel/ equipment	1	-	-	-
PC12. issue security and safety equipment to team members, as per deploymentplan	1	1	-	-
PC13. deploy personnel and equipment as per deployment plan	1	1	-	-
PC14. organise manpower and resources for collection of intelligence andinformation	1	1	-	-
PC15. monitor deployment and functioning of security team members, using various techniques, to ensure that they are functioning as per site instructions and	1	1	-	-
PC16. check for proper functioning of equipment and report in case of any malfunctioning	1	1	-	-
PC17. maintain key-control and movement control to the assigned premises as per site instructions	1	2	-	-
PC18. liaise with fire, maintenance and control room personnel Liaise: Inform about the incident; provide details about location, people involved, course of events, etc; assign manpower to provide assistance; complete necessary documentation and other formalities; support by performing necessary tasks within limits of authority; etc.	1	1	-	-
PC19. record and report status and issues related to personnel and equipment as per organsational standards	1	1	-	-
PC20. prepare and share report on achievement of performance standards of personnel to the authorized personnel	1	2	-	-
PC21. identify training requirements of team members relevant to assigned work in performing the work they are deployed at and report to relevant department	1	1	-	-
PC22. carry out on-the-job-training for personnel on the training requirements identified	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. maintain security documents in line with site instructions Security Documents: Muster roll, shift report, duty roster, incident and complaint report forms; personnel, vehicle and material movement control documents; keys control register; training register, mock drill and other required registers	1	2	-	-
PC24. carry out checks to assess operational effectiveness of security unit Assessment of Operational Effectiveness: Thorough pre-shift briefing and checking, surprise checks, patrolling, mock-drills and rehearsals	1	2	-	-
PC25. take proactive measures against possible threat/ risks to the security unit deployment Proactive measures: inform relevant people; put in controls and checks to avoid the possibility of threat/risk getting materialised; report the possible threat/risk to management alongwith suggestions for preventive measures; etc.	1	1	-	-
PC26. observe and report about the standard of response of security personnel and stakeholders	1	1	-	-
PC27. communicate with superiors/ team members and other stakeholders as per organizational protocol	1	1	-	-
PC28. maintain own grooming and behaviour in line with organsiational and professional standards	1	1	-	-
PC29. prepare comprehensive shift report covering all relevant details and handover to the reliever	1	2	-	-
Deal with emergencies	**11**	**21**	**-**	**-**
PC30. identify risk and hazards specific to the assigned premises	1	1	-	-
PC31. seek support from stakeholders and other departments following established protocol	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC32. perform responsibilities as assigned as part of organisations response team Responsibilities: Advising personnel in the area of any potential threat, inactivate potential sources or fire, restrict access to the incident scene and surrounding area, take any other steps necessary to minimize any threat to health and safety, identify and isolate source to minimize product loss; coordinate further response actions with response team and local personnel; etc.	1	1	-	-
PC33. select and nominate an on-site emergency team as required for the assigned premises matching requirements and capabilities	1	-	-	-
PC34. carry out mock-drills as per instructions for fire alarm and evacuation	1	2	-	-
PC35. carry out rehearsals with the team on various emergency scenarios	1	2	-	-
PC36. report to designated superior and other agencies during an emergency promptly and accurately	1	1	-	-
PC37. secure key assets on priority at the time of an emergency	1	1	-	-
PC38. organise evacuation of the premises as per organizational procedure established	1	2	-	-
PC39. ensure on-site reception, briefing and guidance for fire fighters, rescue workers and medical teams	1	1	-	-
PC40. ensure first aid and evacuation within available means and as per established standards	1	1	-	-
PC41. cordon off scene of crime/ incident as per established protocol	-	2	-	-
PC42. liaise with police in investigation Liaise: File complaint about the incident; provide details about location, people involved, course of events, etc; assign manpower to provide assistance; complete necessary documentation and other formalities; support by performing necessary tasks within limits of authority; etc.	-	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC43. record and report incidents as per organizational process	-	2	-	-
PC44. lodge complaint of incident with the police and get first information report	-	2	-	-
Carry out administration and welfare of personnel	**-**	**11**	**-**	**-**
PC45. maintain information about team members with respect to personal details, training needs, leave, overtime, complaints and welfare-related issues	-	2	-	-
PC46. identify concerns/ grievances of team members and take measures to address the same in line with organisational protocol	-	1	-	-
PC47. record, report and follow-up for resolution of HR/ administration-related problems of team members with the relevant personnel from the respective functions	-	2	-	-
PC48. identify recurring grievances or grievances that have an organisational impact and intimate management	-	1	-	-
PC49. display fair and impartial practices during performance of duties	-	2	-	-
PC50. take measures to ensure health and safety of team members in workplace	-	2	-	-
PC51. identify high performers in the team using established performance parameter	-	1	-	-
NOS Total	**40**	**60**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7201
NOS Name	Supervise a security unit
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	23/11/2021
NSQC Clearance Date	09/04/2018

MEP/N7202: Carry out job-specific security duties

Description

This unit deals in detail with carrying out job-specific security duties as per thespecified standards.

