



QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR PRIVATE SECURITY INDUSTRY

What are Occupational Standards(OS)?

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

Contact Us:

Security Sector Skill
Development Council,
305, 3rd Floor, DLF City
Court, Sikanderpur,
MG Road, Gurgaon-
122002, Haryana, India
Phone: 0124- 4937450
E-mail:

principal.sga@sssdcc.in



Contents

1. Introduction and Contacts.....	1
2. Qualifications Pack.....	2
3. Glossary of Key Terms.....	3
4. OS Units.....	5
5. Annexure: Nomenclature for QP & OS.....	60
6. Assessment Criteria.....	62

Introduction

Qualifications Pack - Unarmed Security Guard

SECTOR/S: PRIVATE SECURITY

SUB-SECTOR:

1. Commercial
2. Industrial

OCCUPATION: Guarding

REFERENCE ID: SSS/Q0101

ALIGNED TO: NCO-2015/ 5414.0501

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

Personal Attributes: An Unarmed Security Guard needs to bear a good moral character, pleasing deportment, healthy habits and good grooming in addition to being physically fit, mentally robust, intelligent, committed and proficient. The role requires effective communication. The Guard's presence needs to generate confidence in perilous situations.



Qualifications Pack for Unarmed Security Guard



Job Details	Qualifications Pack Code	SSS/Q0101		
	Job Role	Unarmed Security Guard (Applicable for National Scenarios)		
	Credits	TBD	Version number	1.0
	Sector	Private Security	Drafted on	20/02/2013
	Sub-sector	1. Commercial 2. Industrial	Last reviewed on	24/11/2017
	Occupation	Guarding	Next review date	23/11/2021
	NSQC Clearance on			

Job Role	Unarmed Security Guard
Role Description	To guard designated premises and people by manning the first tier of protection aided by appropriate security devices/equipment. The core responsibility includes guarding against theft, criminal acts, emergencies, fire and other contingencies.
NSQF level	4
Minimum Educational Qualifications	08 th standard passed
Maximum Educational Qualifications	NA
Prerequisite License or Training	160 hours of training according to Private Security Agencies (Regulation) Act-2005 requirements
Minimum Job Entry Age	18 Years
Experience	NA
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> 1. SSS/N0101 Perform security tasks in accordance with basic security practices 2. SSS/N0102 Conform to regulatory and legal requirements governing security tasks 3. SSS/N0103 Provide guarding service to people, property and premises 4. SSS/N0104 Control access to the assigned premises 5. SSS/N0105 Carry out screening and search activities to maintain security 6. SSS/N0106 Control parking in designated areas 7. SSS/N0107 Provide security escort 8. SSS/N0108 Maintain health and safety 9. SSS/N0109 Perform security tasks in commercial deployments 10. SSS/N0110 Perform security tasks in industrial deployments 11. SSS/N0111 Project positive image of self and the organisation
Performance Criteria	As described in the relevant OS units



Qualifications Pack for Unarmed Security Guard



Keywords /Terms	Description
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.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or an area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-function	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an 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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (OS)	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.
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.
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.



Qualifications Pack for Unarmed Security Guard



Knowledge and Understanding	Knowledge and understanding 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	Core skills or generic skills 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.

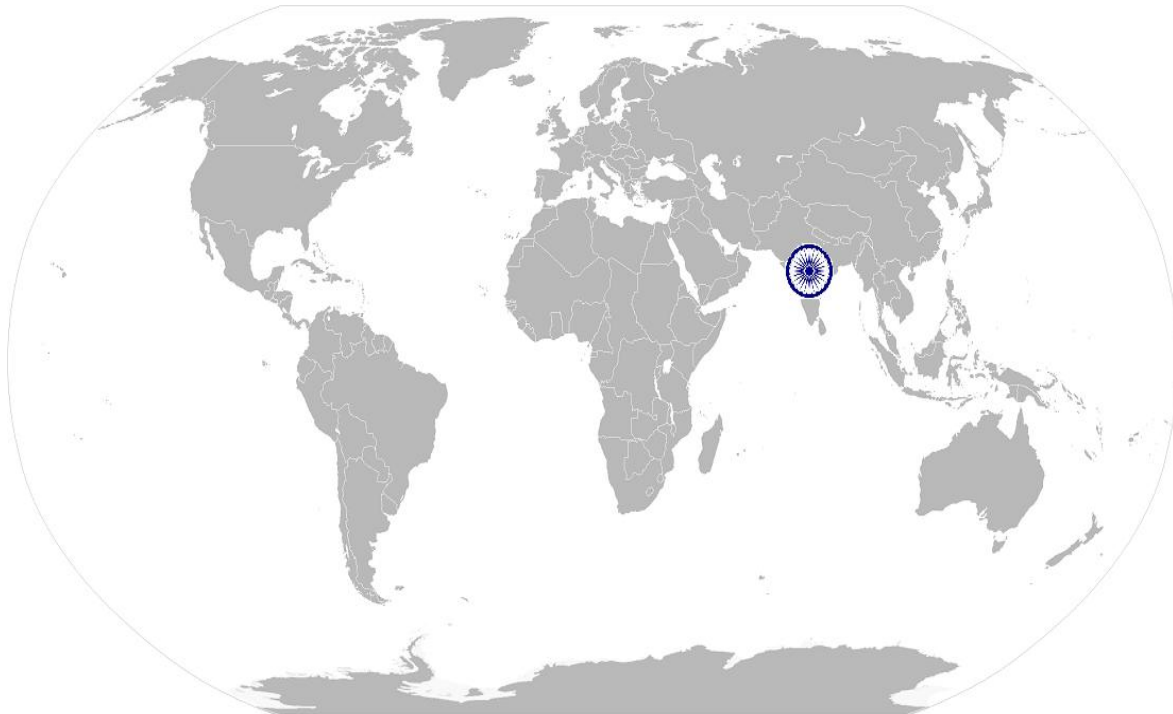
Acronyms

Keywords /Terms	Description
BSF	Border Security Force
CISF	Central Industrial Security Force
CRPF	Central Reserve Police Force
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
OS	Occupational Standard(s)
PSARA	The Private Security Agencies Regulation Act 2005
QP	Qualifications Pack
RPF	Railway Protection Force



SSS/N0101 Perform security tasks in accordance with basic security practices

National Occupational Standard



Overview

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



SSS/N0101 Perform security tasks in accordance with basic security practices

National Occupational Standard	Unit Code	SSS/N0101
	Unit Title (Task)	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: <ul style="list-style-type: none"> Carry out assigned security tasks
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Carry out assigned security tasks	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. carry out assigned security duties in line with procedures and instructions</p> <p>PC2. respond to risks and threats as per organisational and legal protocols Risks and Threats: Unauthorised entry, trespass, aggressive and drunken behaviour, loitering, littering, eve teasing, molestation, robbery; theft; pilferage and shoplifting, violence and assault, murder, suicide kidnapping, public demonstrations; labour unrest and crowd control</p> <p>PC3. respond to hazards and emergencies as per organisational policies and procedures</p> <p>PC4. report accurately and clearly, conveying relevant information as per organisational policies, procedures and templates</p> <p>PC5. provide accurate information and access to premises, records and other resources to the police as per organisation protocol</p> <p>PC6. identify rank by recognising the badge of rank of police and military personnel</p> <p>PC7. identify various arms commonly used by the police and perpetrators</p> <p>PC8. identify improvised explosive devices as per established protocol</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company /organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. organisational procedures and reporting systems within the organization and workplace</p>
	B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. current rules and regulations relevant to Private Security Agencies Regulation: eg. Private Security Agencies (Regulation) Act – 2005, etc.</p> <p>KB2. importance of security for society, institutions, corporate and individuals</p> <p>KB3. risks and threats to society, corporate and other organisations or institutions</p> <p>KB4. organisations provided with the authority and responsibilities towards security of the public/society</p> <p>Security Organizations: Armed Forces - Army; Navy; Air Force, Central Armed Police Forces - CISF; CRPF; BSF; RPF, Civil Police</p>



SSS/N0101 Perform security tasks in accordance with basic security practices

	<p>KB5. organisation of the private security sector</p> <p>KB6. different domains of the private security sector Private Security Sector: Commercial and industrial domains</p> <p>KB7. role of private security sector Role of Private Security Sector: To provide guarding services to society; commerce and industry, to assist law enforcement agencies</p> <p>KB8. types of hazards, accidents, disasters and emergencies Hazards/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</p> <p>KB9. organisations dealing with hazards, accidents, disasters and emergencies</p> <p>KB10. different types of arms commonly used by police and perpetrators Arms: Gun; rifle; pistol; revolver, bomb; grenade; improvised explosive device; explosive material, knife; sword; spear; baton; lathi</p> <p>KB11. types of improvised explosive devices, their features and the established protocol for identifying them</p> <p>KB12. badges of rank in police and military</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document instructions and prepare task lists accurately and clearly</p> <p>SA2. document activities in a chronological order</p> <p>SA3. prepare security passes accurately and clearly</p> <p>SA4. record visitor and vehicle arrival and departure accurately and clearly</p> <p>SA5. write at least in one vernacular language</p>
	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA6. read and assimilate correctly organizational procedures and instructions, as applicable</p> <p>SA7. read identity papers and passes accurately</p> <p>SA8. read signage and notices to interpret them accurately</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA9. speak clearly to communicate effectively</p> <p>SA10. ask relevant queries to comprehend instructions</p> <p>SA11. give clear instructions to co-workers</p> <p>SA12. reply to queries from visitors and guide them accurately and clearly</p> <p>SA13. ask relevant questions from visitors in the correct tone of voice</p> <p>SA14. raise alarm and warn others clearly, emphatically and accurately</p> <p>SA15. make announcements directly to audiences, speak over phone/ radio clearly and accurately</p>



SSS/N0101 Perform security tasks in accordance with basic security practices

B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. 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
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. plan activities in order to report on time for briefings and duty SB3. plan and organize assigned task in order to perform it effectively and efficiently as per instructions SB4. ensure guard post is not left until relieved from duty
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. work and communicate in a manner such that positive relationships are established with visitors and other stakeholders
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. state the problem and relevant considerations, list and evaluate the possible solution(s) and select a best possible solution(s) to achieve desired outcome
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. identify potential risk and threats and take suitable actions in order to reduce or mitigate these SB8. observe people, activities and movements keenly to identify risks and threats
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB9. 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



SSS/N0101 Perform security tasks in accordance with basic security practices

NOS Version Control

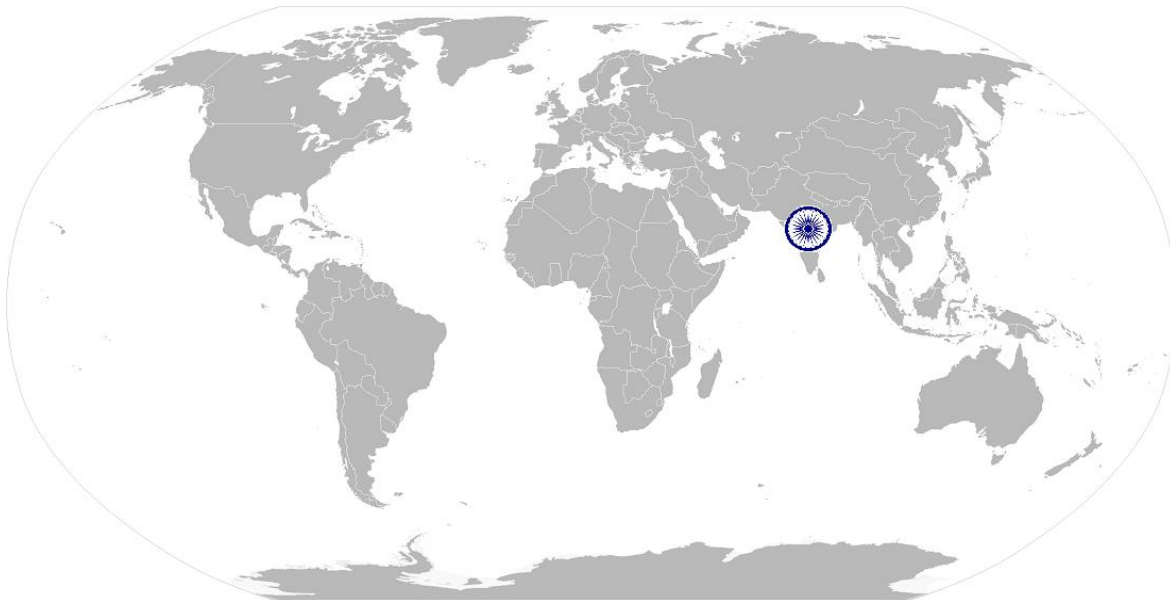
NOS Code	SSS/N0101		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	20/02/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	24/11/2017
Occupation	Guarding	Next review date	23/11/2021





