

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:

Management & Entrepreneurship and Professional Skills Council (MEPSC)
14 Management House, Institutional, Area, Lodhi Road, New Delhi-110003
E-mail: info@mepsc.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.....	77
6. Assessment Criteria.....	79

Introduction

Qualifications Pack - Security Supervisor

SECTOR/S: MANAGEMENT & ENTREPRENEURSHIP AND PROFESSIONAL SKILLS COUNCIL (MEPSC)

SUB-SECTOR: Private Security

OCCUPATION: Supervisory

REFERENCE ID: MEP/Q7201

ALIGNED TO: NCO-2015/ 5414.0111

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

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

Job Details	Qualifications Pack Code	MEP/Q7201		
	Job Role	Security Supervisor (Applicable for National Scenarios)		
	Credits	TBD	Version number	1.0
	Sector	MEPSC	Drafted on	01/04/2013
	Sub-sector	Private Security	Last reviewed on	27/03/2018
	Occupation	Supervisory	Next review date	23/11/2021
	NSQC Clearance on	22/04/2015		

Job Role	Security Supervisor
Role Description	To supervise security of designated premises and people by organising guarding as per organisational procedure aided by appropriate devices/equipment. The core responsibility includes supervision, communication with stakeholders and dealing with emergencies.
NSQF level	5
Minimum Educational Qualifications	12 th standard passed
Maximum Educational Qualifications	NA
Prerequisite License or Training	160 hours of training according to PSARA-2005 requirements
Minimum Job Entry Age	22 Years
Experience	Three years as Unarmed Security Guard or qualified MEPSC recognized Security Supervisor Course
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> 1. MEP/N7201 Supervise a security unit 2. MEP/N7202 Carry out job-specific security duties 3. MEP/N7203 Process lost & found property 4. MEP/N7204 Supervise security escort duties 5. MEP/N7205 Supervise access control to the assigned premises 6. MEP/N7101 Perform security tasks in accordance with basic security practices 7. MEP/N7102 Conform to regulatory and legal requirements governing security tasks 8. MEP/N7103 Provide guarding service to people, property and premises 9. MEP/N7105 Carry out screening and search activities to maintain security 10. MEP/N7106 Control parking in designated areas 11. MEP/N7108 Maintain health and safety 12. MEP/N7109 Perform security tasks in commercial deployments 13. MEP/N7110 Perform security tasks in industrial deployments 14. MEP/N7111 Project positive image of self and the organisation
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar 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.

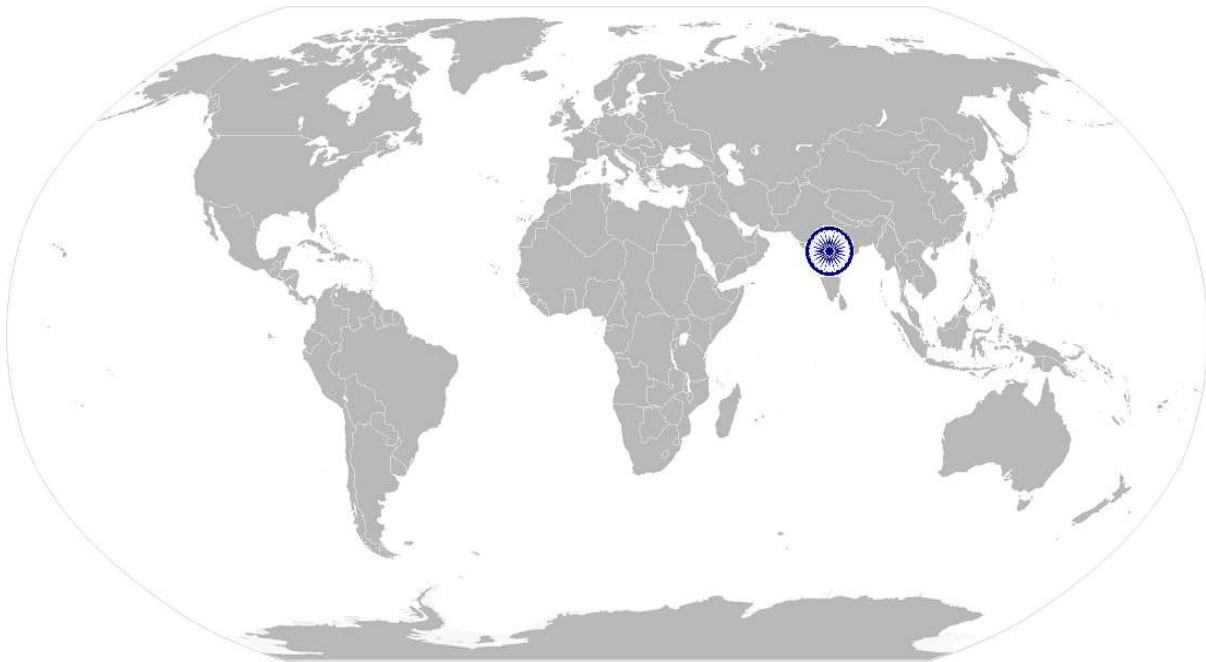
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way 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
	FIR	First Information Report
	NOS	National Occupational Standard(s)
	NSQF	National Skills Qualifications Framework
	OS	Occupational Standards
	PSARA	The Private Security Agencies Regulation Act (PSARA) 2005
	QP	Qualifications Packs

MEP/N7201

Supervise a security unit

National Occupational Standard



Overview

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

MEP/N7201

Supervise a security unit

National Occupational Standard

Unit Code	MEP/N7201
Unit Title (Task)	Supervise a security unit
Description	This unit deals in detail with supervising of a security unit and its operations as per the specified standards.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Supervise security unit operations • Use resources optimally • Deal with emergencies • Carry out administration and welfare of personnel
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Supervise security unit operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. commence operations at a new or existing site, as per instructions Commence operations: Obtain briefing and shift report; complete takeover documentation; identify assigned premises/sites; obtain information about assets to be protected; security duties to be performed and risks and hazards identified; be introduced to key stakeholders; etc.</p> <p>PC2. identify work instructions and relevant guidelines from the briefing received from superiors</p> <p>PC3. extract relevant information from the shift report received from outgoing supervisor</p> <p>PC4. take attendance of personnel and report about deficiency, if any</p> <p>PC5. identify manpower and equipment resources available and required for security operations at the assigned premises/area of responsibility</p> <p>PC6. prepare plan for manpower and equipment deployment as per the operational requirement and site instructions Site Instruction: Site layout - perimeter, details of entry, exit and emergency exits; work shifts; guard posts, deployment of security and surveillance equipment; patrolling and number of personnel needed for security duties</p> <p>PC7. report suitability of personnel and equipment provided for specific tasks</p> <p>PC8. assign and earmark available security personnel to cater for anticipated threat/ risks and provide necessary instructions</p> <p>PC9. prepare duty roster for the shift as per deployment plan</p> <p>PC10. assign tasks to team members, such that all operational activities are covered and as per the capabilities of the team members</p> <p>PC11. carry out temporary modifications to site instructions to cover deficiencies in personnel/ equipment</p> <p>PC12. issue security and safety equipment to team members, as per deployment plan</p> <p>PC13. deploy personnel and equipment as per deployment plan</p> <p>PC14. organise manpower and resources for collection of intelligence and information</p>

MEP/N7201

Supervise a security unit

	<p>PC15. monitor deployment and functioning of security team members, using various techniques, to ensure that they are functioning as per site instructions and maintaining occupational standards of work</p> <p>PC16. check for proper functioning of equipment and report in case of any malfunctioning</p> <p>PC17. maintain 'key-control' and 'movement control' to the assigned premises as per site instructions</p> <p>PC18. liaise with fire, maintenance and control room personnel Liaise: Inform about the incident; provide details about location, people involved, course of events, etc; assign manpower to provide assistance; complete necessary documentation and other formalities; support by performing necessary tasks within limits of authority; etc.</p> <p>PC19. record and report status and issues related to personnel and equipment as per organisational standards</p> <p>PC20. prepare and share report on achievement of performance standards of personnel to the authorized personnel</p> <p>PC21. identify training requirements of team members relevant to assigned work in performing the work they are deployed at and report to relevant department</p> <p>PC22. carry out on-the-job-training for personnel on the training requirements identified</p> <p>PC23. maintain security documents in line with site instructions Security Documents: Muster roll, shift report, duty roster, incident and complaint report forms; personnel, vehicle and material movement control documents; keys control register; training register, mock drill and other required registers</p> <p>PC24. carry out checks to assess operational effectiveness of security unit Assessment of Operational Effectiveness: Thorough pre-shift briefing and checking, surprise checks, patrolling, mock-drills and rehearsals</p> <p>PC25. take proactive measures against possible threat/ risks to the security unit deployment Proactive measures: inform relevant people; put in controls and checks to avoid the possibility of threat/risk getting materialised; report the possible threat/risk to management alongwith suggestions for preventive measures; etc.</p> <p>PC26. observe and report about the standard of response of security personnel and stakeholders</p> <p>PC27. communicate with superiors/ team members and other stakeholders as per organizational protocol</p> <p>PC28. maintain own grooming and behaviour in line with organisational and professional standards</p> <p>PC29. prepare comprehensive shift report covering all relevant details and handover to the reliever</p>
Deal with emergencies	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC30. identify risk and hazards specific to the assigned premises</p> <p>PC31. seek support from stakeholders and other departments following established protocol</p>

MEP/N7201

Supervise a security unit

	<p>PC32. perform responsibilities as assigned as part of organisation's response team Responsibilities: Advising personnel in the area of any potential threat, inactivate potential sources or fire, restrict access to the incident scene and surrounding area, take any other steps necessary to minimize any threat to health and safety, identify and isolate source to minimize product loss; coordinate further response actions with response team and local personnel; etc.</p> <p>PC33. select and nominate an on-site emergency team as required for the assigned premises matching requirements and capabilities</p> <p>PC34. carry out mock-drills as per instructions for fire alarm and evacuation</p> <p>PC35. carry out rehearsals with the team on various emergency scenarios</p> <p>PC36. report to designated superior and other agencies during an emergency promptly and accurately</p> <p>PC37. secure key assets on priority at the time of an emergency</p> <p>PC38. organise evacuation of the premises as per organizational procedure established</p> <p>PC39. ensure on-site reception, briefing and guidance for fire fighters, rescue workers and medical teams</p> <p>PC40. ensure first aid and evacuation within available means and as per established standards</p> <p>PC41. cordon off scene of crime/ incident as per established protocol</p> <p>PC42. liaise with police in investigation Liaise: File complaint about the incident; provide details about location, people involved, course of events, etc; assign manpower to provide assistance; complete necessary documentation and other formalities; support by performing necessary tasks within limits of authority; etc.</p> <p>PC43. record and report incidents as per organizational process</p> <p>PC44. lodge complaint of incident with the police and get first information report</p>
<p>Carry out administration and welfare of personnel</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC45. maintain information about team members with respect to personal details, training needs, leave, overtime, complaints and welfare-related issues</p> <p>PC46. identify concerns/ grievances of team members and take measures to address the same in line with organisational protocol</p> <p>PC47. record, report and follow-up for resolution of HR/ administration-related problems of team members with the relevant personnel from the respective functions</p> <p>PC48. identify recurring grievances or grievances that have an organisational impact and intimate management</p> <p>PC49. display fair and impartial practices during performance of duties</p> <p>PC50. take measures to ensure health and safety of team members in workplace</p> <p>PC51. identify high performers in the team using established performance parameters and recommend for reward/ recognition as per organizational process</p>
<p>Knowledge and Understanding (K)</p>	