Scope

This unit/task covers the following:

- Carry out front office duty
- Control entry and exit of materials
- Carry out key management

Elements and Performance Criteria

Carry out front office duty

To be competent, the user/individual on the job must be able to:

PC1. check authorization of visitors for entry/ visit to premises as per organisational procedures with regard to reception protocol

PC2. ensure that visitors to the premises are attended to promptly and appropriately. Appropriately: Provide access and guidance as per type of visitor and their purpose of visit; deal in a professional manner

PC3. communicate with visitors in professional manner as per organizational protocol

PC4. communicate over telephone in professional manner as per organizational protocol

PC5. answer queries about the organization promptly and within own limits of authority

PC6. direct visitors/ escort visitors to designated authority as per their purpose of visit

PC7. receive postal mail and couriers as per organisational protocol

PC8. respond in case of delivery of suspicious mail/ package as per established process Suspicious mail/package: potential IED device; wrongly addressed; without any sender information; suspicious place of origin, without stamp of postal authority etc.

PC9. deal with irregular situations arising at front office Irregular situations: irate visitor; unauthorised entry or exit; accident; unidentified personnel; improper identification documentation or permit/pass; front office personnel unable to attend to duties; etc.

PC10. take preventive actions to avoid irregular situations and seek assistance from relevant personal for the same as per organizational protocol

PC11. maintain personal safety and safety of others while performing front office duties

PC12. prepare passes/ permits for visitors in approved templates as per organizational guidelines

PC13. maintain basic security function-related documents accurately National Occupational Standard

PC14. report to designated superior as per procedure

Control entry and exit of materials

To be competent, the user/individual on the job must be able to:

PC15. control material movement as per organizational procedures Material - Raw material & finished goods; supplies from vendors; machinery, samples, scrap and organisations property

PC16. check authorization for material and vehicle & personnel entry or exit to/from premises

PC17. work within the limits of responsibility

PC18. prepare various documentation related to material movement Documents - Gate pass (returnable and non-returnable), invoice, purchase order, delivery challan, any other authorisation regarding movement of stores and machinery

PC19. record and report irregularities to superior promptly

Carry out key management

To be competent, the user/individual on the job must be able to:

PC20. check authorization of personnel drawing or depositing key(s) as per organizational procedure

PC21. ensure original and duplicate keys are stored as per organizational procedure

PC22. follow appropriate key labeling system as per organizational procedure

PC23. carry out key issue and deposit documentation accurately Documents - Keys drawing and deposit ledger, key handling authorisation, lock and key inventory, incident reporting ledger

PC24. ensure security of key panels by implementing approved processes for the same

PC25. record and report irregular situations with regard to key management promptly Irregular Situations - Loss of keys, late deposit of keys, copying of keys, damage to keys, expiry of authorisation to draw/ deposit keys, tampering with key holding panels

Supervise securityunit operations

To be competent, the user/individual on the job must be able to:

PC26. observe and report about the standard of response of security personnel and stakeholders

PC27. communicate with superiors/ team members and other stakeholders as per organizational protocol

PC28. maintain own grooming and behaviour in line with organsiational and professional standards

PC29. prepare comprehensive shift report covering all relevant details and handover to the reliever

Deal with emergencies

To be competent, the user/individual on the job must be able to:

PC30. identify risk and hazards specific to the assigned premises

PC31. seek support from stakeholders and other departments following established protocol

PC32. perform responsibilities as assigned as part of organisations response team Responsibilities: Advising personnel in the area of any potential threat, inactivate potential sources or fire, restrict access to the incident scene and surrounding area, take any other steps necessary to minimize any threat to health and safety, identify and isolate source to minimize product loss; coordinate further response actions with response team and local personnel; etc.