SSS/N0102 Conform to regulatory and legal requirements governing security tasks

National Occupational Standard



Overview

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



SSS/N0102 Conform to regulatory and legal requirements governing security tasks

Unit Code	SSS/N0102
Unit Title (Task)	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: <ul style="list-style-type: none"> Carry out security duties with in basic legal provisions
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Carry out security duties with in basic legal provisions	To be competent, the user / individual on the job must be able to: <ul style="list-style-type: none"> PC1. carry out tasks relevant to the role while complying with basic regulatory and legal provisions applicable to the role and tasks Regulatory and legal Provisions: The Indian Penal Code-1860, The Code of Criminal Procedure- 1973, The Arms Act- 1959, Human Rights Act – 1993, Explosive Act- 1884 and The Explosive Substances Act- 1908, Private Security Agencies Regulation Act – 2005, The Private Security Agencies Central Model Rules – 2006 PC2. work within rules and regulations governing employment terms and conditions and discuss the same with employer where required Rules and regulations: Employees' Provident Funds, Employees' Pension Scheme- 1995, Minimum Wages Act, 1948 and Central Rules- 1950, Working hours, leave, minimum wage, Employee's State Insurance PC3. obtain clarity in case of lack of understanding from the appropriate source PC4. note offences and security violations and report to superiors/ police PC5. provide information, access and materials for investigations by following organisational and legal protocols while dealing with police, seniors, media and other authorities, within limits of own authority PC6. give evidence accurately and clearly, when required, in court
Knowledge and Understanding (K)	
C. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. responsibilities and limitations of assigned role and tasks KA2. concerned personnel to be contacted for necessary clarifications relevant to the type of information required KA3. organisational and legal procedures to be followed in situations having legal implications
D. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. correct procedures and considerations for reporting and recording of events KB2. procedure for co-operating with investigations and relevant authorities KB3. difference between legal and illegal activities KB4. legal implication of assigned role and tasks KB5. process to lodge complaints and first information report and assistance to others for doing the same KB6. method of giving evidence in court



SSS/N0102 Conform to regulatory and legal requirements governing security tasks

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. document instructions and prepare task lists clearly and accurately SA2. write a complaint/ statement clearly and accurately SA3. prepare security passes accurately and clearly SA4. record visitor and vehicle arrival and departure clearly and accurately SA5. write clearly and accurately at least in one vernacular language
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA6. read and assimilate correctly organizational procedures and instructions, as applicable SA7. read identity papers and passes accurately SA8. read signage and notices accurately SA9. read documents to interpret them correctly, before signing
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA10. speak clearly to communicate effectively SA11. ask relevant queries to comprehend instructions correctly SA12. give clear instructions to co-workers SA13. reply to queries from visitors and guide them accurately and clearly SA14. raise alarm and warn others clearly, emphatically and accurately SA15. make announcements directly to audiences, speak over phone/ radio clearly and accurately
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. 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
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. plan activities in order to report on time for briefings and duty SB3. plan and organize assigned task in order to perform it effectively and efficiently as per instructions SB4. ensure guard post is not left until relieved from duty
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. work and communicate in a manner such that positive relationships are established with visitors and other stakeholders
	Problem Solving



SSS/N0102 Conform to regulatory and legal requirements governing security tasks

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. state the problem and relevant considerations, list and evaluate the possible solution(s) and select a best possible solution(s) to achieve desired outcome</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Identify potential risk and threats and take suitable actions in order to reduce or mitigate these</p> <p>SB8. observe people, activities and movements keenly to identify risks and threats</p>
	Critical Thinking
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB9. 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</p>





SSS/N0102 Conform to regulatory and legal requirements governing security tasks
NOS Version Control

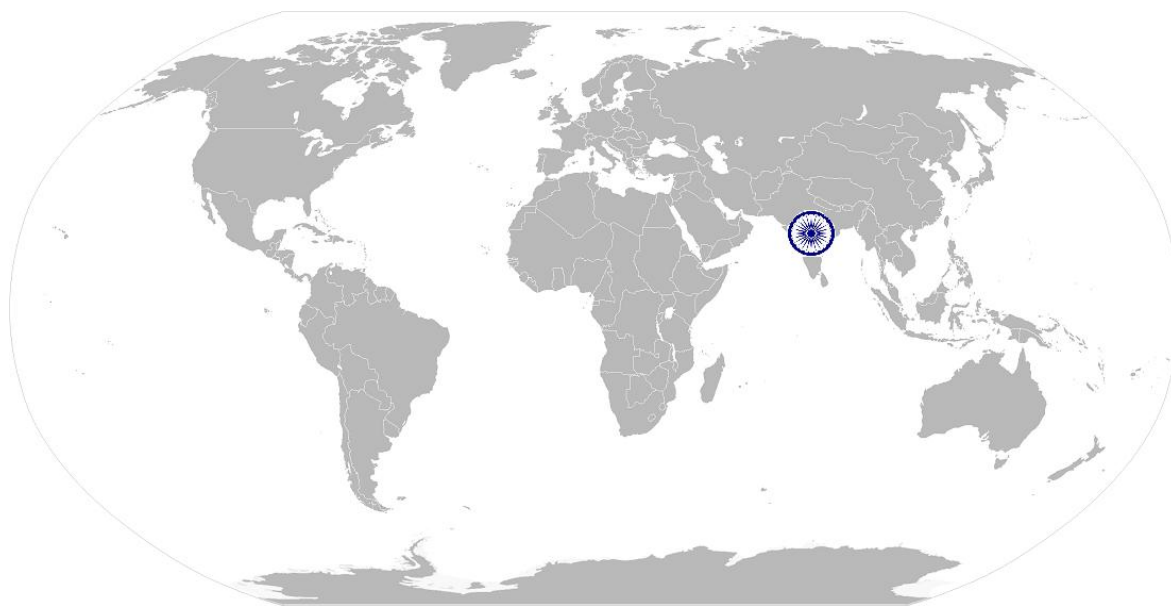
NOS Code	SSS/N0102		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	20/02/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	24/11/2017
Occupation	Guarding	Next review date	23/11/2021





SSS/N0103 Provide guarding service to people, property and premises

National Occupational Standard



Overview

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



SSS/N0103 Provide guarding service to people, property and premises

National Occupational Standard	Unit Code	SSS/N0103
	Unit Title (Task)	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	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> Guard people, property and premises Carry out search of designated premises
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Guard people, property and premises	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. familiarise oneself with the area of one's responsibility familiarise: identify premises scope and type, layout, assets or property, hazards, entry and exit points, etc.</p> <p>PC2. guard people, property and premises as per site instructions</p> <p>PC3. identify various categories of people who need guarding Categories of people: People who may enter or exit from the premises- staff; residents; workers; visitors; officials; vendors; service providers; general public</p> <p>PC4. identify various types of property that needs security Types of property: Movable and immovable; secured and unsecured</p> <p>PC5. restate work instructions received at briefings clearly, stating expectations of performance accurately, and ask clarifying questions where unclear</p> <p>PC6. carry out guarding and observation tasks attentively and effectively Guarding and observation: Assume charge of a designated post, observe activities in the area of responsibility by day or night</p> <p>PC7. identify types of patrolling required and necessary tasks required to carry out patrolling activities effectively</p> <p>PC8. patrol designated premises effectively as per instructions</p> <p>PC9. use security equipment as per organisational and manufacturer guidelines, to carry out security tasks effectively Security Equipment: For surveillance, screening and search, communication, safety</p> <p>PC10. report and respond to security breaches as per organisational procedures, in a timely manner, clearly and accurately Security breaches: Intrusion, trespass, violence and crime against people, property and premises</p> <p>PC11. maintain basic security registers and records accurately, in an up-to-date and timely manner</p>
	Carry out search of designated premises	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC12. carry out required searches of premises and properties as per instructions</p> <p>PC13. caution others in a timely and effective manner and report risks, threats and</p>



SSS/N0103 Provide guarding service to people, property and premises

	<p>hazards during the search</p> <p>Risks, Threats and Hazards: Situations arising from various crimes, incidents, accidents, emergencies and natural or manmade causes</p> <p>PC14. liaise with other authorised search parties in the premises effectively</p> <p>PC15. detain suspect(s) during the search as per organisational and legal guidelines and procedures and report to superior immediately</p> <p>PC16. prevent tampering of evidence and reports by taking necessary precautions</p> <p>PC17. maintain personal safety at all times when at work</p> <p>PC18. maintain constant communication during search with relevant authorities and seniors</p> <p>PC19. report incident details to superiors in an accurate and timely manner, communicating all relevant details</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. general awareness of premises and neighbourhood</p> <p>KA2. organisational procedures with respect to security of people, property and premises</p> <p>KA3. organisational reporting/ debriefing procedure</p> <p>Reporting: routine and emergency reporting to colleagues; seniors; police; emergency services, reporting verbally/ in writing or over telephone/ mobile/ walkie-talkie</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KA4. various types of premises</p> <p>Types of premises: Walled; fenced; gated; covered; open; guarded; unguarded; watch tower</p> <p>KA5. methods of assigned guarding, monitoring and patrolling activities</p> <p>KA6. types of patrol</p> <p>KA7. preparation, composition and briefing, means of movement and equipment for patrolling</p> <p>KA8. correct response to likely risks and threats at the place of duty</p> <p>KA9. means of available communication in a security environment</p> <p>KA10. basic registers maintained for various security purposes</p> <p>KA11. correct use of security equipment</p> <p>KA12. correct use of communication equipment</p> <p>KA13. elements of effective communication used in security work</p> <p>KA14. Effective Communication: written and spoken language skills, use of telephone; mobile and walkie-talkie, ability to communicate with visitors; employees; team members and superiors</p> <p>KA15. type of Emergencies occurring in the industry</p> <p>KA16. Emergencies: accidents, medical and fire incident</p>
Skills (S)	
A. Core Skills/	Writing Skills



SSS/N0103 Provide guarding service to people, property and premises

Generic Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document instructions and prepare task lists accurately and clearly Documents: for people, vehicle, material, incident reporting and other forms and formats</p> <p>SA2. document activities in a chronological order</p> <p>SA3. prepare security passes accurately and clearly</p> <p>SA4. record visitor and vehicle arrival and departure accurately and clearly</p> <p>SA5. write at least in one vernacular language</p>
	<p>Reading Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA6. read and assimilate correctly organizational procedures and instructions, as applicable</p> <p>SA7. read identity papers and passes accurately</p> <p>SA8. read signage and notices accurately</p> <p>SA9. read documents to interpret them correctly, before signing</p> <p>SA10. recognize badges of rank of military and police personnel accurately</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA11. speak clearly to communicate effectively</p> <p>SA12. ask relevant queries to comprehend instructions</p> <p>SA13. give clear instructions to co-workers</p> <p>SA14. reply to queries from visitors and guide them accurately and clearly</p> <p>SA15. ask relevant questions from visitors in the correct tone of voice</p> <p>SA16. raise alarm and warn others clearly, emphatically and accurately</p> <p>SA17. make announcements directly to audiences, speak over phone/ radio clearly and accurately</p>
	<p>B. Professional Skills</p> <p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. 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</p>
	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan activities in order to report on time for briefings and duty</p> <p>SB3. plan and organize assigned task in order to perform it effectively and efficiently as per instructions</p> <p>SB4. ensure guard post is not left until relieved from duty</p>
	<p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. work and communicate in a manner such that positive relationships are</p>