MEP/N7201

Supervise a security unit

A. Organizational Context (Knowledge of the company /organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KA1. security plan and site instructions KA2. details of personnel and equipment available at the assigned premises KA3. organisational standards of performance and methods of monitoring KA4. organisational procedure for allocation of responsibilities and monitoring KA5. channel of reporting and communication with stakeholders KA6. contact details of emergency services KA7. duties specific to fresh inductees and on-the-job-training personnel that can be allocated as per organisational protocol KA8. organisation procedures for organising pre-induction training KA9. organizational performance management system and compensation/ incentive structure KA10. organisational procedure and practices related to on-the-job-training KA11. organizational protocol for resolution of concerns/ grievances KA12. security documentation formats and procedure in the organisation KA13. organisation's reporting procedure KA14. organization's expectations on grooming, conduct and performance KA15. organization procedure for checking and reporting hazards, risks, employee concerns, work related concerns
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. suitability of provided personnel with respect to the work involved KB2. deployment and re-allocation procedures relating to manpower KB3. use of communication equipment and security equipment for various security related tasks KB4. firearms safety aspects Safe Handling of Firearms: Ensure an armed security guard, if provided with the detail observes laid down safety and security norms with regard to handling of firearms KB5. basic testing and functionality checks for available security equipment Faults/ Malfunctions in Equipment: Alarms, non-functioning of equipment, errors and erratic output KB6. communication channel for reporting incidents KB7. knowledge of operating a computer and common applications like word processor, spreadsheets, sending and receiving email, browsing the internet Operating: Switching a computer on and off, accessing, moving, creating and deleting files and folders, etc. KB8. key concepts of leadership and supervision Leadership and Supervision: Welfare, training and motivation, leading by personal example, impartiality, honest reporting and punctuality KB9. importance of motivation through personal example and involvement
Skills (S)	
A. Core Skills/	Writing Skills The user/ individual on the job needs to know and understand how to:

MEP/N7201

Supervise a security unit

Generic Skills	SA1. document instructions and task lists SA2. write reports to superiors and other stakeholders SA3. write in English and at least in one vernacular language
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA4. read and assimilate organizational procedures and instructions, as applicable SA5. read identity papers and passes SA6. read signages and notices SA7. recognize badges of rank
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA8. speak clearly and emphatically SA9. comprehend instructions and ask relevant queries SA10. give clear instructions to team members SA11. reply to queries from visitors and guide them SA12. ask questions from visitors SA13. raise alarm/ make announcement/ speak over phone/ radio
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 endangering life & property and health & safety
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. report on time and take briefing SB3. plan and organize assigned task SB4. depute subordinates to work SB5. leave site once relieved
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB6. manage relationships with visitors and stakeholders
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s)
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. identify potential risk and threats and take suitable actions SB9. observe people, activities and movements keenly
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB10. analyze and evaluate information gathered from observation and experience, and take appropriate action

MEP/N7201

Supervise a security unit

NOS Version Control

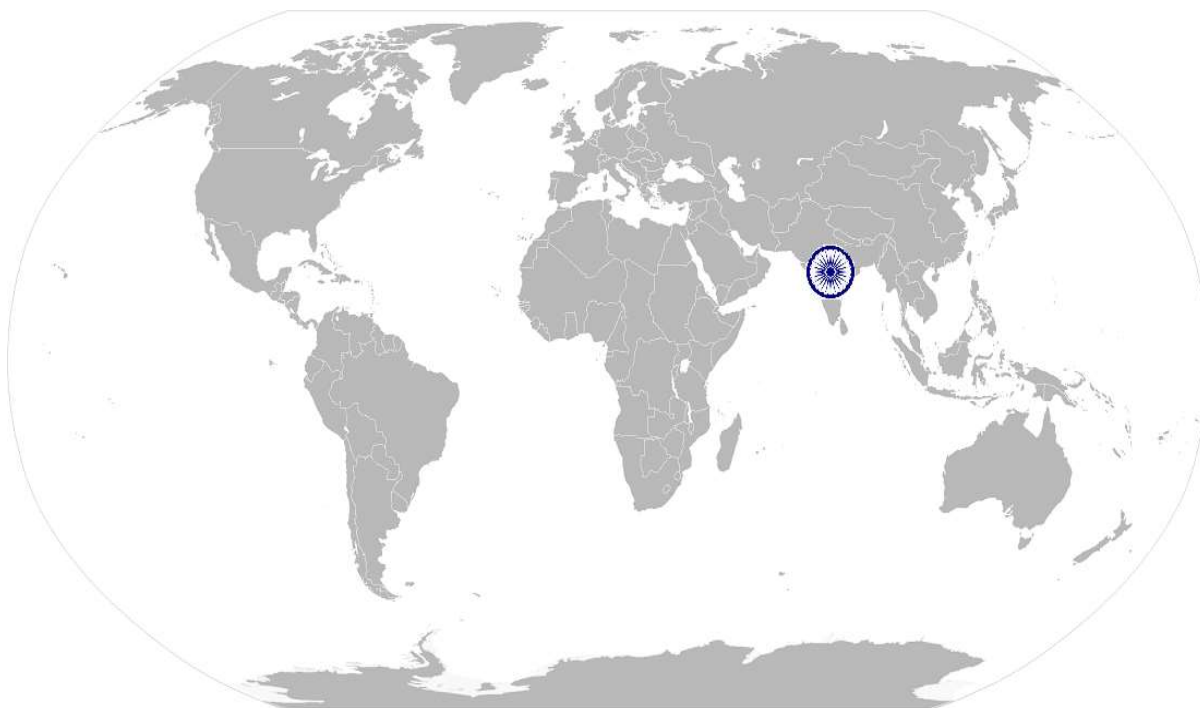
NOS Code	MEP/N7201		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	01/04/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	27/03/2018
Occupation	Supervisory	Next review date	23/11/2021



MEP/N7202

Carry out job-specific security duties

National Occupational Standard



Overview

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

MEP/N7202

Carry out job-specific security duties

National Occupational Standard

Unit Code	MEP/N7202
Unit Title (Task)	Carry out job-specific security duties
Description	This unit deals in detail with carrying out job-specific security duties as per the specified standards.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Carry out front office duty • Control entry and exit of materials • Carry out key management
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Carry out front office duty	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. check authorization of visitors for entry/ visit to premises as per organisational procedures with regard to reception protocol</p> <p>PC2. ensure that visitors to the premises are attended to promptly and appropriately</p> <p>Appropriately: Provide access and guidance as per type of visitor and their purpose of visit; deal in a professional manner</p> <p>PC3. communicate with visitors in professional manner as per organizational protocol</p> <p>PC4. communicate over telephone in professional manner as per organizational protocol</p> <p>PC5. answer queries about the organization promptly and within own limits of authority</p> <p>PC6. direct visitors/ escort visitors to designated authority as per their purpose of visit</p> <p>PC7. receive postal mail and couriers as per organisational protocol</p> <p>PC8. respond in case of delivery of suspicious mail/ package as per established process</p> <p>Suspicious mail/package: potential IED device; wrongly addressed; without any sender information; suspicious place of origin, without stamp of postal authority etc.</p> <p>PC9. deal with irregular situations arising at front office</p> <p>Irregular situations: irate visitor; unauthorised entry or exit; accident; unidentified personnel; improper identification documentation or permit/pass; front office personnel unable to attend to duties; etc.</p> <p>PC10. take preventive actions to avoid irregular situations and seek assistance from relevant personal for the same as per organizational protocol</p> <p>PC11. maintain personal safety and safety of others while performing front office duties</p> <p>PC12. prepare passes/ permits for visitors in approved templates as per organizational guidelines</p> <p>PC13. maintain basic security function-related documents accurately</p>

MEP/N7202

Carry out job-specific security duties

	PC14. report to designated superior as per procedure
Control entry and exit of materials	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC15. control material movement as per organizational procedures Material - Raw material & finished goods; supplies from vendors; machinery, samples, scrap and organisation's property</p> <p>PC16. check authorization for material and vehicle & personnel entry or exit to/from premises</p> <p>PC17. work within the limits of responsibility</p> <p>PC18. prepare various documentation related to material movement Documents - Gate pass (returnable and non-returnable), invoice, purchase order, delivery challan, any other authorisation regarding movement of stores and machinery</p> <p>PC19. record and report irregularities to superior promptly</p>
Carry out key management	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC20. check authorization of personnel drawing or depositing key(s) as per organizational procedure</p> <p>PC21. ensure original and duplicate keys are stored as per organizational procedure</p> <p>PC22. follow appropriate key labeling system as per organizational procedure</p> <p>PC23. carry out key issue and deposit documentation accurately Documents - Keys drawing and deposit ledger, key handling authorisation, lock and key inventory, incident reporting ledger</p> <p>PC24. ensure security of key panels by implementing approved processes for the same</p> <p>PC25. record and report irregular situations with regard to key management promptly Irregular Situations - Loss of keys, late deposit of keys, copying of keys, damage to keys, expiry of authorisation to draw/ deposit keys, tampering with key holding panels</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 visitors, material and keys management</p> <p>KA2. answer to 'frequently asked questions' about the organisation</p> <p>KA3. organisation's reporting procedure and designated superior Authorities for Reporting: Designated superior</p> <p>KA1. material seeking entry/ exit</p> <p>KA2. areas within the premises having restricted/ controlled entry</p> <p>KA3. unauthorised/ prohibited items as per organisation</p> <p>KA4. Organizational procedure for receipt of postal mail and couriers Postal Mail and Couriers: Letters; parcels; Fax messages and suspicious packages, Delivery of suspicious package/ parcel(s) through mail/ courier</p> <p>KA5. action to be taken in case of delivery of suspicious package as per organizational process</p> <p>KA6. method of securing and storing letters and packages after office hours</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. basic operating knowledge of security equipments in front office/ entry/ exit</p>