PC33. select and nominate an on-site emergency team as required for the assigned premises matching requirements and capabilities

PC34. carry out mock-drills as per instructions for fire alarm and evacuation

PC35. carry out rehearsals with the team on various emergency scenarios

PC36. report to designated superior and other agencies during an emergency promptly and accurately

PC37. secure key assets on priority at the time of an emergency

PC38. organise evacuation of the premises as per organizational procedure established

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PC39. ensure on-site reception, briefing and guidance for fire fighters, rescue workers and medical teams

PC40. ensure first aid and evacuation within available means and as per established standards

PC41. cordon off scene of crime/ incident as per established protocol

PC42. liaise with police in investigation Liaise: File complaint about the incident; provide details about location, people involved, course of events, etc; assign manpower to provide assistance; complete necessary documentation and other formalities; support by performing necessary tasks within limits of authority; etc.

PC43. record and report incidents as per organizational process

PC44. lodge complaint of incident with the police and get first information report

Carry out administration and welfare of personnel

To be competent, the user/individual on the job must be able to:

PC45. maintain information about team members with respect to personal details, training needs, leave, overtime, complaints and welfare-related issues

PC46. identify concerns/ grievances of team members and take measures to address the same in line with organisational protocol

PC47. record, report and follow-up for resolution of HR/ administration-related problems of team members with the relevant personnel from the respective functions

PC48. identify recurring grievances or grievances that have an organisational impact and intimate management

PC49. display fair and impartial practices during performance of duties

PC50. take measures to ensure health and safety of team members in workplace

PC51. identify high performers in the team using established performance parameter

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisational procedures related to visitors, material and keys management

KU2. answer to frequently asked questions about the organisation

KU3. organisations reporting procedure and designated superior Authorities for Reporting: Designated superior

KU4. material seeking entry/ exit

KU5. areas within the premises having restricted/ controlled entry

KU6. unauthorised/ prohibited items as per organisation

KU7. Organizational procedure for receipt of postal mail and couriers Postal Mail and Couriers: Letters; parcels; Fax messages and suspicious packages, Delivery of suspicious package/ parcel(s) through mail/ courier

KU8. action to be taken in case of delivery of suspicious package as per organizational process

KU9. method of securing and storing letters and packages after office hours

KU10. basic operating knowledge of security equipments in front office/ entry/ exit points

KU11. basic operating knowledge of provided communication equipment

KU12. basic operating knowledge of computers

![MEPSC - Management & Entrepreneurship and Professional Skills Council]

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KU13. procedure for carrying out operations manually

KU14. indications regarding suspicious mails and packages

KU15. procedure for dealing with irregular situations Irregular Situations: Identification documents; passes and permits - lost; expired; defaced; forged and unauthorised, Surreptitious entry; impersonation; forced entry; tailing and aggressive behaviour, Visitors Management

KU16. types of identity/ authorisation documents carried by people and vehicle Personal Identification and Authorisation Documents: Employee identity card, temporary identity card, entry permit and visitors pass, vehicle registration number

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. document instructions and task lists

GS2. document activities in a chronological order

GS3. prepare security passes

GS4. record visitor and vehicle arrival and departure and prepare passes

GS5. write in English and at least in one vernacular language

GS6. read and assimilate organizational procedures and instructions, as applicable

GS7. read identity papers and passes

GS8. read signages and notices

GS9. recognize badges of rank

GS10. speak clearly and emphatically

GS11. comprehend instructions and ask relevant queries

GS12. give clear instructions to co-workers, if required

GS13. reply to queries from visitors and guide them

GS14. ask questions from visitors

GS15. raise alarm/ make announcement/ speak over phone/ radio

GS16. take decisions pertaining to security and emergency situations endangering life & property and health & safety

GS17. report on time and take briefing

GS18. plan and organize assigned task

GS19. depute subordinates to work

GS20. leave site once relieved

GS21. manage relationships with visitors and stakeholders

GS22. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s)

GS23. identify potential risk and threats and take suitable actions

GS24. observe people, activities and movements keenly

GS25. analyze and evaluate information gathered from observation and experience, and take appropriate action