SSS/N0103 Provide guarding service to people, property and premises

	established with visitors and other stakeholders
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. state the problem and relevant considerations, list and evaluate the possible solution(s) and select a best possible solution(s) to achieve desired outcome
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. identify potential risk and threats and take suitable actions in order to reduce or mitigate these SB8. observe people, activities and movements keenly to identify risks and threats
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB9. 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





SSS/N0103 Provide guarding service to people, property and premises

NOS Version Control

NOS Code	SSS/N0103		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	20/02/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	24/11/2017
Occupation	Guarding	Next review date	23/11/2021

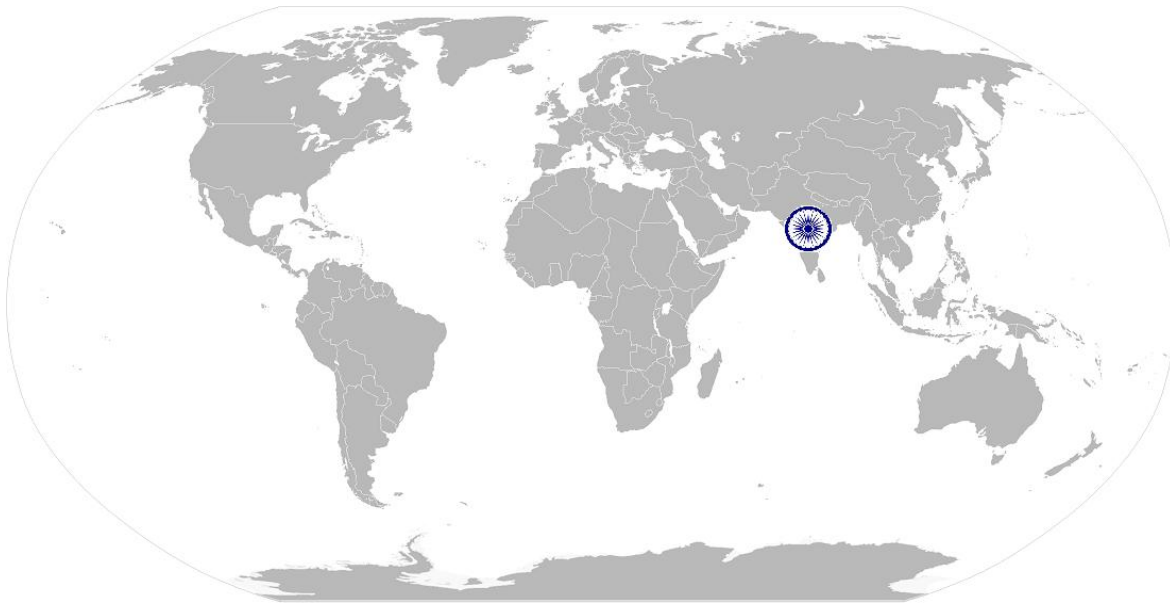




SSS/N0104

Control access to the assigned premises

National Occupational Standard



Overview

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.



SSS/N0104

Control access to the assigned premises

National Occupational Standard	Unit Code	SSS/N0104
	Unit Title (Task)	Control access 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.
	Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> Control entry and exit from premises Use access control equipment Handle postal mail and couriers
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Control entry and exit from premises	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. carry out access control procedures in the premises with or without use of equipment as per organisational standards</p> <p>PC2. 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</p> <p>PC3. check and prevent entry to and exit of people/ vehicles/ material without valid authorisation</p> <p>PC4. direct visitors to designated areas for waiting and inform concerned staff/ department promptly</p> <p>PC5. prepare passes/ permits accurately for people/ vehicles entering the premises</p> <p>PC6. collect passes/ permits from people/ vehicles exiting the premises and confirm authenticity and validity</p> <p>PC7. check relevant documents for movement of goods/ materials for accuracy of all necessary details and validity Documents for material movement: gate pass (returnable and non-returnable), invoice, purchase order, delivery challan, any other authorisation regarding movement of stores and machinery</p> <p>PC8. inform concerned department on arrival of relevant consignments with necessary detail and instructions</p> <p>PC9. handle different situations faced during access control operations effectively, minimising risk and damage and 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</p>



SSS/N0104

Control access to the assigned premises

	<p>PC10. update and maintain relevant security registers as per instructions and organisational procedure</p> <p>PC11. report irregularities to superior clearly, with necessary detail, and in a timely manner</p>
Use access control equipment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC12. operate access control equipment in accordance with organisational procedures and manufacturer's instructions</p> <p>PC13. check and report functioning/ malfunctioning of access control equipment to relevant authority as per organisation procedures</p> <p>PC14. identify and interpret signals from access control equipment correctly and respond as per organisational procedures respectively</p> <p>PC15. carry out access control operations manually in case of equipment breakdown, ensuring safety and security, while minimising dissatisfaction and discomfort</p>
Handle postal mail and couriers	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC16. receive postal mail and couriers after office hours, when assigned, as per organisational procedures, safely and record details accurately</p> <p>PC17. report about delivery of suspicious package/s to supervisor/manager in a timely manner and follow organisational procedure, minimising risks</p> <p>PC18. secure and store letters and packages as per organisational procedures</p> <p>PC19. deliver letters and packages to the designated person as per organisational procedures</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organisational procedures related to access control operations</p> <p>KA2. reporting procedures relevant to own duty and responsibilities</p> <p>KA3. sources of information for knowledge of people with debarred entry and relevant procedures, where deployed</p> <p>KA4. types of identity/ authorisation documents carried by people, vehicle and material seeking entry/ exit where deployed Personal identification and authorisation documents: employee's identity card, temporary identity card, entry permit and visitors' pass, vehicle register, etc.</p> <p>KA5. areas within the premises having restricted/ controlled entry and relevant risks</p> <p>KA6. procedure for receipt of postal mail and couriers after office hours Postal mail and couriers: letters; parcels; fax messages; hand-delivered notes suspicious packages</p> <p>KA7. actions to be taken in case of receipt of suspicious letter/ package</p> <p>KA8. procedures to secure and store letters and packages received</p>



SSS/N0104

Control access to the assigned premises

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. common techniques or methods employed by people/ criminals for gaining unauthorised entry/exit from the premises</p> <p>KB2. operating procedures and relevant details of access control equipment installed in the premises</p> <p>Access control equipment:</p> <p>personnel access control equipment - wall, fence, gates, barriers, turnstile, locks, electronic systems – access card, biometrics and attendance recorder</p> <p>vehicle access control equipment - boom barrier, spikes, road blockers, bollards, surface barrier</p> <p>KB3. capability and limitations of the access control equipment in use</p> <p>KB4. common faults occurring in the access control equipment</p> <p>KB5. procedure for carrying out access control operations manually</p> <p>KB6. risks and types of suspicious letters and packages and procedures for processing these</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document instructions and prepare task lists accurately and clearly</p> <p>Documents: for people, vehicle, material, incident reporting and other forms and formats</p> <p>SA2. document activities in a chronological order</p> <p>SA3. prepare security passes accurately and clearly</p> <p>SA4. record visitor and vehicle arrival and departure accurately and clearly</p> <p>SA5. write at least in one vernacular language</p> <p>Reading Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA6. read and assimilate correctly organizational procedures and instructions, as applicable</p> <p>SA7. read identity papers and passes accurately</p> <p>SA8. read signage and notices accurately</p> <p>SA9. read documents to interpret them correctly, before signing</p> <p>SA10. recognize badges of rank of military and police personnel accurately</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA11. speak clearly to communicate effectively</p> <p>SA12. ask relevant queries to comprehend instructions</p> <p>SA13. give clear instructions to co-workers</p> <p>SA14. reply to queries from visitors and guide them accurately and clearly</p> <p>SA15. ask relevant questions from visitors in the correct tone of voice</p> <p>SA16. raise alarm and warn others clearly, emphatically and accurately</p> <p>SA17. make announcements directly to audiences, speak over phone/ radio clearly and accurately</p>



SSS/N0104

Control access to the assigned premises

B. Professional Skills	
	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. 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
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. plan activities in order to report on time for briefings and duty SB3. plan and organize assigned task in order to perform it effectively and efficiently as per instructions SB4. ensure guard post is not left until relieved from duty
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. work and communicate in a manner such that positive relationships are established with visitors and other stakeholders
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. state the problem and relevant considerations, list and evaluate the possible solution(s) and select a best possible solution(s) to achieve desired outcome
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. identify potential risk and threats and take suitable actions in order to reduce or mitigate these Potential risks and threats: aggressive behaviour by person being searched or people denied entry/ exit, violent behaviour by person(s) from whom prohibited/ unauthorised items have been detected, shooting by cornered criminals/ miscreants at the search point SB8. observe people, activities and movements keenly to identify risks and threats
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB9. 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



SSS/N0104

Control access to the assigned premises

NOS Version Control

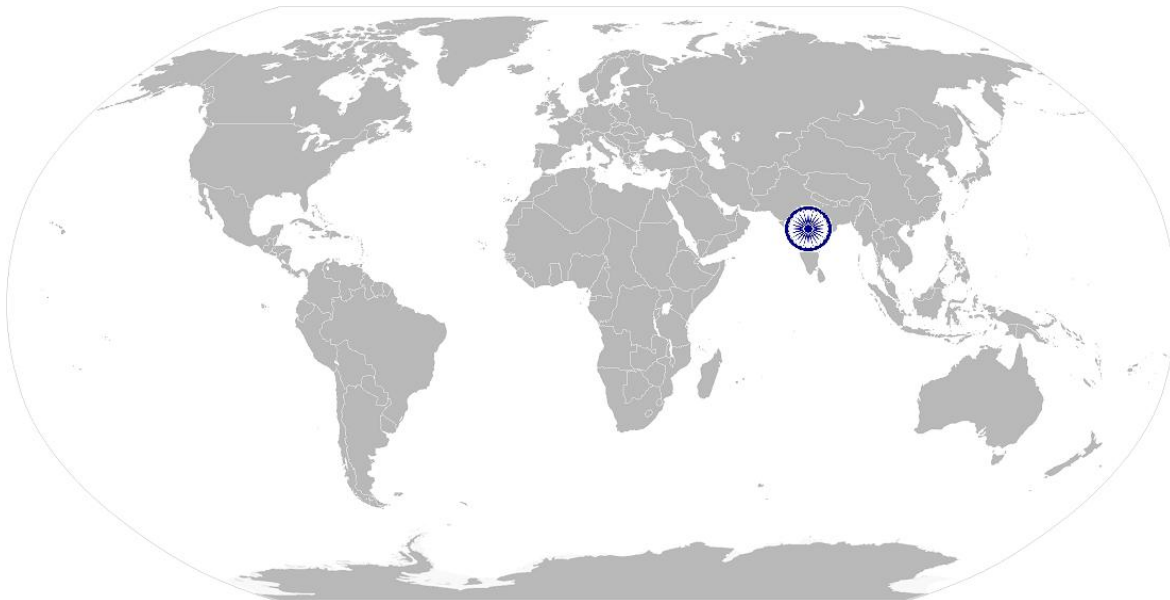
NOS Code	SSS/N0104		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	20/02/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	24/11/2017
Occupation	Guarding	Next review date	23/11/2021





SSS/N0105 Carry out screening and search activities to maintain security

National Occupational Standard



Overview

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



SSS/N0105 Carry out screening and search activities to maintain security

National Occupational Standard	Unit Code	SSS/N0105
	Unit Title (Task)	Carry out screening and search activities to maintain security
	Description	This unit deals in detail with the requirement for carrying out screening and search of people, baggage and vehicle at assigned premises, manually or assisted by provided equipment in line with organisational procedures and guidelines.
	Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • Prepare for screening and search activities • Carry out screening and search on people and material passing through the area of control • Carry out screening and search on vehicles passing through the area of control • Use screening and search equipment
	Performance Criteria(PC) w.r.t. the Scope	
Element		Performance Criteria
Prepare for screening and search activities		<p>To be competent, the user/individual on the job must be able to:</p> <p>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 people's right to privacy and gender sensitivity during search</p> <p>PC2. organise queues to manage people at the screening and search point effectively</p> <p>PC3. respond effectively, within limits of authority and as per organisational procedures, to situations arising during screening and search</p> <p>PC4. carry out screening and search operations manually or with equipment, efficiently, minimising risks and as per organisational procedures</p> <p>PC5. report irregularities to superior in a timely, accurate and effective manner with necessary relevant details</p> <p>PC6. maintain personal safety during screening and search operations</p>
Carry out screening and search on people and material passing through the area of control		<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. carry out assigned tasks and perform duties ensuring persons' right to dignity, privacy and gender/ religious/ cultural sensitivity are respected at all times</p> <p>PC8. segregate and isolate person or persons violating laid down procedures safely and effectively, with minimum disturbance</p> <p>PC9. segregate and isolate material containing prohibited/ unauthorised items Prohibited items: Weapons; firearms; ammunition; explosive; firecrackers; inflammable materials and gases, any other item that is prohibited by the government or organisation Unauthorised items: organisation's property, any other item specified by</p>