MEP/N7202

Carry out job-specific security duties

	<p>points</p> <p>KB2. basic operating knowledge of provided communication equipment</p> <p>KB3. basic operating knowledge of computers</p> <p>KB4. procedure for carrying out operations manually</p> <p>KB5. indications regarding suspicious mails and packages</p> <p>KB6. procedure for dealing with irregular situations</p> <p>Irregular Situations: Identification documents; passes and permits - lost; expired; defaced; forged and unauthorised, Surreptitious entry; impersonation; forced entry; tailing and aggressive behaviour, Visitors' Management</p> <p>KA4. types of identity/ authorisation documents carried by people and vehicle</p> <p>Personal Identification and Authorisation Documents: Employee identity card, temporary identity card, entry permit and visitors' pass, vehicle registration number</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 task lists</p> <p>SA2. document activities in a chronological order</p> <p>SA3. prepare security passes</p> <p>SA4. record visitor and vehicle arrival and departure and prepare passes</p> <p>SA5. write in English and 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 organizational procedures and instructions, as applicable</p> <p>SA7. read identity papers and passes</p> <p>SA8. read signages and notices</p> <p>SA9. recognize badges of rank</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA10. speak clearly and emphatically</p> <p>SA11. comprehend instructions and ask relevant queries</p> <p>SA12. give clear instructions to co-workers, if required</p> <p>SA13. reply to queries from visitors and guide them</p> <p>SA14. ask questions from visitors</p> <p>SA15. raise alarm/ make announcement/ speak over phone/ radio</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 endangering life & property and health & safety</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. report on time and take briefing</p> <p>SB3. plan and organize assigned task</p>

MEP/N7202

Carry out job-specific security duties

	SB4. depute subordinates to work
	SB5. leave site once relieved
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB6. manage relationships with visitors and stakeholders
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB7. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s)
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. identify potential risk and threats and take suitable actions
	SB9. observe people, activities and movements keenly
	Critical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB10. analyze and evaluate information gathered from observation and experience, and take appropriate action

MEP/N7202

Carry out job-specific security duties

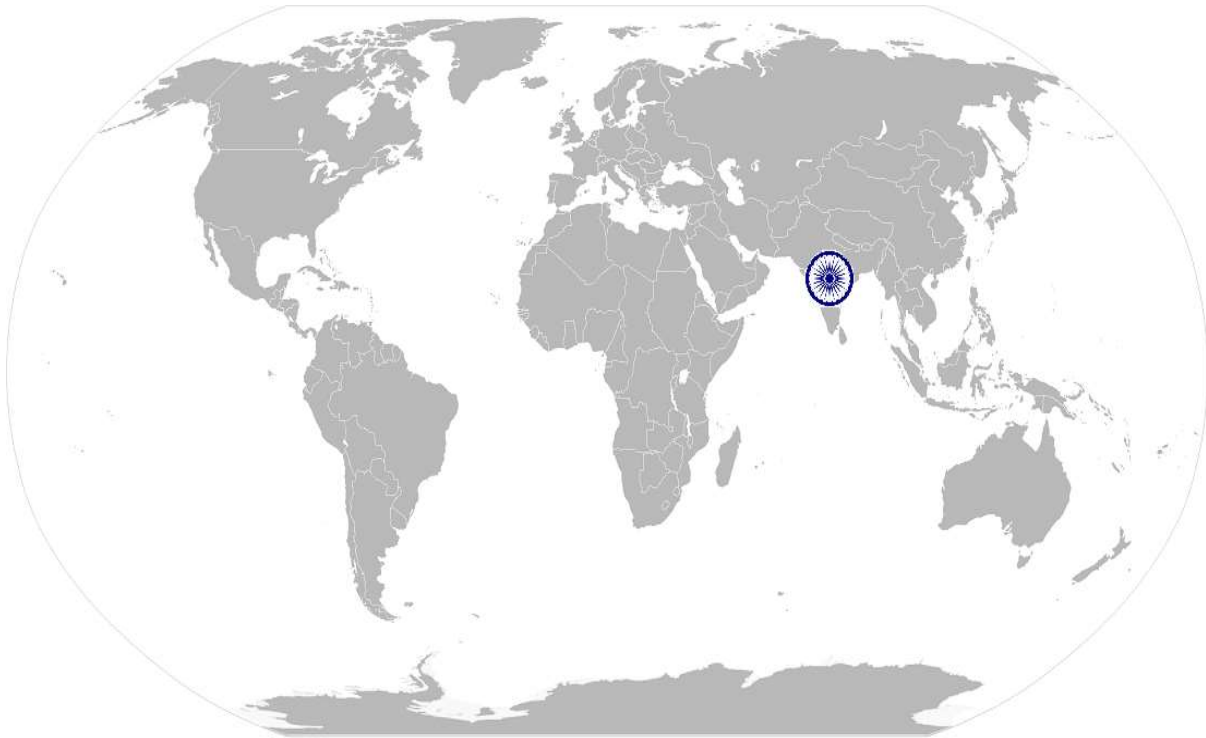
NOS Version Control

NOS Code	MEP/N7202		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	01/04/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	27/03/2018
Occupation	Supervisory	Next review date	23/11/2021

MEP/N7203

Process lost & found property

National Occupational Standard



Overview

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

MEP/N7203

Process lost & found property

National Occupational Standard

Unit Code	MEP/N7203
Unit Title (Task)	Process lost and found property
Description	This unit deals in detail with how security personnel deal with lost and found property as per the specified standards.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Process lost property • Process found property
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Process lost property	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. obtain information or report of lost property directly from complainant or superiors</p> <p>PC2. record details of lost property as per organisation's procedures and guidelines</p> <p>PC3. seek additional information, on lost property, from complainant if required</p> <p>Additional Information: Details surfacing after investigation, relevant details not provided by the claimant</p> <p>PC4. inform superior, on lost property complaints, as per procedure and timelines</p> <p>PC5. take approved action, within area of responsibility to recover lost property as per organisational procedure</p> <p>PC6. handle and store information relating to lost property confidentially and as per organisational procedures</p>
Process found property	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. receive found property and handle it in line with organisation's policies and procedures</p> <p>PC8. record details of found property as per organisation's procedures and guidelines</p> <p>PC9. inform superior, about found property, as per procedure and timelines</p> <p>PC10. identify and contact, where possible, the owner of the property</p> <p>PC11. establish the identity of the claimant to the found property</p> <p>Identity of claimant: to be supported by valid identity documentation</p> <p>PC12. seek additional information as required to establish ownership</p> <p>Additional information: Details about the found property, location where it was lost, day/time when it was lost, ownership proof if the property is very valuable, etc.</p> <p>PC13. release the found property to the owner, based on organisational norms</p> <p>PC14. store, retrieve and update information relating to found property confidentially and as per organisational procedure</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organisation's procedures and any other specific instructions for dealing with lost property</p> <p>KA2. organisation's procedures and any other specific instructions for dealing with</p>

MEP/N7203

Process lost & found property

/organization and its processes)	<p>found property</p> <p>KA3. the limits of role/ responsibility to deal with lost/ found property</p> <p>KA4. reporting and processing process regarding found property</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. process of organising immediate search to recover lost property</p> <p>KB2. necessary documentation for recording information on a lost/ found property Documentation: Complaint from complainant, Details of incident, Details of property, Archive/ footage from surveillance systems, Lost & found ledger, Receipt obtained from claimant</p> <p>KB3. list of valid identification proof documents relating to claimants of found property</p> <p>KB4. use of CCTV footage to reconstruct events</p> <p>KB5. process of maintaining confidentiality of the information</p> <p>KB6. method of handling found property</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 task lists</p> <p>SA2. record details of lost and found property as per organisational procedure in relevant template</p> <p>SA3. write in English and 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>SA4. read and assimilate organizational procedures and instructions, as applicable</p> <p>SA5. read identity papers and authorizations</p> <p>SA6. read signages and notices</p> <p>SA7. recognize badges of rank</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA8. speak clearly and emphatically</p> <p>SA9. comprehend instructions and ask relevant queries</p> <p>SA10. give clear instructions to co-workers, if required</p> <p>SA11. reply to queries from visitors and guide them</p> <p>SA12. ask questions from visitors</p> <p>SA13. raise alarm/ make announcement/ speak over phone/ radio</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 endangering life & property and health & safety</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. report on time and take briefing</p> <p>SB3. plan and organize assigned task</p> <p>SB4. depute subordinates to work</p>

MEP/N7203

Process lost & found property

	SB5. leave site once relieved
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB6. manage relationships with visitors and stakeholders
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB7. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s)
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. identify potential risk and threats and take suitable actions
	SB9. observe people, activities and movements keenly
	Critical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB10. analyze and evaluate information gathered from observation and experience, and take appropriate action

MEP/N7203

Process lost & found property

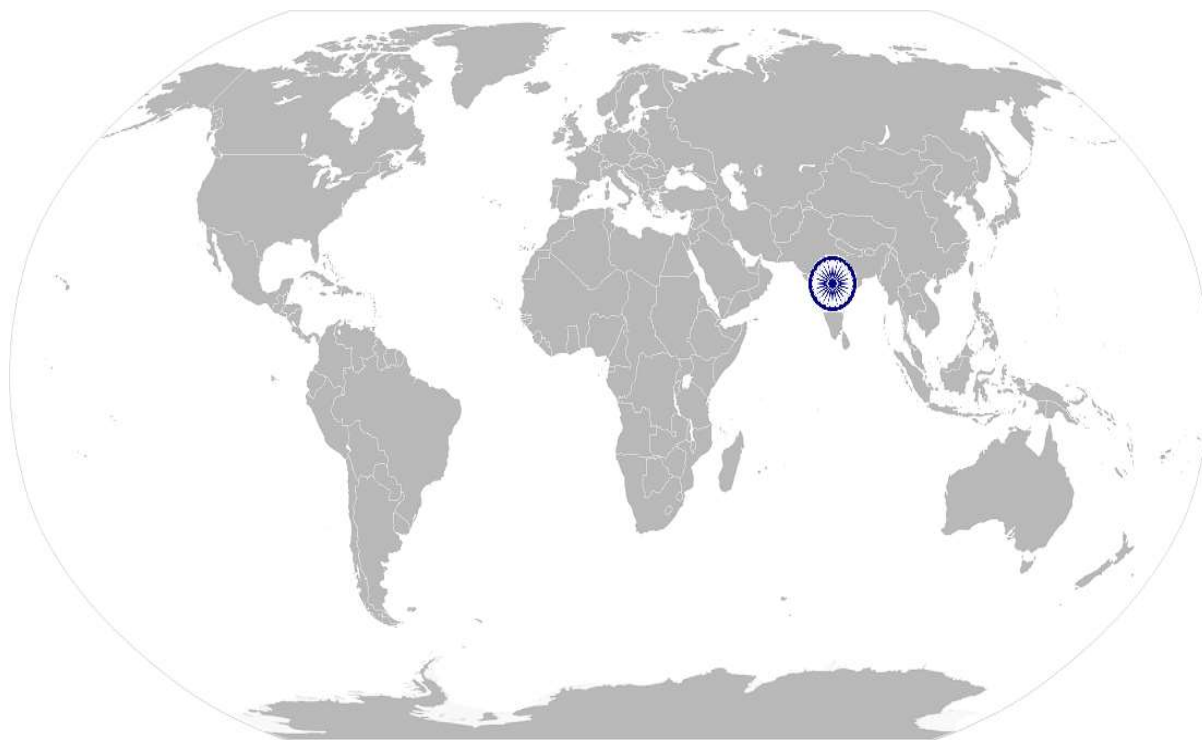
NOS Version Control

NOS Code	MEP/N7203		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	01/04/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	27/03/2018
Occupation	Supervisory	Next review date	23/11/2021