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Carry out front office duty	**14**	**12**	**-**	**-**
PC1. check authorization of visitors for entry/ visit to premises as per organisational procedures with regard to reception protocol	1	1	-	-
PC2. ensure that visitors to the premises are attended to promptly and appropriately. Appropriately: Provide access and guidance as per type of visitor and their purpose of visit; deal in a professional manner	1	1	-	-
PC3. communicate with visitors in professional manner as per organizational protocol	1	1	-	-
PC4. communicate over telephone in professional manner as per organizational protocol	1	1	-	-
PC5. answer queries about the organization promptly and within own limits of authority	1	1	-	-
PC6. direct visitors/ escort visitors to designated authority as per their purpose of visit	1	1	-	-
PC7. receive postal mail and couriers as per organisational protocol	1	1	-	-
PC8. respond in case of delivery of suspicious mail/ package as per established process Suspicious mail/package: potential IED device; wrongly addressed; without any sender information; suspicious place of origin, without stamp of postal authority etc.	1	1	-	-
PC9. deal with irregular situations arising at front office Irregular situations: irate visitor; unauthorised entry or exit; accident; unidentified personnel; improper identification documentation or permit/pass; front office personnel unable to attend to duties; etc.	1	1	-	-
PC10. take preventive actions to avoid irregular situations and seek assistance from relevant personal for the same as per organizational protocol	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. maintain personal safety and safety of others while performing front office duties	1	1	-	-
PC12. prepare passes/ permits for visitors in approved templates as per organizational guidelines	1	1	-	-
PC13. maintain basic security function-related documents accurately National Occupational Standard	1	-	-	-
PC14. report to designated superior as per procedure	1	-	-	-
Control entry and exit of materials	**5**	**3**	**-**	**-**
PC15. control material movement as per organizational procedures Material - Raw material & finished goods; supplies from vendors; machinery, samples, scrap and organisations property	1	1	-	-
PC16. check authorization for material and vehicle & personnel entry or exit to/from premises	1	1	-	-
PC17. work within the limits of responsibility	1	1	-	-
PC18. prepare various documentation related to material movement Documents - Gate pass (returnable and non-returnable), invoice, purchase order, delivery challan, any other authorisation regarding movement of stores and machinery	1	-	-	-
PC19. record and report irregularities to superior promptly	1	-	-	-
Carry out key management	**8**	**3**	**-**	**-**
PC20. check authorization of personnel drawing or depositing key(s) as per organizational procedure	1	-	-	-
PC21. ensure original and duplicate keys are stored as per organizational procedure	1	-	-	-
PC22. follow appropriate key labeling system as per organizational procedure	1	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. carry out key issue and deposit documentation accurately Documents - Keys drawing and deposit ledger, key handling authorisation, lock and key inventory, incident reporting ledger	2	-	-	-
PC24. ensure security of key panels by implementing approved processes for the same	1	1	-	-
PC25. record and report irregular situations with regard to key management promptly Irregular Situations - Loss of keys, late deposit of keys, copying of keys, damage to keys, expiry of authorisation to draw/ deposit keys, tampering with key holding panels	2	2	-	-
Supervise securityunit operations	**4**	**5**	**-**	**-**
PC26. observe and report about the standard of response of security personnel and stakeholders	1	1	-	-
PC27. communicate with superiors/ team members and other stakeholders as per organizational protocol	1	1	-	-
PC28. maintain own grooming and behaviour in line with organsiational and professional standards	1	1	-	-
PC29. prepare comprehensive shift report covering all relevant details and handover to the reliever	1	2	-	-
Deal with emergencies	**11**	**21**	**-**	**-**
PC30. identify risk and hazards specific to the assigned premises	1	1	-	-
PC31. seek support from stakeholders and other departments following established protocol	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC32. perform responsibilities as assigned as part of organisations response team Responsibilities: Advising personnel in the area of any potential threat, inactivate potential sources or fire, restrict access to the incident scene and surrounding area, take any other steps necessary to minimize any threat to health and safety, identify and isolate source to minimize product loss; coordinate further response actions with response team and local personnel; etc.	1	1	-	-
PC33. select and nominate an on-site emergency team as required for the assigned premises matching requirements and capabilities	1	-	-	-
PC34. carry out mock-drills as per instructions for fire alarm and evacuation	1	2	-	-
PC35. carry out rehearsals with the team on various emergency scenarios	1	2	-	-
PC36. report to designated superior and other agencies during an emergency promptly and accurately	1	1	-	-
PC37. secure key assets on priority at the time of an emergency	1	1	-	-
PC38. organise evacuation of the premises as per organizational procedure established	1	2	-	-
PC39. ensure on-site reception, briefing and guidance for fire fighters, rescue workers and medical teams	1	1	-	-
PC40. ensure first aid and evacuation within available means and as per established standards	1	1	-	-
PC41. cordon off scene of crime/ incident as per established protocol	-	2	-	-
PC42. liaise with police in investigation Liaise: File complaint about the incident; provide details about location, people involved, course of events, etc; assign manpower to provide assistance; complete necessary documentation and other formalities; support by performing necessary tasks within limits of authority; etc.	-	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC43. record and report incidents as per organizational process	-	2	-	-
PC44. lodge complaint of incident with the police and get first information report	-	2	-	-
Carry out administration and welfare of personnel	**-**	**11**	**-**	**-**
PC45. maintain information about team members with respect to personal details, training needs, leave, overtime, complaints and welfare-related issues	-	2	-	-
PC46. identify concerns/ grievances of team members and take measures to address the same in line with organisational protocol	-	1	-	-
PC47. record, report and follow-up for resolution of HR/ administration-related problems of team members with the relevant personnel from the respective functions	-	2	-	-
PC48. identify recurring grievances or grievances that have an organisational impact and intimate management	-	1	-	-
PC49. display fair and impartial practices during performance of duties	-	2	-	-
PC50. take measures to ensure health and safety of team members in workplace	-	2	-	-
PC51. identify high performers in the team using established performance parameter	-	1	-	-
NOS Total	**42**	**55**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7202
NOS Name	Carry out job-specific security duties
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	23/11/2021
NSQC Clearance Date	09/04/2018