SSS/N0105 Carry out screening and search activities to maintain security

	the organisation
Carry out screening and search on vehicles passing through the area of control	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC10. carry out screening and search operations using provided equipment as per laid down procedures</p> <p>Screening 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</p> <p>PC11. carry out physical search of vehicle as per laid down procedures</p> <p>PC12. segregate and isolate suspected vehicle for detailed search</p>
Use screening and search equipment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC13. operate provided equipment in line with organisation's instructions</p> <p>PC14. report malfunctioning of equipment to superior in a timely manner, providing relevant detail, using laid down procedures</p> <p>PC15. spot attempts of people trying to defeat the process/ equipment each time, avoiding possible distractions</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organisational instructions and procedures for screening and search</p> <p>KA2. organisation's reporting procedure relevant to own duty and responsibilities</p> <p>KA3. nature and types of unauthorised/ prohibited items in the organisation</p> <p>KA4. sources of authorised information regarding persons exempted from search and categories of such people in the organisation</p> <p>KA5. nature and actions of expected response in case of specific security situations</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. capabilities and limitations of screening and search equipment</p> <p>KB2. common faults occurring in the screening and search equipment</p> <p>KB3. signals emanating from equipment, their correct interpretation and relevant required response</p> <p>KB4. items that cannot be put through screening and search equipment</p> <p>KB5. procedure for checking the vehicle in a systematic manner</p> <p>KB6. common methods and techniques adopted by people to defeat the screening and search equipment</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document instructions and prepare task lists accurately and clearly Documents: for people, vehicle, material, incident reporting and other forms and formats</p> <p>SA2. document activities in a chronological order</p>



SSS/N0105 Carry out screening and search activities to maintain security

	SA3. prepare security passes accurately and clearly SA4. record visitor and vehicle arrival and departure accurately and clearly SA5. write at least in one vernacular language
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA6. read and assimilate correctly organizational procedures and instructions, as applicable SA7. read identity papers and passes accurately SA8. read signage and notices accurately SA9. read documents to interpret them correctly, before signing SA10. recognize badges of rank of military and police personnel accurately
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA11. speak clearly to communicate effectively SA12. ask relevant queries to comprehend instructions SA13. give clear instructions to co-workers SA14. reply to queries from visitors and guide them accurately and clearly SA15. ask relevant questions from visitors in the correct tone of voice SA16. raise alarm and warn others clearly, emphatically and accurately SA17. make announcements directly to audiences, speak over phone/ radio clearly and accurately
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. 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
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. plan activities in order to report on time for briefings and duty SB3. plan and organize assigned task in order to perform it effectively and efficiently as per instructions SB4. ensure guard post is not left until relieved from duty
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. work and communicate in a manner such that positive relationships are established with visitors and other stakeholders
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. state the problem and relevant considerations, list and evaluate the possible solution(s) and select a best possible solution(s) to achieve desired



SSS/N0105 Carry out screening and search activities to maintain security

	outcome
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. identify potential risk and threats and take suitable actions in order to reduce or mitigate these Potential risks and threats: aggressive behaviour by person being searched or people denied entry/ exit, violent behaviour by person(s) from whom prohibited/ unauthorised items have been detected, shooting by cornered criminals/ miscreants at the search point SB8. observe people, activities and movements keenly to identify risks and threats
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB9. 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



SSS/N0105 Carry out screening and search activities to maintain security

NOS Version Control

NOS Code	SSS/N0105		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	20/02/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	24/11/2017
Occupation	Guarding	Next review date	23/11/2021

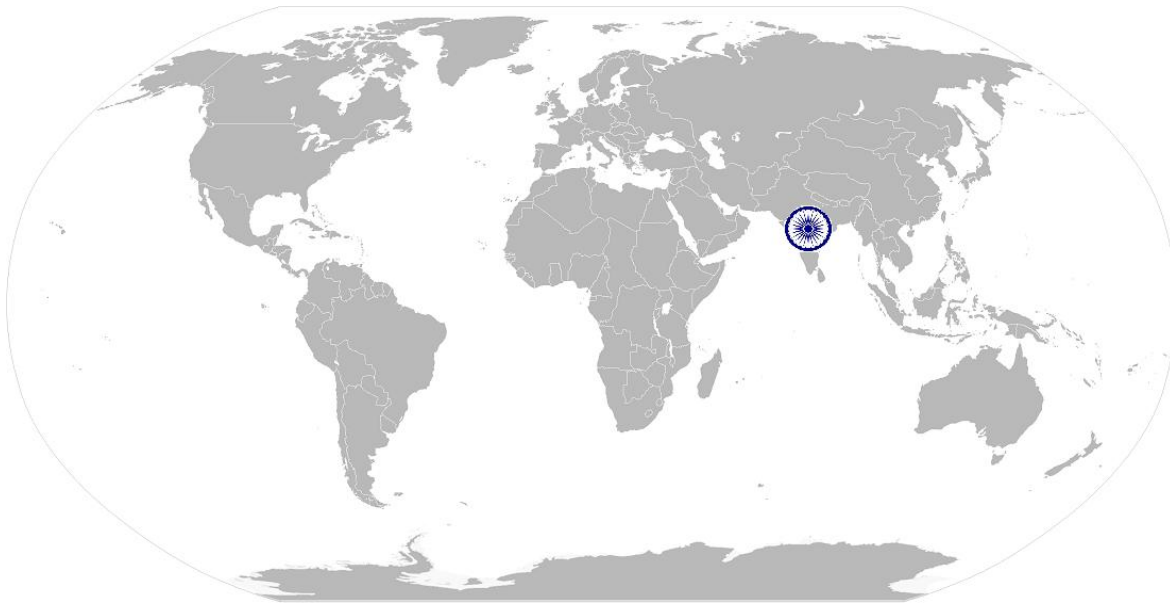




SSS/N0106

Control parking in designated areas

National Occupational Standard



Overview

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



SSS/N0106

Control parking in designated areas

National Occupational Standard	Unit Code	SSS/N0106
	Unit Title (Task)	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: <ul style="list-style-type: none"> • Direct and control parking in designated areas • Deal with irregularities in parking areas • Monitor hazards and conditions of parking areas
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Direct and control parking in designated areas	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> PC7. identify and respond to irregular situations in accordance with organisation's procedures and guidelines Irregular situations: traffic congestion; accidents, vehicles violating instructions, 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 parking area 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: <ul style="list-style-type: none"> PC10. report hazards and defects to superior as per organisational procedure Hazards 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



SSS/N0106

Control parking in designated areas

	<p>PC11. respond as per organisational procedure on spotting hazards, and parking conditions that may increase risks</p> <p>PC12. ensure own safety at work at all times</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organisational procedures on parking</p> <p>KA2. incident reporting procedure in the organisation</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. layout and traffic plan of the parking areas Layout 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</p> <p>KB2. suitability of prevailing conditions for parking</p> <p>KB3. traffic control and protective gear</p> <p>KB4. traffic signals, signage and marking</p> <p>KB5. irregular situations arising during parking</p> <p>KB6. procedures for dealing with irregular situations</p> <p>KB7. category of vehicles Category of vehicles: private/ commercial - cars; jeeps; SUVs; vans; goods vehicles, two/ three wheelers</p> <p>KB8. use of all kinds of equipment used in vehicle parking operations Equipment: Barriers; personnel & vehicle search; lighting and alarms and sensors, screening & access control, card readers; ticketing & revenue collection machines</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document instructions and prepare task lists accurately and clearly Documents: for people, vehicle, material, incident reporting and other forms and formats</p> <p>SA2. document activities in a chronological order</p> <p>SA3. prepare security passes accurately and clearly</p> <p>SA4. record visitor and vehicle arrival and departure accurately and clearly</p> <p>SA5. write at least in one vernacular language</p>
	Reading Skills



SSS/N0106

Control parking in designated areas

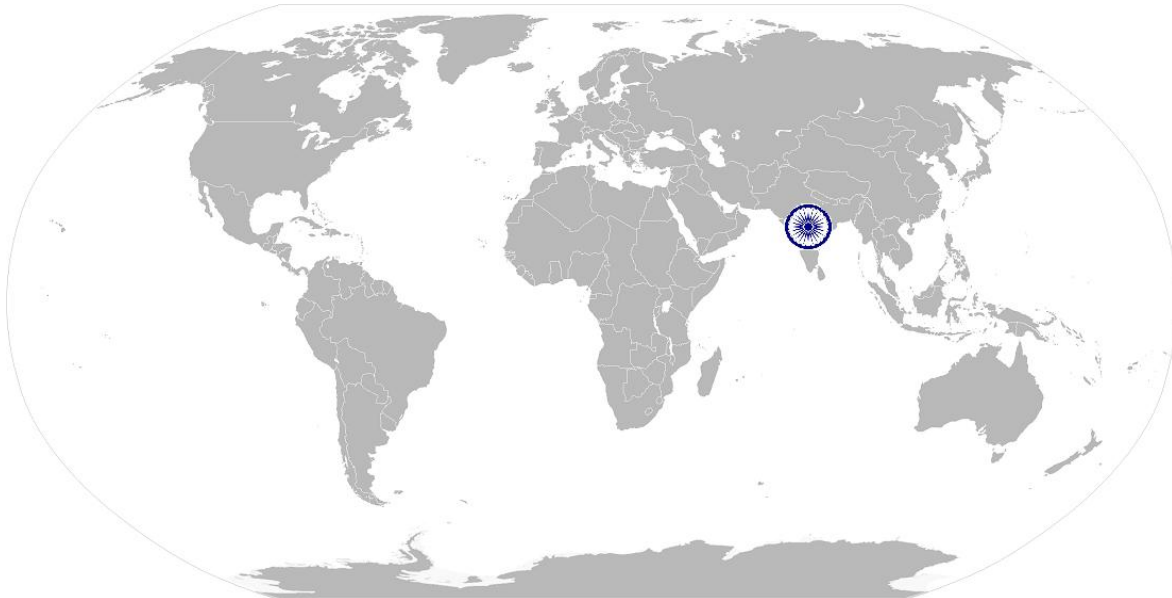
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA6. read and assimilate correctly organizational procedures and instructions, as applicable</p> <p>SA7. read identity papers and passes accurately</p> <p>SA8. read signage and notices accurately</p> <p>SA9. read documents to interpret them correctly, before signing</p> <p>SA10. recognize badges of rank of military and police personnel accurately</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA11. speak clearly to communicate effectively</p> <p>SA12. ask relevant queries to comprehend instructions</p> <p>SA13. give clear instructions to co-workers</p> <p>SA14. reply to queries from visitors and guide them accurately and clearly</p> <p>SA15. ask relevant questions from visitors in the correct tone of voice</p> <p>SA16. raise alarm and warn others clearly, emphatically and accurately</p> <p>SA17. make announcements directly to audiences, speak over phone/ radio clearly and accurately</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. 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</p>
	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan activities in order to report on time for briefings and duty</p> <p>SB3. plan and organize assigned task in order to perform it effectively and efficiently as per instructions</p> <p>SB4. ensure guard post is not left until relieved from duty</p>
	<p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. work and communicate in a manner such that positive relationships are established with visitors and other stakeholders</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. state the problem and relevant considerations, list and evaluate the possible solution(s) and adopt a best possible solution(s) to achieve the desired outcome</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. identify potential risk and threats and take suitable actions in order to reduce</p>