MEP/N7204

Supervise security escort duties

National Occupational Standard



Overview

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

MEP/N7204

Supervise security escort duties

National Occupational Standard	Unit Code	MEP/N7204
	Unit Title (Task)	Supervise security escort duties
	Description	This unit deals in detail with organizing of security escort duties as per the specified standards.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Supervise vehicle escort duties
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Supervise vehicle escort duties	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure that appropriate personal safety gear, equipment/ aids, documents, and weapon & ammunition are used as per organizational procedure Safety, Security Equipment and Aid: In-built safety features of the vehicle, personal protective equipment, weapon and ammunition, baton, communication equipment, fire extinguisher, torch, distress alarm, first-aid kit, route map, contact details</p> <p>PC2. obtain all relevant duty details and task-related briefing from designated superior</p> <p>PC3. co-ordinate with the transport supervisor/ provider for suitable vehicle(s) Coordinate: Contact transport personnel and inform about requirement of a particular type of vehicle and the timings; check the vehicle as per the requirement; follow-up and escalate with transport personnel to meet deadlines; etc.</p> <p>PC4. co-ordinate with the driver of the vehicle Coordinate: Contact driver and inform about requirement and the importance of the impending assignment on a timely basis; provide clarification where required regarding duty details; follow-up to ensure work targets are met; etc.</p> <p>PC5. approve driver and escort for escort duty after ensuring they follow prescribed fitness standards for the same</p> <p>PC6. approve vehicle for escort duty after ensuring they follow prescribed fitness standards for the same</p> <p>PC7. provide complete briefing to escort regarding escort duty and the potential threat/ risks Threat/ Risks: Road accident, vehicle breakdown, medical emergencies, potential criminal/miscreant action, fire accidents</p> <p>PC8. maintain communication with escort as per instructions</p> <p>PC9. respond promptly and as per organizational protocol to communication received from vehicle/escort enroute</p> <p>PC10. record and report incidents occurring in line of duty as per organisational procedures</p> <p>PC11. instruct escort to disengage from escalated situation before it escalates beyond control</p>

MEP/N7204

Supervise security escort duties

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. relevant legislation/ regulations and organizational procedures related to vehicle escort duties</p> <p>KA2. relevant legislation/ regulations and organizational procedures related to unarmed/ armed security tasks</p> <p>KA3. relevant legislation/ regulations and organizational procedures related to vehicle escort duties for female employees</p> <p>KA4. contact details of concerned agencies</p> <p>KA5. reporting procedure</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. escort task-related details Task-related Details: Team composition, route, halts, alternate routes, time taken, principal/ employees (male/female) being escorted</p> <p>KB2. necessary weapon and ammunition, safety gear, equipment/ aids and their method of use</p> <p>KB3. threat/ risks associated with vehicle escort duty</p> <p>KB4. communication protocol with designated superior/ concerned agencies and their contact details Concerned Agencies: Controlling headquarter/ superiors, police, ambulance service, road patrol, hospital services</p> <p>KB5. organizational procedures for dealing with security situations</p> <p>KB6. reporting and recording procedure and formats</p> <p>KB7. route chart including alternate and emergency routes, halts, bottle-necks etc.</p> <p>KB8. security and safety requirements for security escort duty</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 task lists</p> <p>SA2. write in English and 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>SA3. read and assimilate organizational procedures and instructions, as applicable</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. speak clearly and emphatically</p> <p>SA5. comprehend instructions and ask relevant queries</p> <p>SA6. give clear briefing and instructions to escort or driver of escort vehicle</p> <p>SA7. reply to queries from superiors and clients and guide them</p> <p>SA8. ask questions from superiors and clients to obtain clarity over information</p> <p>SA9. raise alarm/ make announcement/ speak over phone/ radio</p>

MEP/N7204

Supervise security escort duties

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 endangering life & property and health & safety
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. report on time and take briefing SB3. plan and organize assigned task SB4. depute subordinates to work SB5. leave site once relieved
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB6. manage relationships with visitors and stakeholders
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s)
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. identify potential risk and threats and take suitable actions SB9. observe people, activities and movements keenly
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB10. analyze and evaluate information gathered from observation and experience, and take appropriate action

MEP/N7204

Supervise security escort duties

NOS Version Control

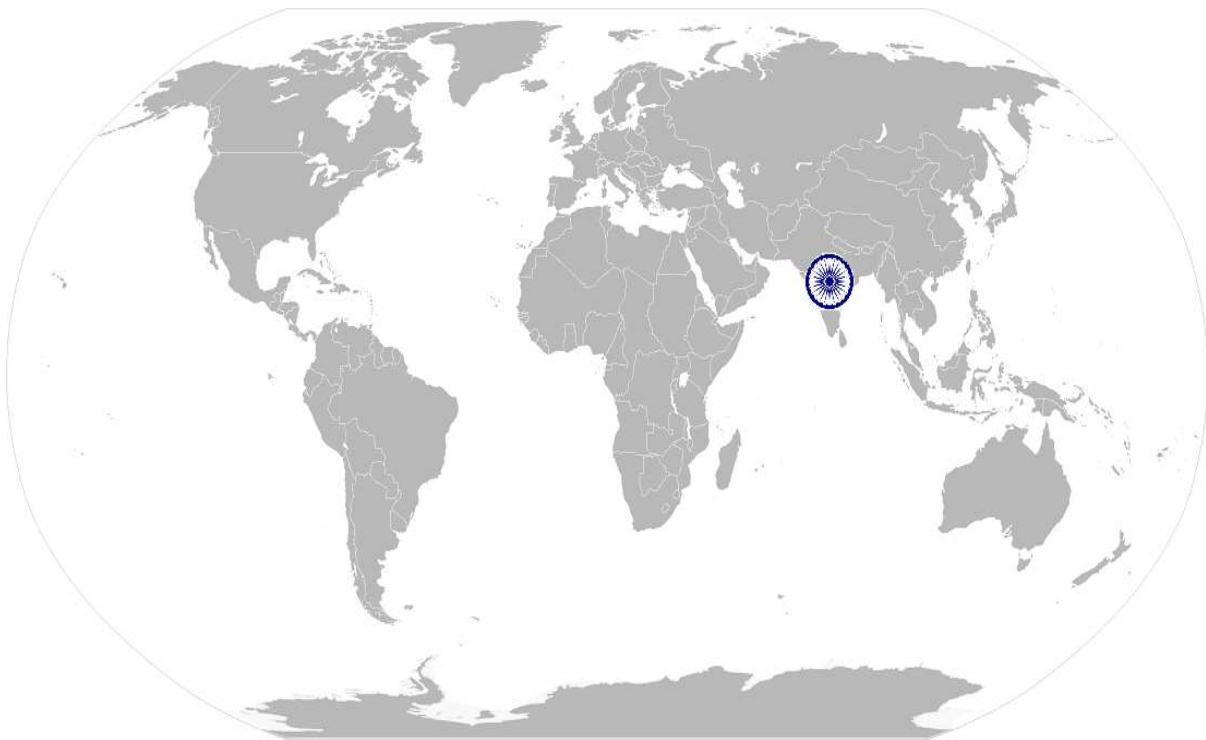
NOS Code	MEP/N7204		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	01/04/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	27/03/2018
Occupation	Supervisory	Next review date	23/11/2021



MEP/N7205

Supervise access control 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.

MEP/N7205

Supervise access control to the assigned premises

National Occupational Standard	Unit Code	MEP/N7205
	Unit Title (Task)	Supervise access control to the assigned premises
	Description	This unit deals in detail with carrying out access control to the assigned premises, manually or assisted by equipment in line with organisational procedures and guidelines.
	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
	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. 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>PC2. check and prevent entry to and exit of people/ vehicles/ material without valid authorisation as per organisational process</p> <p>PC3. direct visitors to designated areas and inform concerned staff/ department</p> <p>PC4. prepare passes/ permits for people/ vehicles entering the premises</p> <p>PC5. collect passes/ permits from people/ vehicles exiting the premises before providing them permission to exit</p> <p>PC6. check relevant documents for movement of goods/ materials 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>PC7. inform the correct department promptly on arrival of consignments</p> <p>PC8. handle different situations faced during access control operations as per organisational procedures Situations faced during access control operations: Identification documents, passes and permits - lost, expired, defaced, forged and unauthorised Surreptitious entry, impersonation, forced entry, tailing, queue and crowd and aggressive behaviour, vehicular traffic, communication, visitors expecting/ demanding preferential treatment</p> <p>PC9. maintain basic security registers as per instructions</p> <p>PC10. report all irregularities to superiors promptly</p>
	Use access control equipment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. operate access control equipment in accordance with laid down procedures Access Control Equipment: Gates, bollards and barriers, Turnstile, locks, electronically operated systems - access card, biometrics and attendance</p>

MEP/N7205

Supervise access control to the assigned premises

	<p>recorder</p> <p>PC12. check and report functioning/ malfunctioning of access control equipment</p> <p>PC13. respond to signals from access control equipment as per organisational process</p> <p>PC14. carry out access control operations manually in case of a breakdown</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. organisational reporting procedure</p> <p>KA3. people debarred entry in the organisation</p> <p>KA4. areas within the premises having restricted/ controlled entry</p> <p>KA5. organisational procedure for receipt of postal mail and couriers</p> <p>Postal Mail and Couriers: Letters; parcels; Fax messages and suspicious packages, Delivery of suspicious package/ parcel(s) through mail/ courier</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. modus operandi of people/ criminals for gaining entry/exit from the premises</p> <p>KB2. basic knowledge of access control equipment installed in the premises</p> <p>KB3. types of identity/ authorisation documents carried by people, vehicle and material seeking entry/ exit</p> <p>Personal Identification and Authorisation Documents: Employees identity card, temporary identity card, entry permit and visitors' pass, vehicle registration number</p> <p>KB4. capability and limitations of the access control equipment in use</p> <p>KB5. common faults occurring in the access control equipment</p> <p>KB6. procedure for carrying out access control operations manually</p> <p>KB7. how to read and write</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 task lists</p> <p>SA2. document activities in a chronological order</p> <p>SA3. prepare security passes</p> <p>SA4. record visitor and vehicle arrival and departure and prepare passes</p> <p>SA5. write in English and 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 organizational procedures and instructions, as applicable</p> <p>SA7. read identity papers and passes</p> <p>SA8. read signages and notices</p> <p>SA9. recognize badges of rank</p>
Oral Communication (Listening and Speaking skills)	