MEP/N7203: Process lost and found property

Description

This unit deals in detail with how security personnel deal with lost and found property as per the specified standards.

Elements and Performance Criteria

Process lost property

To be competent, the user/individual on the job must be able to:

PC1. obtain information or report of lost property directly from complainant or superiors

PC2. record details of lost property as per organisations procedures and guidelines

PC3. seek additional information, on lost property, from complainant if required Additional Information: Details surfacing after investigation, relevant details not provided by the claimant

PC4. inform superior, on lost property complaints, as per procedure and timelines

PC5. take approved action, within area of responsibility to recover lost property as per organisational procedure

PC6. handle and store information relating to lost property confidentially and as per organisational procedures

Process found property

To be competent, the user/individual on the job must be able to:

PC7. receive found property and handle it in line with organisations policies andprocedures

PC8. record details of found property as per organisations procedures and guidelines

PC9. inform superior, about found property, as per procedure and timelines

PC10. dentify and contact, where possible, the owner of the property

PC11. establish the identity of the claimant to the found property Identity of claimant: to be supported by valid identity documentation

PC12. seek additional information as required to establish ownership Additional information: Details about the found property, location where it was lost, day/time when it was lost, ownership proof if the property is very valuable, etc.

PC13. release the found property to the owner, based on organisational norms

PC14. store, retrieve and update information relating to found property confidentially and as per organisational procedure

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisation's procedures and any other specific instructions for dealing with lost property

KU2. the limits of role/ responsibility to deal with lost/ found property

KU3. reporting and processing process regarding found property

KU4. process of organising immediate search to recover lost property

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KU5. necessary documentation for recording information on a lost/ found property Documentation: Complaint from complainant, Details of incident, Details of property, Archive/ footage from surveillance systems, Lost & found ledger, Receipt obtained from claimant

KU6. list of valid identification proof documents relating to claimants of found property

KU7. use of CCTV footage to reconstruct events

KU8. process of maintaining confidentiality of the information

KU9. method of handling found property

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. document instructions and task lists

GS2. record details of lost and found property as per organisational procedure inrelevant template

GS3. write in English and at least in one vernacular language

GS4. read and assimilate organizational procedures and instructions, as applicable

GS5. read identity papers and authorizations

GS6. read signages and notices

GS7. recognize badges of rank

GS8. speak clearly and emphatically

GS9. comprehend instructions and ask relevant queries

GS10. give clear instructions to co-workers, if required

GS11. reply to queries from visitors and guide them

GS12. ask questions from visitors

GS13. raise alarm/ make announcement/ speak over phone/ radio

GS14. take decisions pertaining to security and emergency situations endangering life & property and health & safety

GS15. report on time and take briefing

GS16. plan and organize assigned task

GS17. depute subordinates to work

GS18. leave site once relieved

GS19. manage relationships with visitors and stakeholders

GS20. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s)

GS21. identify potential risk and threats and take suitable actions

GS22. observe people, activities and movements keenly

GS23. analyze and evaluate information gathered from observation and experience, and take appropriate action