SSS/N0106

Control parking in designated areas

	or mitigate these Potential risks and threats: aggressive behaviour by person being searched or people denied entry/ exit, violent behaviour by person(s) from whom prohibited/ unauthorised items have been detected, shooting by cornered criminals/ miscreants at the search point
	SB8. observe people, activities and movements keenly to identify risks and threats
	Critical Thinking The user/ individual on the job needs to know and understand how to: SB9. 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





SSS/N0106

Control parking in designated areas

NOS Version Control

NOS Code	SSS/N0106		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	20/02/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	24/11/2017
Occupation	Guarding	Next review date	23/11/2021

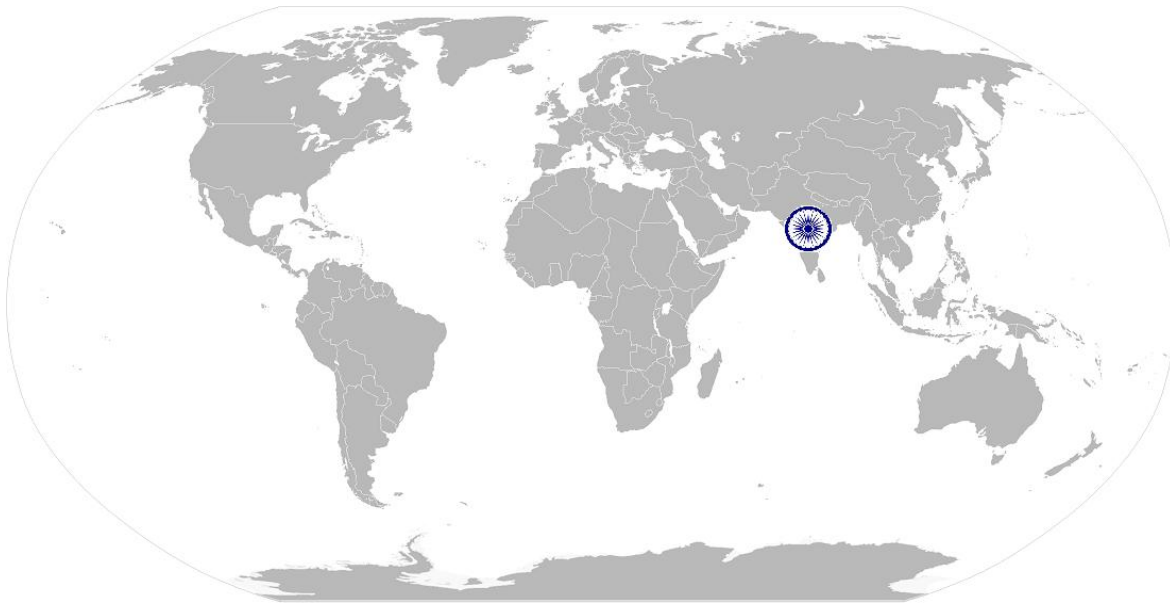




SSS/N0107

Provide security escort

National Occupational Standard



Overview

This unit deals with performance standards to perform escort security duties as per defined standards.



SSS/N0107

Provide security escort

National Occupational Standard

Unit Code	SSS/N0107
Unit Title (Task)	Provide security escort
Description	This unit deals with performance standards to perform escort security duties as per defined standards.
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> Carry out security escort duty Respond to incidents affecting security and safety
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Carry out security escort duty	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. list relevant tasks and instructions received during briefing related to the vehicular security escort duty from superior</p> <p>PC2. ascertain suitability and readiness of driver and vehicle for use during the escort duty</p> <p>Suitability and readiness: the driver is conversant with route(s) and destination(s), the driver is not in an inebriated condition</p> <p>checking of the vehicle – body; boot and bonnet; to ensure safety, first-aid kit, fire extinguisher and distress alarm</p> <p>PC3. ensure necessary equipment and aids are carried during escort duty</p> <p>PC4. maintain communication with control room or supervisor as per instructions</p> <p>PC5. carry documents relevant to escort duty as per instructions</p>
Respond to incidents affecting security and safety	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. respond to risks as per organisation procedures, within limits of authority</p> <p>Response: raise distress alarm, deter and resist miscreants, inform superior/ concerned agencies</p> <p>PC7. communicate and seek assistance in a timely manner, as per organisation protocols</p> <p>PC8. provide necessary information and support to the person/s being escorted as per limits of authority and instructions</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organisation's procedures for security escort duty</p> <p>KA2. purpose, layout and interpretation of route charts</p> <p>KA3. different task-related details important for effective escorting</p> <p>Task-related details: number of persons (male/female) being escorted, itinerary and route (s)</p> <p>KA4. contact details of concerned agencies relevant to escort duties and situations that may arise during discharge of such duties</p> <p>Concerned Agencies: controlling headquarter/superiors; transport supervisor, police; road patrol; medical; ambulance and hospital services</p>



SSS/N0107

Provide security escort

	KA5. reporting procedure relevant to own duties and responsibilities
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. security and safety requirements for security escort duty</p> <p>KB2. details of provided equipment/ aids Equipment and Aids: route map, contact details of person/s being escorted and concerned agencies, cell phone; walkie-talkie; torch; non-lethal weapon (if provided), duty slip</p> <p>KB3. likely risks that may impact escort duty Risks: breakdown, road accidents, fire, action by miscreants</p> <p>KB4. means of communication used during escort duty service</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document instructions and prepare task lists accurately and clearly Documents: for people, vehicle, material, incident reporting and other forms and formats</p> <p>SA2. document activities in a chronological order</p> <p>SA3. prepare security passes accurately and clearly</p> <p>SA4. record visitor and vehicle arrival and departure accurately and clearly</p> <p>SA5. write at least in one vernacular language</p>
	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA6. read and assimilate correctly organizational procedures and instructions, as applicable</p> <p>SA7. read identity papers and passes accurately</p> <p>SA8. read signage and notices accurately</p> <p>SA9. read documents to interpret them correctly, before signing</p> <p>SA10. recognize badges of rank of military and police personnel accurately</p>
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA11. speak clearly to communicate effectively</p> <p>SA12. ask relevant queries to comprehend instructions</p> <p>SA13. give clear instructions to co-workers</p> <p>SA14. reply to queries from visitors and guide them accurately and clearly</p> <p>SA15. ask relevant questions from visitors in the correct tone of voice</p> <p>SA16. raise alarm and warn others clearly, emphatically and accurately</p> <p>SA17. make announcements directly to audiences, speak over phone/ radio clearly and accurately</p>
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:



SSS/N0107

Provide security escort

	SB1. 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
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. plan activities in order to report on time for briefings and duty SB3. plan and organize assigned task in order to perform it effectively and efficiently as per instructions SB4. ensure guard post is not left until relieved from duty
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. work and communicate in a manner such that positive relationships are established with visitors and other stakeholders
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. state the problem and relevant considerations, list and evaluate the possible solution(s) and select a best possible solution(s) to achieve desired outcome
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. identify potential risk and threats and take suitable actions in order to reduce or mitigate these Potential risks and threats: aggressive behaviour by person being searched or people denied entry/ exit, violent behaviour by person(s) from whom prohibited/ unauthorised items have been detected, shooting by cornered criminals/ miscreants at the search point SB8. observe people, activities and movements keenly to identify risks and threats
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB9. 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



SSS/N0107

Provide security escort

NOS Version Control

NOS Code	SSS/N0107		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	20/02/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	24/11/2017
Occupation	Guarding	Next review date	23/11/2021

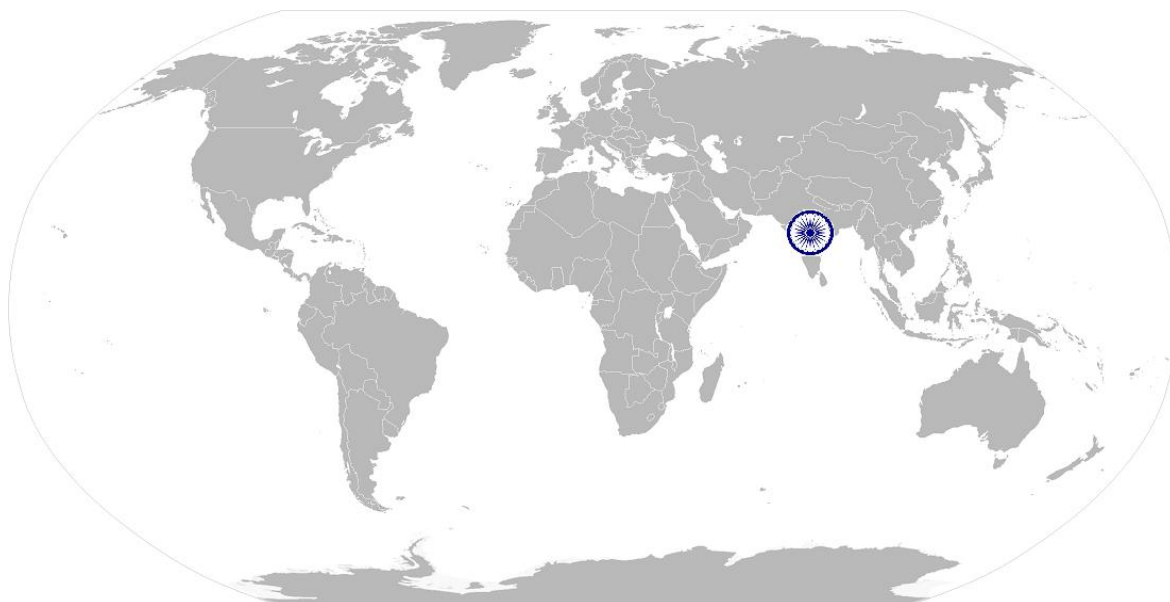




SSS/N0108

Maintain health and safety

National Occupational Standard



Overview

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



SSS/N0108

Maintain health and safety

National Occupational Standard	Unit Code	SSS/N0108
	Unit Title (Task)	Maintain health and safety
	Description	This unit deals with maintaining personal health & hygiene and following basic workplace safety requirements while performing security tasks.
	Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • Maintaining a safe work area • Maintain good personal health, hygiene and habits • Respond to fire accidents • Deal with medical emergencies
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Maintain a safe work area	<p>To be competent, the user / individual on the job must be able to:</p> <p>PC1. carry out tasks to ensure safety of workplace in line with organisational procedures and within limits of authority</p> <p>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</p> <p>PC3. wear personal safety gear and clothing as per organisational procedure</p> <p>PC4. check violators of defined safety and security instructions and report violations</p> <p>PC5. report to superiors and emergency service organisations for assistance in the event of emergencies</p> <p>Services and Organization: Security team and sub-unit; police and emergency services</p>
	Maintain good personal health, hygiene and habits	<p>To be competent, the user / individual on the job must be able to:</p> <p>PC6. perform physical exercises and activities (commensurate with age) regularly</p> <p>PC7. maintain good personal hygiene and habits as per organisational and professional standards</p> <p>PC8. maintain own professional standards at work by avoiding alcohol, tobacco, drugs and other intoxicants</p> <p>PC9. follow good and safe practices of personal behaviour to guard against sexually transmitted diseases and HIV</p>
	Respond to fire accidents	<p>To be competent, the user / individual on the job must be able to:</p> <p>PC10. identify and report fire hazards in a timely and accurate manner</p> <p>PC11. carry out fire-fighting in line with organisational training and procedures</p> <p>PC12. report fire incidents to superiors and emergency service organisations in a timely and effective manner as per organisation procedures</p> <p>PC13. carry out evacuation of casualty and premises tasks as per organisational procedures, within limits of authority</p>