MEP/N7205

Supervise access control to the assigned premises

	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA10. speak clearly and emphatically</p> <p>SA11. comprehend instructions and ask relevant queries</p> <p>SA12. give clear instructions to co-workers, if required</p> <p>SA13. reply to queries from visitors and guide them</p> <p>SA14. ask questions from visitors</p> <p>SA15. raise alarm/ make announcement/ speak over phone/ radio</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 endangering life & property and health & safety</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. report on time and take briefing</p> <p>SB3. plan and organize assigned task</p> <p>SB4. depute subordinates to work</p> <p>SB5. leave site once relieved</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. manage relationships with visitors and stakeholders</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s)</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. identify potential risk and threats and take suitable actions</p> <p>SB9. observe people, activities and movements keenly</p>
	Critical Thinking
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB10. analyze and evaluate information gathered from observation and experience, and take appropriate action</p>

MEP/N7205

Supervise access control to the assigned premises

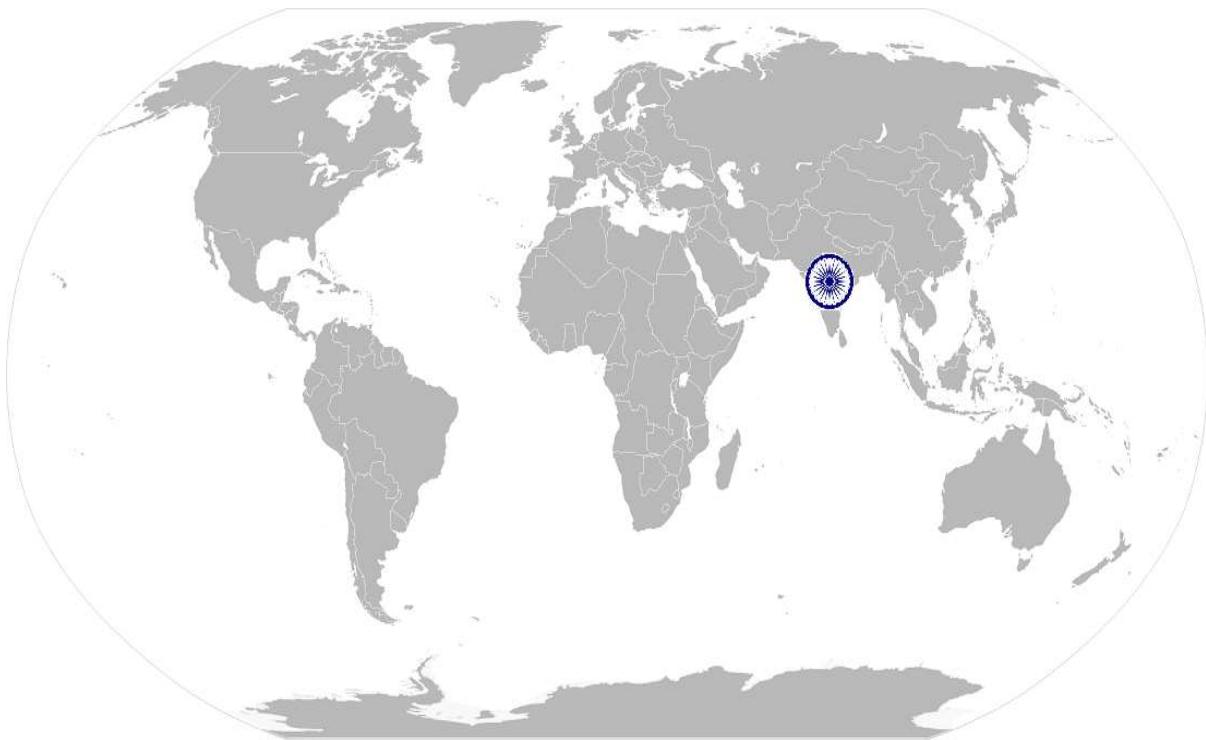
NOS Version Control

NOS Code	MEP/N7205		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	01/04/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	27/03/2018
Occupation	Supervisory	Next review date	23/11/2021



MEP/N7101 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.

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

National Occupational Standard	Unit Code	MEP/N7101
	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>

MEP/N7101 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>

MEP/N7101 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

MEP/N7101 Security tasks in accordance with basic security practices

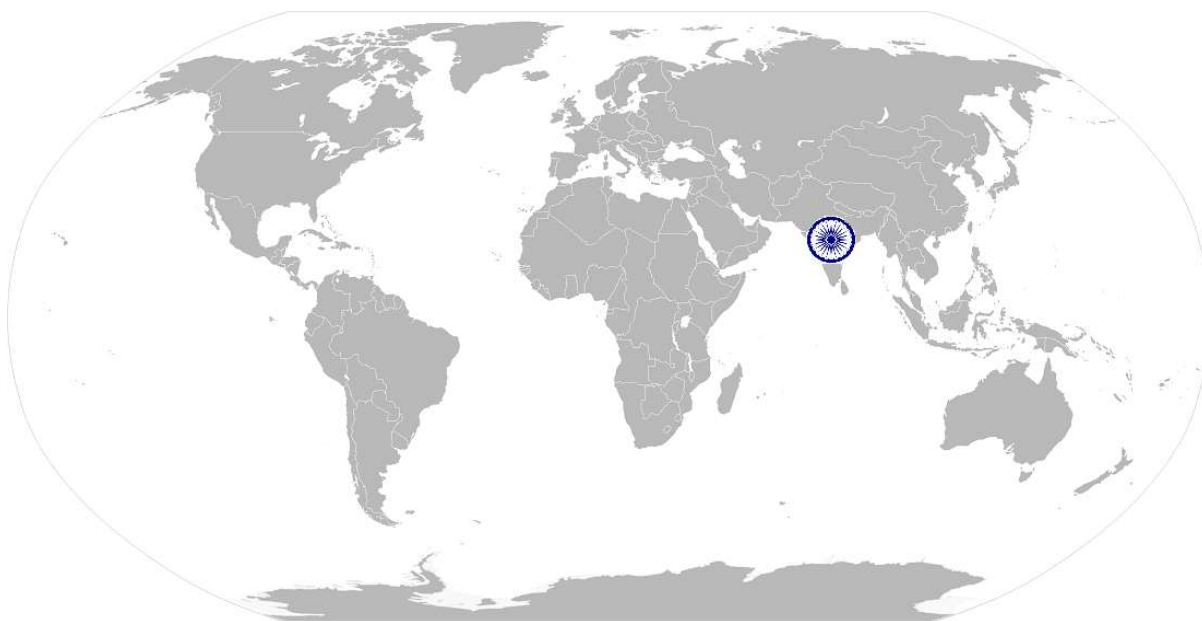
NOS Version Control

NOS Code	MEP/N7101		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	20/02/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	27/03/2018
Occupation	Guarding	Next review date	23/11/2021



MEP/N7102 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.

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

National Occupational Standard

Unit Code	MEP/N7102
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	<p>To be competent, the user / individual on the job must be able to:</p> <p>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</p> <p>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</p> <p>PC3. obtain clarity in case of lack of understanding from the appropriate source</p> <p>PC4. note offences and security violations and report to superiors/ police</p> <p>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</p> <p>PC6. give evidence accurately and clearly, when required, in court</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. responsibilities and limitations of assigned role and tasks</p> <p>KA2. concerned personnel to be contacted for necessary clarifications relevant to the type of information required</p> <p>KA3. organisational and legal procedures to be followed in situations having legal implications</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. correct procedures and considerations for reporting and recording of events</p> <p>KB2. procedure for co-operating with investigations and relevant authorities</p> <p>KB3. difference between legal and illegal activities</p> <p>KB4. legal implication of assigned role and tasks</p> <p>KB5. process to lodge complaints and first information report and assistance to others for doing the same</p> <p>KB6. method of giving evidence in court</p>

MEP/N7102 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

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

	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



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

NOS Version Control

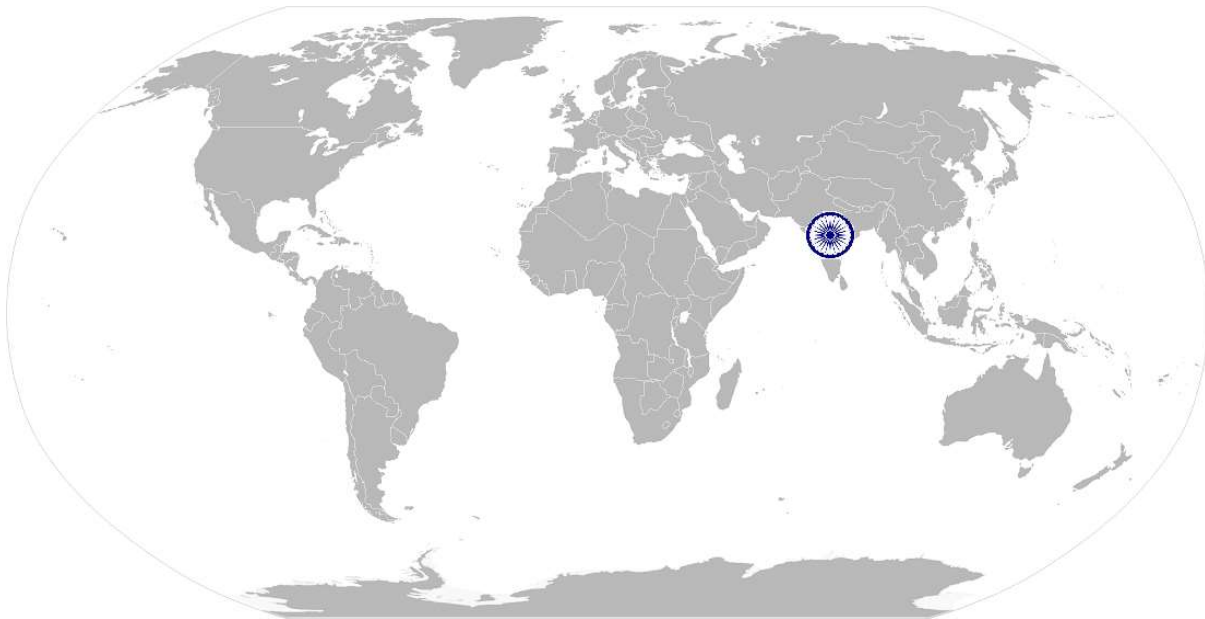
NOS Code	MEP/N7102		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	20/02/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	27/03/2018
Occupation	Guarding	Next review date	23/11/2021



MEP/N7103

Provide private 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.