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Process lost property	**6**	**6**	-	-
PC1. obtain information or report of lost property directly from complainant or superiors	1	1	-	-
PC2. record details of lost property as per organisations procedures and guidelines	1	1	-	-
PC3. seek additional information, on lost property, from complainant if required Additional Information: Details surfacing after investigation, relevant details not provided by the claimant	1	1	-	-
PC4. inform superior, on lost property complaints, as per procedure and timelines	1	1	-	-
PC5. take approved action, within area of responsibility to recover lost property as per organisational procedure	1	1	-	-
PC6. handle and store information relating to lost property confidentially and as per organisational procedures	1	1	-	-
Process found property	**9**	**4**	-	-
PC7. receive found property and handle it in line with organisations policies andprocedures	1	-	-	-
PC8. record details of found property as per organisations procedures and guidelines	2	1	-	-
PC9. inform superior, about found property, as per procedure and timelines	1	-	-	-
PC10. dentify and contact, where possible, the owner of the property	1	-	-	-
PC11. establish the identity of the claimant to the found property Identity of claimant: to be supported by valid identity documentation	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. seek additional information as required to establish ownership Additional information: Details about the found property, location where it was lost, day/time when it was lost, ownership proof if the property is very valuable, etc.	-	-	-	-
PC13. release the found property to the owner, based on organisational norms	1	1	-	-
PC14. store, retrieve and update information relating to found property confidentially and as per organisational procedure	2	1	-	-
NOS Total	**15**	**10**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7203
NOS Name	Process lost and found property
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	23/11/2021
NSQC Clearance Date	09/04/2018

MEP/N7204: Supervise security escort duties

Description

This unit deals in detail with organizing of security escort duties as per the specified standards.

Elements and Performance Criteria

Supervise vehicle escort duties

To be competent, the user/individual on the job must be able to:

PC1. ensure that appropriate personal safety gear, equipment/ aids, documents, and weapon & ammunition are used as per organizational procedure Safety, Security Equipment and Aid: In-built safety features of the vehicle, personal protective equipment, weapon and ammunition, baton, communication equipment, fire extinguisher, torch, distress alarm, first-aid kit, route map, contact details

PC2. obtain all relevant duty details and task-related briefing from designated superior

PC3. co-ordinate with the transport supervisor/ provider for suitable vehicle(s) Coordinate: Contact transport personnel and inform about requirement of a particular type of vehicle and the timings; check the vehicle as per the requirement; follow-up and escalate with transport personnel to meet deadlines; etc.

PC4. co-ordinate with the driver of the vehicle Coordinate: Contact driver and inform about requirement and the importance of the impending assignment on a timely basis; provide clarification where required regarding duty details; follow-up to ensure work targets are met; etc.

PC5. approve driver and escort for escort duty after ensuring they follow prescribed fitness standards for the same

PC6. approve vehicle for escort duty after ensuring they follow prescribed fitness standards for the same

PC7. provide complete briefing to escort regarding escort duty and the potential threat/ risks Threat/ Risks: Road accident, vehicle breakdown, medical emergencies, potential criminal/miscreant action, fire accidents

PC8. maintain communication with escort as per instructions

PC9. respond promptly and as per organizational protocol to communication received from vehicle/escort enroute

PC10. record and report incidents occurring in line of duty as per organisational procedures

PC11. instruct escort to disengage from escalated situation before it escalates beyond control

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. escort task-related details Task-related Details: Team composition, route, halts, alternate routes, time taken, principal/ employees (male/female) being escorted

KU2. necessary weapon and ammunition, safety gear, equipment/ aids and their method of use

KU3. threat/ risks associated with vehicle escort duty

KU4. communication protocol with designated superior/ concerned agencies and their contact details Concerned Agencies: Controlling headquarter/ superiors, police, ambulance service, road patrol, hospital services

KU5. organizational procedures for dealing with security situations

KU6. reporting and recording procedure and formats

KU7. route chart including alternate and emergency routes, halts, bottle-necks etc.

KU8. security and safety requirements for security escort duty

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. document instructions and task lists

GS2. write in English and at least in one vernacular language

GS3. read and assimilate organizational procedures and instructions, as applicable

GS4. speak clearly and emphatically

GS5. comprehend instructions and ask relevant queries

GS6. give clear briefing and instructions to escort or driver of escort vehicle

GS7. reply to queries from superiors and clients and guide them

GS8. ask questions from superiors and clients to obtain clarity over information

GS9. raise alarm/ make announcement/ speak over phone/ radio

GS10. take decisions pertaining to security and emergency situations endangering life & property and health & safety

GS11. report on time and take briefing

GS12. plan and organize assigned task

GS13. depute subordinates to work

GS14. leave site once relieved

GS15. manage relationships with visitors and stakeholders

GS16. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s)

GS17. identify potential risk and threats and take suitable actions

GS18. observe people, activities and movements keenly

GS19. analyze and evaluate information gathered from observation and experience, and take appropriate action