SSS/N0108

Maintain health and safety

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 (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organization's procedure relating to safety in the workplace</p> <p>KA2. 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</p> <p>KA3. reporting procedure for incidents and emergencies</p> <p>KA4. details of local emergency services where deployed Details: Location and contact details of local hospitals, ambulance services, police station, head office, control room, etc.</p> <p>KA5. organization's procedure/ guidelines relating to fire safety</p> <p>KA6. reporting procedure for fire incidents in the organisation</p> <p>KA7. details of evacuation equipment in the organisation</p> <p>KA8. reporting procedure in case of medical emergencies in the organisation</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. 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</p> <p>KB2. personal safety equipment and clothing to be used at the workplace</p> <p>KB3. identify various safety signage and warnings</p> <p>KB4. importance of training and mock drills</p> <p>KB5. importance of sound health, hygiene and good habits</p> <p>KB6. the importance and requirements of maintaining physical fitness, personal hygiene and good habits</p> <p>KB7. ill-effects of alcohol, tobacco and drugs</p> <p>KB8. the need to safeguard against sexually transmitted diseases and HIV</p> <p>KB9. types of fire</p> <p>KB10. causes of fire</p> <p>KB11. fire alarms</p> <p>KB12. types of fire-fighting equipment and relevant details</p> <p>KB13. fire-fighting procedure</p> <p>KB14. personal safety equipment and clothing to be used</p> <p>KB15. first-aid</p>



SSS/N0108

Maintain health and safety

	KB16. elements of effective communication and its importance
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document instructions and prepare task lists accurately and clearly Documents: for people, vehicle, material, incident reporting and other forms and formats</p> <p>SA2. document activities in a chronological order</p> <p>SA3. prepare security passes accurately and clearly</p> <p>SA4. record visitor and vehicle arrival and departure accurately and clearly</p> <p>SA5. write at least in one vernacular language</p>
	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA6. read and assimilate correctly organizational procedures and instructions, as applicable</p> <p>SA7. read identity papers and passes accurately</p> <p>SA8. read signage and notices accurately</p> <p>SA9. read documents to interpret them correctly, before signing</p> <p>SA10. recognize badges of rank of military and police personnel accurately</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA11. speak clearly to communicate effectively</p> <p>SA12. ask relevant queries to comprehend instructions</p> <p>SA13. give clear instructions to co-workers</p> <p>SA14. reply to queries from visitors and guide them accurately and clearly</p> <p>SA15. ask relevant questions from visitors in the correct tone of voice</p> <p>SA16. raise alarm and warn others clearly, emphatically and accurately</p> <p>SA17. make announcements directly to audiences, speak over phone/ radio clearly and accurately</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. 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</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan activities in order to report on time for briefings and duty</p> <p>SB3. plan and organize assigned task in order to perform it effectively and efficiently as per instructions</p> <p>SB4. ensure guard post is not left until relieved from duty</p>



SSS/N0108

Maintain health and safety

	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. work and communicate in a manner such that positive relationships are established with visitors and other stakeholders
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. state the problem and relevant considerations, list and evaluate the possible solution(s) and select a best possible solution(s) to achieve desired outcome
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. identify potential risk and threats and take suitable actions in order to reduce or mitigate these Potential risks and threats: aggressive behaviour by person being searched or people denied entry/ exit, violent behaviour by person(s) from whom prohibited/ unauthorised items have been detected, shooting by cornered criminals/ miscreants at the search point SB8. observe people, activities and movements keenly to identify risks and threats
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB9. 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



SSS/N0108

Maintain health and safety

NOS Version Control

NOS Code	SSS/N0108		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	20/02/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	24/11/2017
Occupation	Guarding	Next review date	23/11/2021

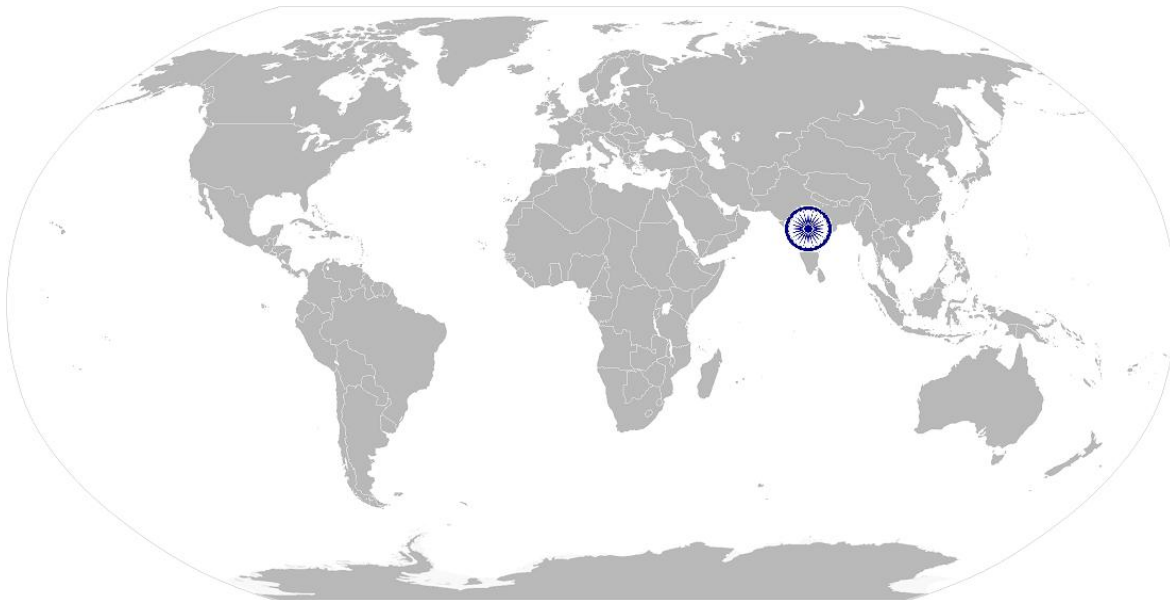




SSS/N0109

Perform security tasks in commercial deployments

National Occupational Standard



Overview

This unit deals in detail with the requirement in carrying out security tasks in commercial deployments as per set standards.



SSS/N0109

Perform security tasks in commercial deployments

National Occupational Standard

Unit Code	SSS/N0109
Unit Title (Task)	Security in commercial deployments
Description	This unit deals in detail with the requirements of carrying out security tasks in commercial deployments as per set standards.
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> Carry out security tasks in commercial domains
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Carry out security tasks in commercial domains	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. carry out security duties as per organisation's 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</p> <p>PC2. respond to domain-specific risks and threats as per organisational and professional standards</p> <p>PC3. operate security equipment correctly as per manufacturer guidelines</p> <p>PC4. communicate effectively with concerned stakeholders</p> <p>PC5. display 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 co-operative</p> <p>PC6. maintain security registers accurately and up-to-date, as per organisational procedures</p> <p>PC7. report incidents to superiors as per organisational standards in a timely and accurate manner</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. 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.</p> <p>KA2. security procedures and instructions where deployed</p> <p>KA3. reporting procedure relevant to own duties and responsibilities in the organisation where deployed</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. risks and threats specific to domain/ organisation where deployed Risks and threats: Unauthorised entry and trespass, aggressive and drunken behaviour, Loitering and littering, eve teasing and molestation, robbery; theft;</p>



SSS/N0109

Perform security tasks in commercial deployments

	<p>pilferage and shoplifting, violence and assault, murder and suicide, kidnapping</p> <p>accidents, medical emergency, public demonstration; labour unrest and crowd control, fire accidents, natural & manmade hazards</p> <p>KB2. security equipment in use where deployed</p> <p>KB3. communication methods and equipment used in security deployments</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document instructions and prepare task lists accurately and clearly</p> <p>Documents: for people, vehicle, material, incident reporting and other forms and formats</p> <p>SA2. document activities in a chronological order</p> <p>SA3. prepare security passes accurately and clearly</p> <p>SA4. record visitor and vehicle arrival and departure accurately and clearly</p> <p>SA5. write at least in one vernacular language</p>
	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA6. read and assimilate correctly organizational procedures and instructions, as applicable</p> <p>SA7. read identity papers and passes accurately</p> <p>SA8. read signage and notices accurately</p> <p>SA9. read documents to interpret them correctly, before signing</p> <p>SA10. recognize badges of rank of military and police personnel accurately</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA11. speak clearly to communicate effectively</p> <p>SA12. ask relevant queries to comprehend instructions</p> <p>SA13. give clear instructions to co-workers</p> <p>SA14. reply to queries from visitors and guide them accurately and clearly</p> <p>SA15. ask relevant questions from visitors in the correct tone of voice</p> <p>SA16. raise alarm and warn others clearly, emphatically and accurately</p> <p>SA17. make announcements directly to audiences, speak over phone/ radio clearly and accurately</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. 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</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p>



SSS/N0109

Perform security tasks in commercial deployments

	<p>SB2. plan activities in order to report on time for briefings and duty</p> <p>SB3. plan and organize assigned task in order to perform it effectively and efficiently as per instructions</p> <p>SB4. ensure guard post is not left until relieved from duty</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. work and communicate in a manner such that positive relationships are established with visitors and other stakeholders</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. State the problem and relevant considerations, list and evaluate the possible solution(s) and adopt a best possible solution(s) for the desired outcomes</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. identify potential risk and threats and take suitable actions in order to reduce or mitigate these</p> <p>Potential risks and threats: aggressive behaviour by person being searched or people denied entry/ exit, violent behaviour by person(s) from whom prohibited/ unauthorised items have been detected, shooting by cornered criminals/ miscreants at the search point</p> <p>SB8. observe people, activities and movements keenly to identify risks and threats</p>
	Critical Thinking
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB9. analyze and evaluate information gathered from observation and experience, to arrive at the most plausible, and accurate interpretations and take appropriate action to reduce risks, loss or damage</p>



SSS/N0109

Perform security tasks in commercial deployments

NOS Version Control

NOS Code	SSS/N0109		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	20/02/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	24/11/2017
Occupation	Guarding	Next review date	23/11/2021

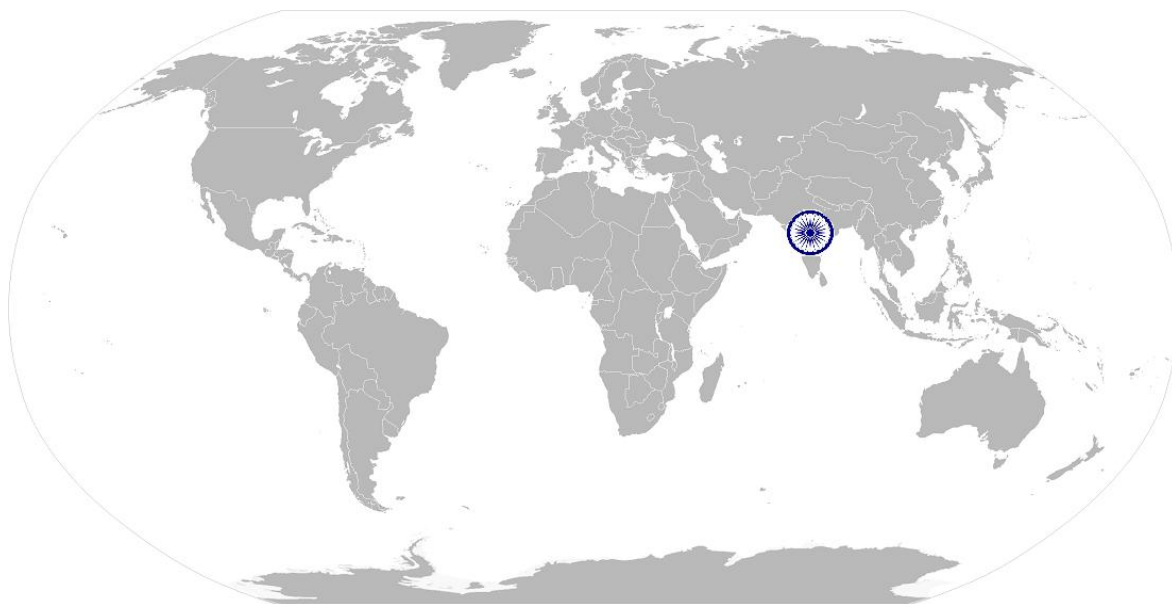




SSS/N0110

Perform security tasks in industrial deployments

National Occupational Standard



Overview

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



SSS/N0110

Perform security tasks in industrial deployments

National Occupational Standard	Unit Code	SSS/N0110
	Unit Title (Task)	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.
	Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> Carry out security tasks in industrial domains
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Carry out security tasks in industrial domains	<p>To be competent, the user / individual on the job must be able to:</p> <p>PC1. carry out security duties as per organisation's 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</p> <p>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</p> <p>PC3. operate security equipment correctly and effectively, as per manufacturer's instructions</p> <p>PC4. communicate clearly and effectively with all stakeholders at work</p> <p>PC5. follow good behavioural standards at the workplace at all times Behavioural standards: Alert and vigilant, well-groomed and courteous, responsive and helpful, communicate effectively and assertively, responsible and co-operative</p> <p>PC6. maintain security registers accurately and up-to-date as per organisational procedure</p> <p>PC7. report incidents to superiors accurately and in a timely manner as per organisational procedures</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. 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</p> <p>KA2. security procedures and instructions where deployed</p> <p>KA3. reporting procedure where deployed</p>
	B. Technical	The user/individual on the job needs to know and understand:



SSS/N0110

Perform security tasks in industrial deployments

Knowledge	KB1. risks and threats specific to domain/ organisation where deployed KB2. security equipment in use where deployed KB3. communication methods and equipment used
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. document instructions and prepare task lists accurately and clearly Documents: for people, vehicle, material, incident reporting and other forms and formats SA2. document activities in a chronological order SA3. prepare security passes accurately and clearly SA4. record visitor and vehicle arrival and departure accurately and clearly SA5. write at least in one vernacular language
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA6. read and assimilate correctly organizational procedures and instructions, as applicable SA7. read identity papers and passes accurately SA8. read signage and notices accurately SA9. read documents to interpret them correctly, before signing SA10. recognize badges of rank of military and police personnel accurately
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA11. speak clearly to communicate effectively SA12. ask relevant queries to comprehend instructions SA13. give clear instructions to co-workers SA14. reply to queries from visitors and guide them accurately and clearly SA15. ask relevant questions from visitors in the correct tone of voice SA16. raise alarm and warn others clearly, emphatically and accurately SA17. make announcements directly to audiences, speak over phone/ radio clearly and accurately
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. 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
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. plan activities in order to report on time for briefings and duty SB3. plan and organize assigned task in order to perform it effectively and efficiently as per instructions



SSS/N0110

Perform security tasks in industrial deployments

	SB4. ensure guard post is not left until relieved from duty
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. work and communicate in a manner such that positive relationships are established with visitors and other stakeholders
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. state the problem and relevant considerations, list and evaluate the possible solution(s) and select a best possible solution(s) to achieve desired outcome
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. identify potential risk and threats and take suitable actions in order to reduce or mitigate these Potential risks and threats: aggressive behaviour by person being searched or people denied entry/ exit, violent behaviour by person(s) from whom prohibited/ unauthorised items have been detected, shooting by cornered criminals/ miscreants at the search point SB8. observe people, activities and movements keenly to identify risks and threats
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB9. 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



SSS/N0110

Perform security tasks in industrial deployments

NOS Version Control

NOS Code	SSS/N0110		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	20/02/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	24/11/2017
Occupation	Guarding	Next review date	23/11/2021

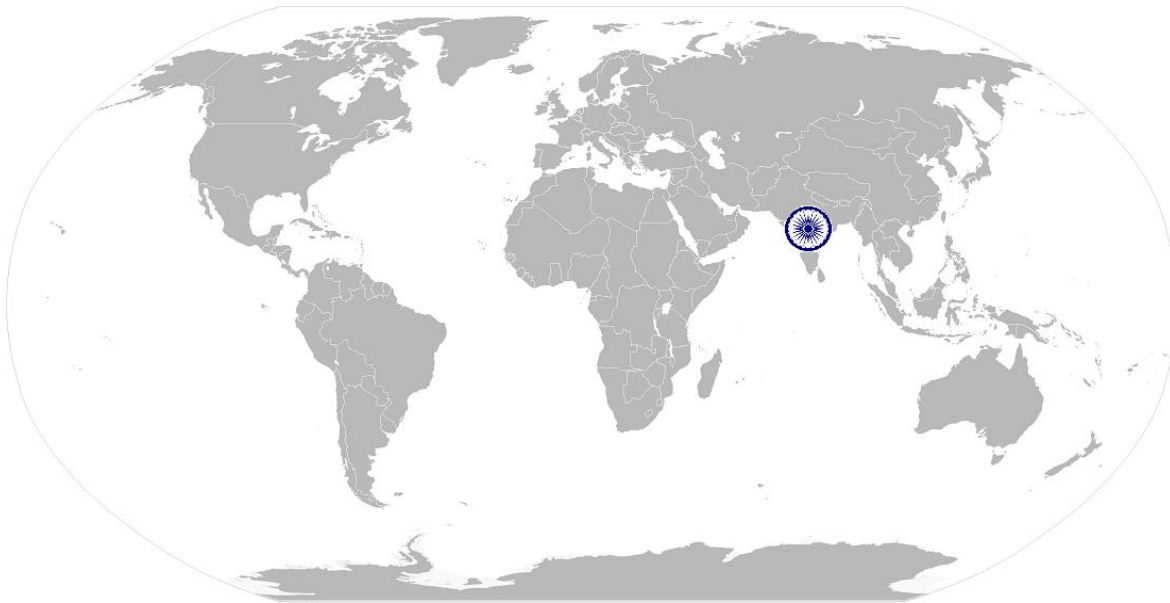




SSS/N0111

Project positive image of self and the organisation

National Occupational Standard



Overview

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



SSS/N0111

Project positive image of self and the organisation

National Occupational Standard

Unit Code	SSS/N0111
Unit Title (Task)	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	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> Conform to the organisation's standards of grooming and behaviour Execute tasks as per organisation's standards
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Conform to the organisation's standards of grooming and behaviour	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. maintain good health, personal hygiene & sanitation by following good grooming and hygiene practices</p> <p>PC2. follow organisation's standards of good personal behaviour</p> <p>Behavioural standards: honesty, truthfulness, integrity, discipline and punctuality</p> <p>PC3. abstain from using or being under the influence of intoxicants at work at all times (alcohol, tobacco and drugs)</p> <p>PC4. wear organisation's uniform with name tag correctly and neatly</p> <p>PC5. wear, carry and use personal protection gear and equipment at all times at work</p> <p>Necessary equipment: Baton, pen, guard's notebook, whistle, torch, clothing as per the weather, communication equipment, if provided</p> <p>PC6. demonstrate good team work practices at work at all times</p> <p>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 not use foul language, communicate politely, etc.</p> <p>PC7. adhere to organisation's 'Meet and Greet Procedure' when interacting with others at the workplace</p> <p>'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</p>
Execute tasks as per organisation's standards	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC8. carry out assigned tasks and duties as per instructions and organisational standards</p> <p>PC9. maintain confidentiality of information as per organisational and professional standards</p>
Knowledge and Understanding (K)	



SSS/N0111

Project positive image of self and the organisation

A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. importance and elements of organisation's work culture and what contributes to development of work culture
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. importance and elements of personal grooming and behaviour KB2. importance of maintaining good physical fitness and mental robustness and techniques for the same KB3. good grooming and hygiene practices to maintain good health, personal hygiene & sanitation KB4. use of communication equipment KB5. organisation and site structure, layout and other details relevant to safety and security of these
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. document instructions and prepare task lists accurately and clearly Documents: for people, vehicle, material, incident reporting and other forms and formats SA2. document activities in a chronological order SA3. prepare security passes accurately and clearly SA4. record visitor and vehicle arrival and departure accurately and clearly SA5. write at least in one vernacular language
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA6. read and assimilate correctly organizational procedures and instructions, as applicable SA7. read identity papers and passes accurately SA8. read signage and notices accurately SA9. read documents to interpret them correctly, before signing SA10. recognize badges of rank of military and police personnel accurately
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA11. speak clearly to communicate effectively SA12. ask relevant queries to comprehend instructions SA13. give clear instructions to co-workers SA14. reply to queries from visitors and guide them accurately and clearly SA15. ask relevant questions from visitors in the correct tone of voice SA16. raise alarm and warn others clearly, emphatically and accurately SA17. make announcements directly to audiences, speak over phone/ radio clearly



SSS/N0111

Project positive image of self and the organisation

	and accurately
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. 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
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. plan activities in order to report on time for briefings and duty SB3. plan and organize assigned task in order to perform it effectively and efficiently as per instructions SB4. ensure guard post is not left until relieved from duty
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. work and communicate in a manner such that positive relationships are established with visitors and other stakeholders
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. state the problem and relevant considerations, list and evaluate the possible solution(s) and select a best possible solution(s) to achieve desired outcome
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. identify potential risk and threats and take suitable actions in order to reduce or mitigate these Potential risks and threats: aggressive behaviour by person being searched or people denied entry/ exit, violent behaviour by person(s) from whom prohibited/ unauthorised items have been detected, shooting by cornered criminals/ miscreants at the search point SB8. observe people, activities and movements keenly to identify risks and threats
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB9. 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



SSS/N0111

Project positive image of self and the organisation

NOS Code	SSS/N0111		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	20/02/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	24/11/2017
Occupation	Guarding	Next review date	23/11/2021

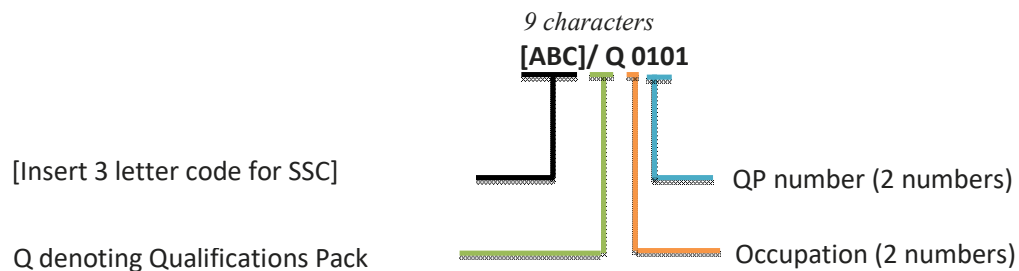




Annexure

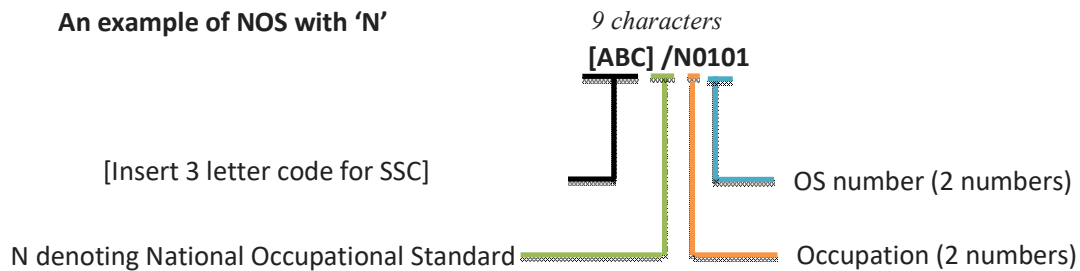
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



[Back to top...](#)



Qualifications Pack for Unarmed Security Guard



The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Commercial	01-15
Industrial	01-15

Sequence	Description	Example
Three letters	Private Security	SSS
Slash	/	/
Next letter	Whether QP or NOS	Q
Next two numbers	Occupation code	01
Next two numbers	OS number	01



Qualifications Pack for Unarmed Security Guard

Criteria For Assessment Of Trainees

Job Role: Unarmed Security Guard

Qualification Pack: SSS/Q0101

Sector Skill Council: Security Sector Skill Development Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each 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 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 this criterion.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS				Marks Allocation	
Total Marks: 500					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
SSS/N0101 Perform security tasks in accordance with basic security practices	PC1. carry out assigned security duties in line with procedures and instructions	47	8	4	4
	PC2. respond to risks and threats as per organisational and legal protocols		5	2	3
	PC3.respond and report about hazards and emergencies		5	2	3
	PC4. report accurately and clearly, conveying relevant information as per organisational policies, procedures and templates		4	2	2
	PC5. provide accurate information and access to premises, records and other resources to the police as per organisation protocol		7	3	4
	PC6. identify rank by recognising the badge of rank of police and military personnel		6	2	4
	PC7. identify various arms commonly used by the police and perpetrators		6	2	4
	PC8. identify improvised explosive devices as per established protocol		6	2	4