MEP/N7103

Provide private guarding service to people, property and premises

National Occupational Standard

Unit Code	MEP/N7103
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>

MEP/N7103 Provide private 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

MEP/N7103

Provide private 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>
	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)
B. Professional 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>
	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>
	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</p>

MEP/N7103

Provide private 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



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

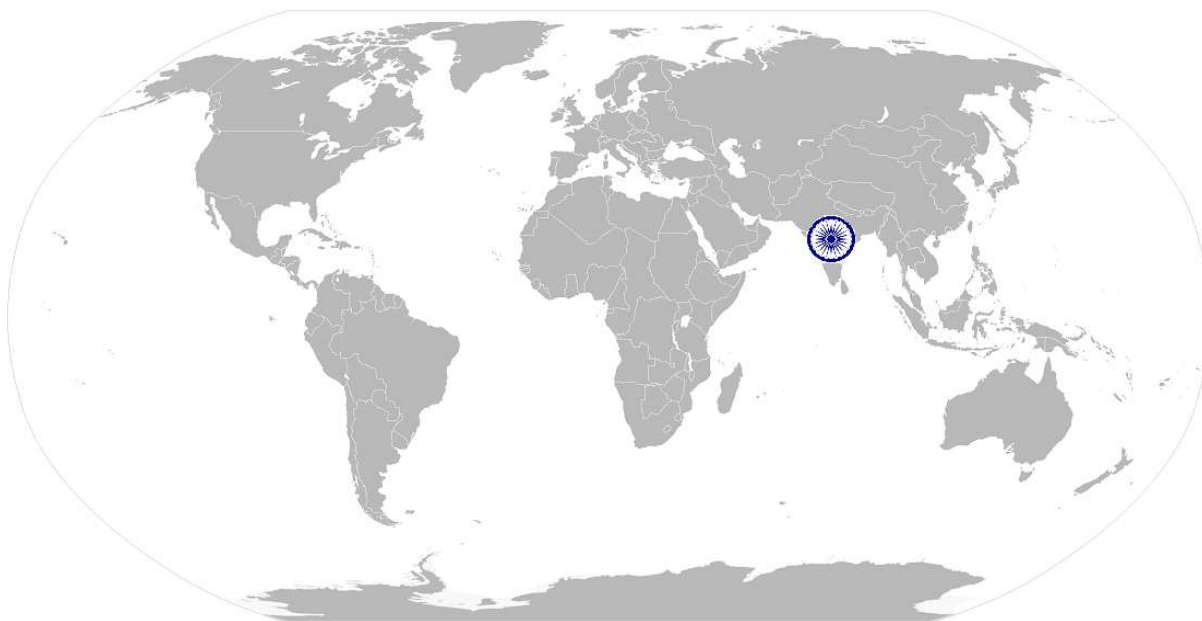
NOS Version Control

NOS Code	MEP/N7103		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	20/02/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	27/03/2018
Occupation	Guarding	Next review date	23/11/2021



MEP/N7105 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.

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

National Occupational Standard	Unit Code	MEP/N7105
	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>	

MEP/N7105 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</p> <p>Documents: for people, vehicle, material, incident reporting and other forms and formats</p> <p>SA2. document activities in a chronological order</p>

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

	<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 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 select a best possible solution(s) to achieve desired</p>

MEP/N7105 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

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

NOS Version Control

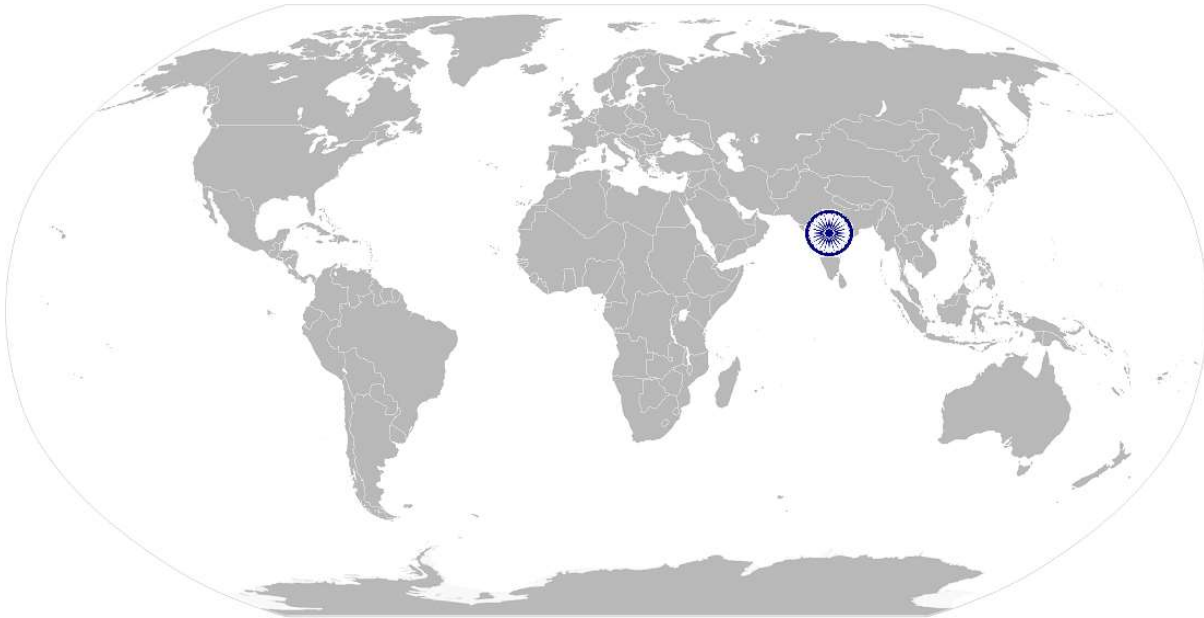
NOS Code	MEP/N7105		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	20/02/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	27/03/2018
Occupation	Guarding	Next review date	23/11/2021



MEP/N7106

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.

MEP/N7106

Control parking in designated areas

National Occupational Standard

Unit Code	MEP/N7106
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	<p>This unit/ task covers the following:</p> <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	<p>To be competent, the user/individual on the job must be able to:</p> <p>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</p> <p>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</p> <p>PC3. ensure correct positioning of signage for guiding drivers</p> <p>PC4. guide drivers to the available parking areas correctly</p> <p>PC5. use protective gear at all times while carrying out parking duties as per company provision and guidelines</p> <p>PC6. ensure drivers leave the area after parking as per laid down instructions</p>
Deal with irregularities in parking areas	<p>To be competent, the user/individual on the job must be able to:</p> <p>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</p> <p>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</p> <p>PC9. report irregular situations immediately to superior with all necessary details</p>
Monitor hazards and conditions of parking areas	<p>To be competent, the user/individual on the job must be able to:</p> <p>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</p>

MEP/N7106

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 markings</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	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

MEP/N7106

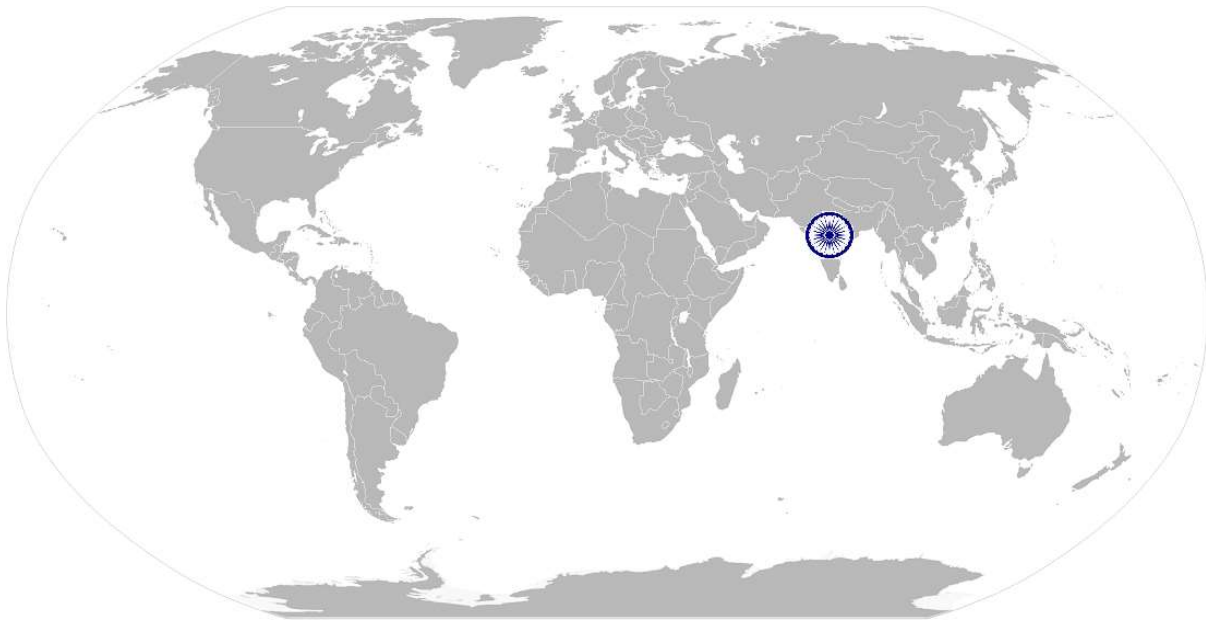
Control parking in designated areas

	<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>

MEP/N7106

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



MEP/N7106

Control parking in designated areas

NOS Version Control

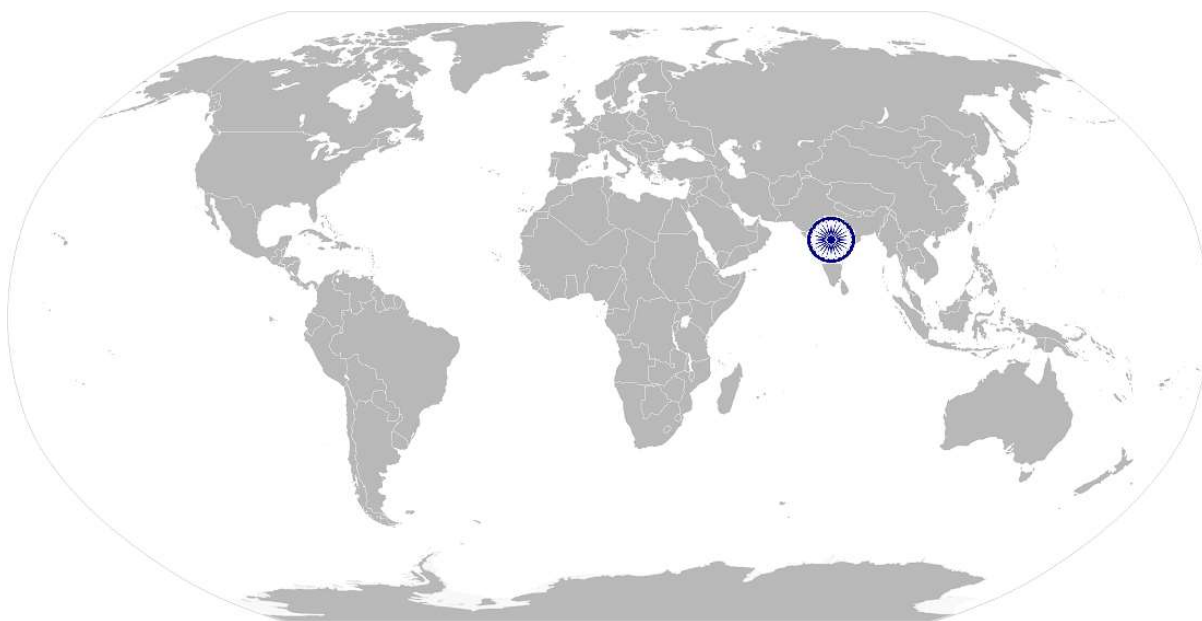
NOS Code	MEP/N7106		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	20/02/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	27/03/2018
Occupation	Guarding	Next review date	23/11/2021



MEP/N7108

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.