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Supervise vehicle escort duties	**15**	**10**	**-**	**-**
PC1. ensure that appropriate personal safety gear, equipment/ aids, documents, and weapon & ammunition are used as per organizational procedure Safety, Security Equipment and Aid: In-built safety features of the vehicle, personal protective equipment, weapon and ammunition, baton, communication equipment, fire extinguisher, torch, distress alarm, first-aid kit, route map, contact details	1	-	-	-
PC2. obtain all relevant duty details and task-related briefing from designated superior	1	1	-	-
PC3. co-ordinate with the transport supervisor/ provider for suitable vehicle(s) Coordinate: Contact transport personnel and inform about requirement of a particular type of vehicle and the timings; check the vehicle as per the requirement; follow-up and escalate with transport personnel to meet deadlines; etc.	1	1	-	-
PC4. co-ordinate with the driver of the vehicle Coordinate: Contact driver and inform about requirement and the importance of the impending assignment on a timely basis; provide clarification where required regarding duty details; follow-up to ensure work targets are met; etc.	1	1	-	-
PC5. approve driver and escort for escort duty after ensuring they follow prescribed fitness standards for the same	2	1	-	-
PC6. approve vehicle for escort duty after ensuring they follow prescribed fitness standards for the same	1	1	-	-
PC7. provide complete briefing to escort regarding escort duty and the potential threat/ risks Threat/ Risks: Road accident, vehicle breakdown, medical emergencies, potential criminal/miscreant action, fire accidents	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC8. maintain communication with escort as per instructions	1	1	-	-
PC9. respond promptly and as per organizational protocol to communication received from vehicle/escort enroute	2	-	-	-
PC10. record and report incidents occurring in line of duty as per organisational procedures	2	1	-	-
PC11. instruct escort to disengage from escalated situation before it escalates beyond control	2	1	-	-
NOS Total	**15**	**10**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7204
NOS Name	Supervise security escort duties
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	23/11/2021
NSQC Clearance Date	09/04/2018

MEP/N7205: Supervise access control to the assigned premises

Description

This unit deals in detail with carrying out access control to the assigned premises, manually or assisted by equipment in line with organisational procedures and guidelines.

Elements and Performance Criteria

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 Category of People and Vehicles: Employee (staff, permanent, temporary, contract, support staff, intern/ apprentices and trainees); Visitors (customers, vendors, regulatory officials, union, community leaders and public); Vehicles (light, heavy & specialist vehicles of company, employees, visitors, essential & emergency services and government officials)

PC2. check and prevent entry to and exit of people/ vehicles/ material without valid authorisation as per organisational process

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 before providing them permission to exit

PC6. check relevant documents for movement of goods/ materials Documents for material movement: Gate pass (returnable and nonreturnable), invoice, purchase order, delivery challan, any other authorisation regarding movement of stores and machinery

PC7. inform the correct department promptly on arrival of consignments

PC8. handle different situations faced during access control operations as per organisational procedures Situations faced during access control operations: Identification documents, passes and permits - lost, expired, defaced, forged and unauthorised Surreptitious entry, impersonation, forced entry, tailing, queue and crowd and aggressive behaviour, vehicular traffic, communication, visitors expecting/ demanding preferential treatment

PC9. maintain basic security registers as per instructions

PC10. report all irregularities to superiors promptly

Use access control equipment

To be competent, the user/individual on the job must be able to:

PC12. operate access control equipment in accordance with laid down procedures Access Control Equipment: Gates, bollards and barriers, Turnstile, locks, electronically operated systems - access card, biometrics and attendance recorder

PC13. check and report functioning/ malfunctioning of access control equipment

PC14. respond to signals from access control equipment as per organisational process

PC15. carry out access control operations manually in case of a breakdown

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisational procedures related to access control operations

KU2. organisational reporting procedure

KU3. people debarred entry in the organisation

KU4. areas within the premises having restricted/ controlled entry

KU5. organisational procedure for receipt of postal mail and couriers Postal Mail and Couriers: Letters; parcels; Fax messages and suspicious packages, Delivery of suspicious package/ parcel(s) through mail/ courier

KU6. modus operandi of people/ criminals for gaining entry/exit from the premises

KU7. basic knowledge of access control equipment installed in the premises

KU8. types of identity/ authorisation documents carried by people, vehicle and material seeking entry/ exit Personal Identification and Authorisation Documents: Employees identity card, temporary identity card, entry permit and visitors pass, vehicle registration number

KU9. capability and limitations of the access control equipment in use

KU10. common faults occurring in the access control equipment

KU11. procedure for carrying out access control operations manually

KU12. how to read and write

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. document instructions and task lists

GS2. document activities in a chronological order

GS3. prepare security passes

GS4. record visitor and vehicle arrival and departure and prepare passes

GS5. write in English and at least in one vernacular language

GS6. read and assimilate organizational procedures and instructions, as applicable