Qualifications Pack for Unarmed Security Guard

		Total	47	19	28
SSS/N0102 Conform to regulatory and legal requirements governing security tasks	PC1. carry out tasks relevant to the role while complying with basic regulatory and legal provisions applicable to the role and tasks	18	2	1	1
	PC2. work within rules and regulations governing employment terms and conditions and discuss the same with employer where required		2	1	1
	PC3. obtain clarity in case of lack of understanding from the appropriate source		3	1	2
	PC4. note offences and security violations and report to superiors/ police		5	2	3
	PC5. provide information, access and materials for investigations by following organisational and legal protocols while dealing with police, seniors, media and other authorities, within limits of own authority		3	1	2
	PC6. give evidence accurately and clearly, when required, in court		3	1	2
		Total	18	7	11
SSS/N0103 Provide private guarding service to people, property and premises	PC1. familiarise oneself with the area of one's responsibility	83	3	1	2
	PC2. guard people, property and premises as per site instructions		4	1	3
	PC3. identify various categories of people who need guarding		3	1	2
	PC4. identify various types of property that needs security		4	1	3
	PC5. restate work instructions received at briefings clearly, stating expectations of performance accurately, and ask clarifying questions where unclear		3	1	2
	PC6. carry out guarding and observation tasks attentively and effectively		5	1	3
	PC7. identify types of patrolling required and necessary tasks required to carry out patrolling activities effectively		4	1	3
	PC8. patrol designated premises effectively as per instructions		6	3	3
	PC9. use security equipment as per organisational and manufacturer guidelines, to carry out security tasks effectively		6	2	4
	PC10. report and respond to security breaches as per organisational procedures, in a timely manner, clearly and accurately		6	2	4
	PC11. maintain basic security registers and records accurately, in an up-to-date and timely manner		5	2	3
	PC12. carry out required searches of premises and properties as per instructions		5	2	3
	PC13. caution others in a timely and effective manner and report risks, threats and hazards during the search		5	2	3
	PC14. liaise with other authorised search parties in the premises effectively		4	2	2
	PC15. detain suspect(s) during the search as per organisational and legal guidelines and procedures and report to superior		5	2	3



Qualifications Pack for Unarmed Security Guard

	immediately				
	PC16. prevent tampering of evidence and reports by taking necessary precautions		5	2	3
	PC17. maintain personal safety at all times when at work		5	2	3
	PC18. maintain constant communication during search with relevant authorities and seniors		5	2	3
	PC19. report incident details to superiors in an accurate and timely manner, communicating all relevant details		5	2	3
		Total	83	33	50
SSS/N0104 Control access to the assigned premises	PC1. carry out access control procedures in the premises with or without use of equipment as per organisational standards	35	1	1	0
	PC2. establish identity, purpose and authorisation of different categories of people/ vehicles/ material seeking to enter or exit from the premises		2	1	1
	PC3. check and prevent entry to and exit of people/ vehicles/ material without valid authorisation		2	1	1
	PC4. direct visitors to designated areas for waiting and inform concerned staff/ department promptly		1	0	1
	PC5. prepare passes/ permits accurately for people/ vehicles entering the premises		2	1	1
	PC6. collect passes/ permits from people/ vehicles exiting the premises and confirm authenticity and validity		1	0	1
	PC7. check relevant documents for movement of goods/ materials for accuracy of all necessary details and validity		2	1	1
	PC8. inform concerned department on arrival of relevant consignments with necessary detail and instructions		1	0	1
	PC9. handle different situations faced during access control operations effectively, minimising risk and damage and as per organisational procedures		2	1	1
	PC10. update and maintain relevant security registers as per instructions and organisational procedure		3	2	1
	PC11. report irregularities to superior clearly, with necessary detail, and in a timely manner		1	0	1
	PC12. operate access control equipment in accordance with organisational procedures and manufacturer's instructions		3	1	2
	PC13. check and report functioning/ malfunctioning of access control equipment to relevant authority as per organisation procedures		2	1	1
	PC14. identify and interpret signals from access control equipment correctly and respond as per organisational procedures respectively		2	1	1
	PC15. carry out access control operations manually in case of equipment breakdown, ensuring safety and security, while minimising dissatisfaction and discomfort		1	0	1
	PC16. receive postal mail and couriers after office hours, when assigned, as per organisational procedures, safely and		3	1	2



Qualifications Pack for Unarmed Security Guard

	record details accurately				
	PC17. report about delivery of suspicious package/s to supervisor/manager in a timely manner and follow organisational procedure, minimising risks		3	1	2
	PC18. secure and store letters and packages as per organisational procedures		2	1	1
	PC19. deliver letters and packages to the designated person as per organisational procedures		1	0	1
	Total	35	14	21	
SSS/N0105 Carry out screening and search activities to maintain security	PC1. screen and search people/ vehicle/ material seeking to enter/ exit from the premises as per relevant organisational procedures	41	3	1	2
	PC2. organise queues to manage people at the screening and search point effectively		3	2	1
	PC3. respond effectively, within limits of authority and as per organisational procedures, to situations arising during screening and search		3	2	1
	PC4. carry out screening and search operations manually or with equipment, efficiently, minimising risks and as per organisational procedures		4	1	3
	PC5. report irregularities to superior in a timely, accurate and effective manner with necessary relevant details		3	1	2
	PC6. maintain personal safety during screening and search operations		3	1	2
	PC7. carry out assigned tasks and perform duties ensuring persons' right to dignity, privacy and gender/ religious/ cultural sensitivity are respected at all times		3	1	2
	PC8. segregate and isolate person or persons violating laid down procedures safely and effectively, with minimum disturbance		2	0	2
	PC9. segregate and isolate material containing prohibited/ unauthorised items		2	1	1
	PC10. carry out screening and search operations using provided equipment as per laid down procedures		3	1	2
	PC11. carry out physical search of vehicle as per laid down procedures		3	1	2
	PC12. segregate and isolate suspected vehicle for detailed search		2	1	1
	PC13. operate provided equipment in line with organisation's instructions		2	1	1
	PC14. report malfunctioning of equipment to superior in a timely manner, providing relevant detail, using laid down procedures		3	1	2
	PC15. spot attempts of people trying to defeat the process/ equipment each time, avoiding possible distractions		2	1	1
	Total	41	16	25	



Qualifications Pack for Unarmed Security Guard

SSS/N0106 Control parking in designated areas	PC1. identify different types of parking areas and all entry and exit routes to available parking areas	29	4	2	2
	PC2. check prevailing conditions within the parking areas that impact operations, safety and security, and list anticipated consequences of these		3	2	1
	PC3. ensure correct positioning of signage for guiding drivers		3	1	2
	PC4. guide drivers to the available parking areas correctly		3	1	2
	PC5. use protective gear at all times while carrying out parking duties as per company provision and guidelines		3	1	2
	PC6. ensure drivers leave the area after parking as per laid down instructions		1	0	1
	PC7. identify and respond to irregular situations in accordance with organisation's procedures and guidelines		3	1	2
	PC8. call for timely assistance from relevant personnel and take preventive steps to minimise risks and damage		2	1	1
	PC9. report irregular situations immediately to superior with all necessary details		2	1	1
	PC10. report hazards and defects to superior as per organisational procedure		1	0	1
	PC11. respond as per organisational procedure on spotting hazards, and parking conditions that may increase risks		2	1	1
	PC12. ensure own safety at work at all times		2	1	1
	Total	29	12	17	
SSS/N0107 Provide security escort	PC1. list relevant tasks and instructions received during briefing related to the vehicular security escort duty from superior	29	6	2	4
	PC2. ascertain suitability and readiness of driver and vehicle for use during the escort duty		3	2	1
	PC3. ensure necessary equipment and aids are carried during escort duty		5	2	3
	PC4. maintain communication with control room or supervisor as per instructions		3	1	2
	PC5. carry documents relevant to escort duty as per instructions		2	1	1
	PC6. respond to risks as per organisation procedures, within limits of authority		4	2	2
	PC7. communicate and seek assistance in a timely manner, as per organisation protocols		3	1	2
	PC8. provide necessary information and support to the person/s being escorted as per limits of authority and instructions		3	1	2
	Total	29	12	17	
SSS/N0108 Maintain health and safety	PC1. carry out tasks to ensure safety of workplace in line with organisational procedures and within limits of authority	77	4	2	2
	PC2. keep emergency and escape routes free from obstructions, where violation is not addressable within limits of		4	2	2



Qualifications Pack for Unarmed Security Guard

	own authority, report violation to appropriate authority in a timely manner				
	PC3. wear personal safety gear and clothing as per organisational procedure		5	2	3
	PC4. check violators of defined safety and security instructions and report violations		3	2	1
	PC5. report to superiors and emergency service organisations for assistance in the event of emergencies		4	2	2
	PC6. perform physical exercises and activities (commensurate with age) regularly		3	1	2
	PC7. maintain good personal hygiene and habits as per organisational and professional standards		5	2	3
	PC8. maintain own professional standards at work by avoiding alcohol, tobacco, drugs and other intoxicants		5	2	3
	PC9. follow good and safe practices of personal behaviour to guard against sexually transmitted diseases and HIV		5	2	3
	PC10. identify and report fire hazards in a timely and accurate manner		14	5	9
	PC11. carry out fire-fighting in line with organisational training and procedures		4	2	2
	PC12. report fire incidents to superiors and emergency service organisations in a timely and effective manner as per organisation procedures		4	1	3
	PC13. carry out evacuation of casualty and premises tasks as per organisational procedures, within limits of authority		12	5	7
	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		5	1	4
	Total	77	31	46	
SSS/N0109 Perform security tasks in commercial deployments	PC1. carry out security duties as per organisation's procedures and instructions	41	4	2	2
	PC2. respond to domain-specific risks and threats as per organisational standards, within limits of authority		6	3	3
	PC3. operate security equipment correctly and effectively, as per manufacturer's instructions		6	2	4
	PC4. communicate clearly and effectively with all stakeholders at work		6	2	4
	PC5. follow good behavioural standards		6	2	4
	PC6. maintain security registers accurately and up-to-date as per organisational procedure		7	3	4
	PC7. report incidents to superiors accurately and in a timely manner as per organisational procedures		6	2	4
	Total	41	16	25	
SSS/N0110 Perform security task in industrial deployments	PC1. carry out security duties as per organisation's procedures and instructions	41	4	2	2
	PC2. respond to domain-specific risks and threats as per organisational standards, within limits of authority		6	3	3



Qualifications Pack for Unarmed Security Guard

	PC3. operate security equipment correctly and effectively, as per manufacturer's instructions		6	2	4
	PC4. communicate clearly and effectively with all stakeholders at work		6	2	4
	PC5. follow good behavioural standards		6	2	4
	PC6. maintain security registers accurately and up-to-date as per organisational procedure		7	3	4
	PC7. report incidents to superiors accurately and in a timely manner as per organisational procedures		6	2	4
		Total	41	16	25
SSS/N0111 Project positive image of self and the organisation	PC1. maintain good health, personal hygiene & sanitation by following good grooming and hygiene practices	59	5	2	3
	PC2. maintain a professional appearance by following organisation's standards of grooming and personal behaviour		6	2	4
	PC3. abstain from using or being under the influence of intoxicants at work at all times (alcohol, tobacco and drugs)		5	2	3
	PC4. wear organisation's uniform with name tag correctly and neatly		7	2	5
	PC5. wear, carry and use personal protection gear and equipment at all times at work		8	4	4
	PC6. demonstrate good team work practices at work at all times		7	2	5
	PC7. adhere to organisation's 'Meet and Greet Procedure' when interacting with others at the workplace		5	3	2
	PC8. maintain decorum of the workplace and professional standards by following organisational standards with respect to discipline and timeliness		4	2	2
	PC9. carry out assigned tasks and duties as per instructions and organisational standards		4	2	2
	PC10. maintain confidentiality of information as per organisational and professional standards		4	2	2
	PC11. co-operate with team members		4	1	3
		Total	59	24	35
		Grand Total	500	200	300