MEP/N7108

Maintain health and safety

National Occupational Standard

Unit Code	MEP/N7108
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>

MEP/N7108

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</p> <p>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</p> <p>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</p> <p>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> <p>KB16. elements of effective communication and its importance</p>

MEP/N7108

Maintain health and safety

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>
	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>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p>

MEP/N7108

Maintain health and safety

	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

NOS Version Control

MEP/N7108

Maintain health and safety

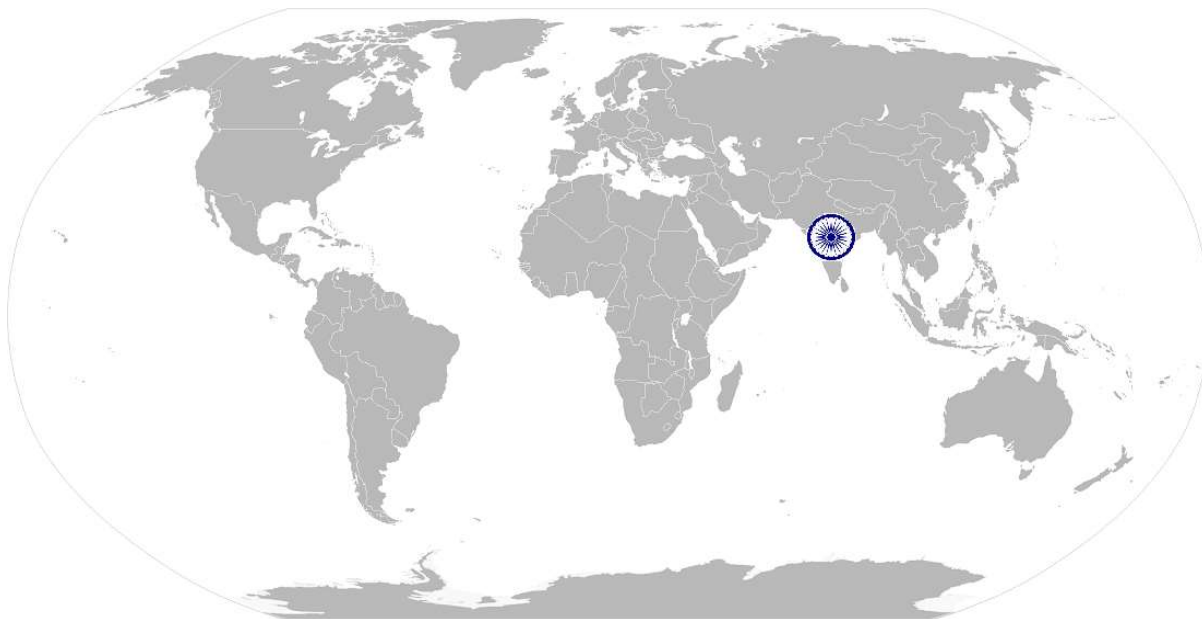
NOS Code	MEP/N7108		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	20/02/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	27/03/2018
Occupation	Guarding	Next review date	23/11/2021



MEP/N7109

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.

MEP/N7109

Perform security tasks in commercial deployments

National Occupational Standard

Unit Code	MEP/N7109
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>

MEP/N7109

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 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>
	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>

MEP/N7109

Perform security tasks in commercial deployments

	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 adopt a best possible solution(s) for the desired outcomes
	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 the most plausible, and accurate interpretations and take appropriate action to reduce risks, loss or damage

MEP/N7109

Perform security tasks in commercial deployments

NOS Version Control

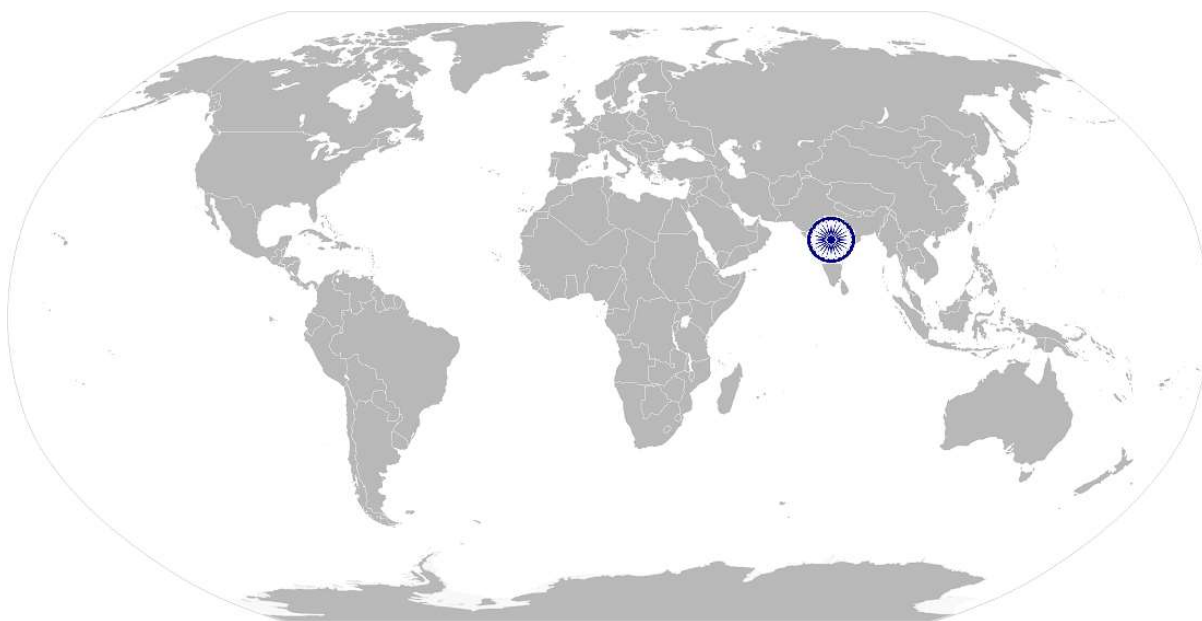
NOS Code	MEP/N7109		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	20/02/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	27/03/2018
Occupation	Guarding	Next review date	23/11/2021



MEP/N7110

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.

MEP/N7110

Perform security tasks in industrial deployments

National Occupational Standard	Unit Code	MEP/N7110
	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 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</p>

MEP/N7110

Perform security tasks in industrial deployments

	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
B. Professional Skills	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
	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

MEP/N7110

Perform security tasks in industrial deployments

	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

MEP/N7110

Perform security tasks in industrial deployments

NOS Version Control

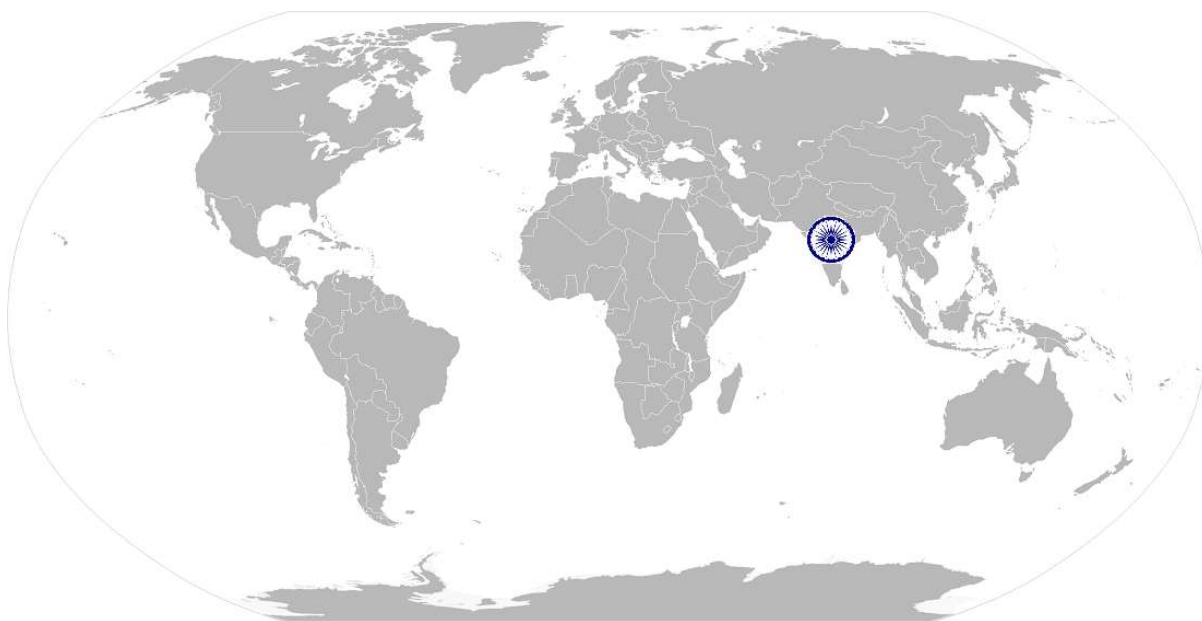
NOS Code	MEP/N7110		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	20/02/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	27/03/2018
Occupation	Guarding	Next review date	23/11/2021



MEP/N7111

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.