GS7. read identity papers and passes

GS8. read signages and notices

GS9. recognize badges of rank

GS10. speak clearly and emphatically

GS11. comprehend instructions and ask relevant queries

GS12. give clear instructions to co-workers, if required

GS13. reply to queries from visitors and guide them

GS14. ask questions from visitors

GS15. raise alarm/ make announcement/ speak over phone/ radio

GS16. take decisions pertaining to security and emergency situations endangering life & property and health & safety

GS17. report on time and take briefing

GS18. plan and organize assigned task

GS19. depute subordinates to work

GS20. leave site once relieved

GS21. manage relationships with visitors and stakeholders

GS22. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s)

GS23. identify potential risk and threats and take suitable actions

GS24. observe people, activities and movements keenly

GS25. analyze and evaluate information gathered from observation and experience, and take appropriate action

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Control entry and exit from premises	**24**	**9**	**-**	**-**
PC1. establish identity, purpose and authorisation of different categories of people/ vehicles/ material seeking to enter or exit from the premises Category of People and Vehicles: Employee (staff, permanent, temporary, contract, support staff, intern/ apprentices and trainees); Visitors (customers, vendors, regulatory officials, union, community leaders and public); Vehicles (light, heavy & specialist vehicles of company, employees, visitors, essential & emergency services and government officials)	3	1	-	-
PC2. check and prevent entry to and exit of people/ vehicles/ material without valid authorisation as per organisational process	2	2	-	-
PC3. direct visitors to designated areas and inform concerned staff/ department	2	1	-	-
PC4. prepare passes/ permits for people/ vehicles entering the premises	2	1	-	-
PC5. collect passes/ permits from people/ vehicles exiting the premises before providing them permission to exit	3	-	-	-
PC6. check relevant documents for movement of goods/ materials Documents for material movement: Gate pass (returnable and nonreturnable), invoice, purchase order, delivery challan, any other authorisation regarding movement of stores and machinery	2	1	-	-
PC7. inform the correct department promptly on arrival of consignments	2	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC8. handle different situations faced during access control operations as per organisational procedures Situations faced during access control operations: Identification documents, passes and permits - lost, expired, defaced, forged and unauthorised Surreptitious entry, impersonation, forced entry, tailing, queue and crowd and aggressive behaviour, vehicular traffic, communication, visitors expecting/ demanding preferential treatment	2	2	-	-
PC9. maintain basic security registers as per instructions	3	-	-	-
PC10. report all irregularities to superiors promptly	3	-	-	-
Use access control equipment	**10**	**2**	**-**	**-**
PC12. operate access control equipment in accordance with laid down procedures Access Control Equipment: Gates, bollards and barriers, Turnstile, locks, electronically operated systems - access card, biometrics and attendance recorder	3	-	-	-
PC13. check and report functioning/ malfunctioning of access control equipment	3	-	-	-
PC14. respond to signals from access control equipment as per organisational process	2	1	-	-
PC15. carry out access control operations manually in case of a breakdown	2	1	-	-
NOS Total	**34**	**11**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7205
NOS Name	Supervise access control to the assigned premises
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	23/11/2021
NSQC Clearance Date	09/04/2018

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.

2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.

4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(**Please note**: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
MEP/N7101.Perform security tasks in accordance with basic security practices	19	28	-	-	47	7
MEP/N7102.Conform to regulatory and legal requirements governing security tasks	25	15	-	-	40	3
MEP/N7103.Provide guarding service to people, property and premises	33	50	-	-	83	12
MEP/N7105.Carry out screening and search activities to maintain security	15	20	-	-	35	6
MEP/N7106.Control parking in designated areas	12	17	-	-	29	4
MEP/N7108.Maintain health and safety	20	45	-	-	65	6
MEP/N7109.Security in commercial deployments	16	25	-	-	41	6
MEP/N7110.Perform security tasks in industrial deployments	16	25	-	-	41	6
MEP/N7111.Project positive image of self and the organisation	24	35	-	-	59	6

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
MEP/N7201.Supervise a security unit	40	60	-	-	100	17
MEP/N7202.Carry out job-specific security duties	42	55	-	-	97	10
MEP/N7203.Process lost and found property	15	10	-	-	25	5
MEP/N7204.Supervise security escort duties	15	10	-	-	25	6
MEP/N7205.Supervise access control to the assigned premises	34	11	-	-	45	6
Total	**326**	**406**	**-**	**-**	**732**	**100**

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Glossary

Sector	Sector is a conglomeration of different business operations having similar business 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.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) 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 (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications 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 verify that this is the appropriate OS they are looking for.
Scope	Scope is a 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 quality of performance required.

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.