MEP/N7111

Project positive image of self and the organisation

National Occupational Standard

Unit Code	MEP/N7111
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 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 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 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 '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)	

MEP/N7111

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 and accurately

MEP/N7111

Project positive image of self and the organisation

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

MEP/N7111

Project positive image of self and the organisation

NOS Version Control

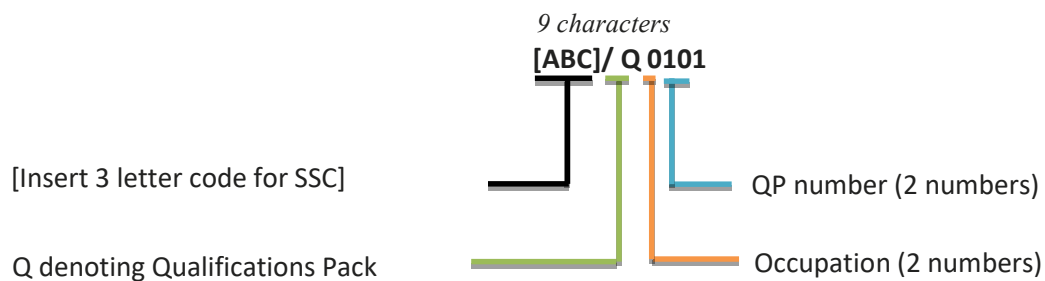
NOS Code	MEP/N7111		
Credits	TBD	Version number	1.0
Industry	Private Security	Drafted on	20/02/2013
Industry Sub-sector	1. Commercial 2. Industrial	Last reviewed on	27/03/2018
Occupation	Guarding	Next review date	23/11/2021



Annexure

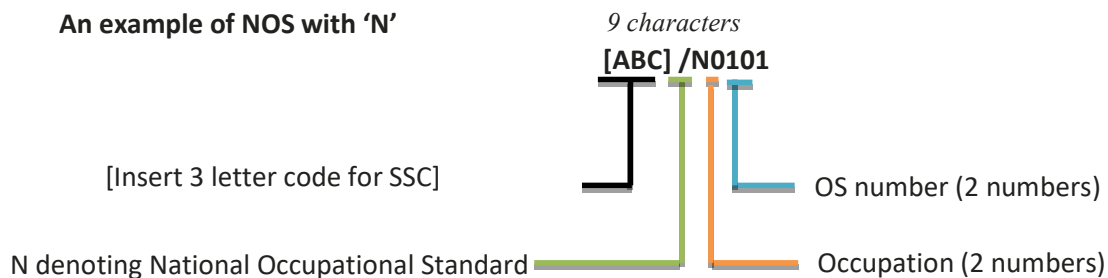
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



[Back to top...](#)

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

Sub-sector	Range of Occupation numbers
Office Management & Professional Skills	08-25
Training & Assessment	26-40
Education Sector-Non-Teaching Segment	41-50
Entrepreneurship & Enterprise Development	51-70
Commercial/ Industrial-Security	71-90

Sequence	Description	Example
Three letters	Private Security	MEP
Slash	/	/
Next letter	Whether QP or NOS	Q
Next two numbers	Occupation code	72
Next two numbers	OS number	01

Criteria For Assessment Of Trainees

Job Role: Security Supervisor

Qualification Pack: MEP/Q7201

Sector Skill Council: Management & Entrepreneurship and Professional Skills Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Management & Entrepreneurship and Professional Skills 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: 600					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
MEP/N7201 Supervise a security unit	PC1.commence operations at a new or existing site, as per instructions	100	2	1	1
	PC2.identify work instructions and relevant guidelines from the briefing received from superiors		2	1	1
	PC3.extract relevant information from the shift report received from outgoing supervisor		2	1	1
	PC4.take attendance of personnel and report about deficiency, if any		2	1	1
	PC5.identify manpower and equipment resources available and required for security operations at the assigned premises/area of responsibility		1	1	0
	PC6.prepare plan for manpower and equipment deployment as per the operational requirement and site instructions		1	1	0

PC7.report suitability of personnel and equipment provided for specific tasks	1	1	0
PC8.assign and earmark available security personnel to cater for anticipated threat/ risks and provide necessary instructions	1	1	0
PC9.prepare duty roster for the shift as per deployment plan	1	1	0
PC10.assign tasks to team members, such that all operational activities are covered and as per the capabilities of the team members	1	1	0
PC11.carry out temporary modifications to site instructions to cover deficiencies in personnel/ equipment	1	1	0
PC12.issue security and safety equipment to team members, as per deployment plan	2	1	1
PC13.deploy personnel and equipment as per deployment plan	2	1	1
PC14.organise manpower and resources for collection of intelligence and information	2	1	1
PC15.monitor deployment and functioning of security team members, using various techniques, to ensure that they are functioning as per site instructions and maintaining occupational standards of work	2	1	1
PC16.check for proper functioning of equipment and report in case of any malfunctioning	2	1	1
PC17.maintain 'key-control' and 'movement control' to the assigned premises as per site instructions	3	1	2
PC18.liaise with fire, maintenance and control room personnel	2	1	1
PC19.record and report status and issues related to personnel and equipment as per organisational standards	2	1	1
PC20.prepare and share report on achievement of performance standards of personnel to the authorized personnel	3	1	2
PC21.identify training requirements of team members relevant to assigned work in performing the work they are deployed at and report to relevant department	2	1	1
PC22.carry out on-the-job-training for personnel on the training requirements identified	3	1	2
PC23.maintain security documents in line with site instructions	3	1	2

PC24.carry out checks to assess operational effectiveness of security unit	3	1	2
PC25.take proactive measures against possible threat/ risks to the security unit deployment	2	1	1
PC26.observe and report about the standard of response of security personnel and stakeholders	2	1	1
PC27.communicate with superiors/ team members and other stakeholders as per organizational protocol	2	1	1
PC28.maintain own grooming and behaviour in line with organisational and professional standards	2	1	1
PC29.prepare comprehensive shift report covering all relevant details and handover to the reliever	3	1	2
PC30.identify risk and hazards specific to the assigned premises	2	1	1
PC31.seek support from stakeholders and other departments following established protocol	2	1	1
PC32.perform responsibilities as assigned as part of organisation's response team	2	1	1
PC33.select and nominate an on-site emergency team as required for the assigned premises matching requirements and capabilities	1	1	0
PC34.carry out mock-drills as per instructions for fire alarm and evacuation	3	1	2
PC35.carry out rehearsals with the team on various emergency scenarios	3	1	2
PC36.report to designated superior and other agencies during an emergency promptly and accurately	2	1	1
PC37.secure key assets on priority at the time of an emergency	2	1	1
PC38.organise evacuation of the premises as per organizational procedure established	3	1	2
PC39.ensure on-site reception, briefing and guidance for fire fighters, rescue workers and medical teams	2	1	1
PC40.ensure first aid and evacuation within available means and as per established standards	2	1	1
PC41.cordon off scene of crime/ incident as per established protocol	2	0	2
PC42.liaise with police in investigation	2	0	2

	PC43.record and report incidents as per organizational process		2	0	2
	PC44.lodge complaint of incident with the police and get first information report		2	0	2
	PC45.maintain information about team members with respect to personal details, training needs, leave, overtime, complaints and welfare-related issues		2	0	2
	PC46.identify concerns/ grievances of team members and take measures to address the same in line with organisational protocol		1	0	1
	PC47.record, report and follow-up for resolution of HR/ administration-related problems of team members with the relevant personnel from the respective functions		2	0	2
	PC48.identify recurring grievances or grievances that have an organisational impact and intimate management		1	0	1
	PC49.display fair and impartial practices during performance of duties		2	0	2
	PC50.take measures to ensure health and safety of team members in workplace		2	0	2
	PC51.identify high performers in the team using established performance parameters and recommend for reward/ recognition as per organizational process		1	0	1
		Total	100	40	60
MEP/N7202 Carry out job-specific security duties	PC1.check authorization of visitors for entry/ visit to premises as per organisational procedures with regard to reception protocol	45	2	1	1
	PC2.ensure that visitors to the premises are attended to promptly and appropriately		2	1	1
	PC3.communicate with visitors in professional manner as per organizational protocol		2	1	1
	PC4.communicate over telephone in professional manner as per organizational protocol		2	1	1
	PC5.answer queries about the organization promptly and within own limits of authority		2	1	1
	PC6.direct visitors/ escort visitors to designated authority as per their purpose of visit		2	1	1
	PC7.receive postal mail and couriers as per organisational protocol		2	1	1
	PC8.respond in case of delivery of suspicious mail/ package as per established process		2	1	1

	PC9.deal with irregular situations arising at front office		2	1	1
	PC10.take preventive actions to avoid irregular situations and seek assistance from relevant personal for the same as per organizational protocol		2	1	1
	PC11.maintain personal safety and safety of others while performing front office duties		2	1	1
	PC12.prepare passes/ permits for visitors in approved templates as per organizational guidelines		2	1	1
	PC13.maintain basic security function-related documents accurately		1	1	0
	PC14.report to designated superior as per procedure		1	1	0
	PC15.control material movement as per organizational procedures		2	1	1
	PC16.check authorization for material and vehicle & personnel entry or exit to/from premises		2	1	1
	PC17.work within the limits of responsibility		2	1	1
	PC18.prepare various documentation related to material movement		1	1	0
	PC19.record and report irregularities to superior promptly		1	1	0
	PC20.check authorization of personnel drawing or depositing key(s) as per organizational procedure		1	1	0
	PC21.ensure original and duplicate keys are stored as per organizational procedure		1	1	0
	PC22.follow appropriate key labeling system as per organizational procedure		1	1	0
	PC23.carry out key issue and deposit documentation accurately		2	2	0
	PC24.ensure security of key panels by implementing approved processes for the same		2	1	1
	PC25.record and report irregular situations with regard to key management promptly		4	2	2
		Total	45	27	18
MEP/N7203 Process lost & found property	PC1.obtain information or report of lost property directly from complainant or superiors	25	2	1	1
	PC2.record details of lost property as per organisation's procedures and guidelines		2	1	1
	PC3.seek additional information, on lost property, from complainant if required		2	1	1

	PC4.inform superior, on lost property complaints, as per procedure and timelines		2	1	1
	PC5.take approved action, within area of responsibility to recover lost property as per organisational procedure		2	1	1
	PC6.handle and store information relating to lost property confidentially and as per organisational procedures		2	1	1
	PC7.receive found property and handle it in line with organisation's policies and procedures		1	1	0
	PC8.record details of found property as per organisation's procedures and guidelines		3	2	1
	PC9.inform superior, about found property, as per procedure and timelines		1	1	0
	PC10.identify and contact, where possible, the owner of the property		1	1	0
	PC11.establish the identity of the claimant to the found property		2	1	1
	PC13.release the found property to the owner, based on organisational norms		2	1	1
	PC14.store, retrieve and update information relating to found property confidentially and as per organisational procedure		3	2	1
	Total		25	15	10
MEP/N7204 Supervise security escort duties	PC1.ensure that appropriate personal safety gear, equipment/ aids, documents, and weapon & ammunition are used as per organizational procedure		1	1	0
	PC2.obtain all relevant duty details and task-related briefing from designated superior		2	1	1
	PC3.co-ordinate with the transport supervisor/ provider for suitable vehicle(s)		2	1	1
	PC4.co-ordinate with the driver of the vehicle		2	1	1
	PC5.approve driver and escort for escort duty after ensuring they follow prescribed fitness standards for the same	25	3	2	1
	PC6.approve vehicle for escort duty after ensuring they follow prescribed fitness standards for the same		2	1	1
	PC7.provide complete briefing to escort regarding escort duty and the potential threat/ risks		3	1	2
	PC8.maintain communication with escort as per instructions		2	1	1
	PC9.respond promptly and as per organizational protocol to communication received from vehicle/escort enroute		2	2	0

	PC10.record and report incidents occurring in line of duty as per organisational procedures		3	2	1
	PC11.instruct escort to disengage from escalated situation before it escalates beyond control		3	2	1
		Total	25	15	10
MEP/N7205 Supervise access control to the assigned premises	PC1.establish identity, purpose and authorisation of different categories of people/ vehicles/ material seeking to enter or exit from the premises	45	4	3	1
	PC2.check and prevent entry to and exit of people/ vehicles/ material without valid authorisation as per organisational process		4	2	2
	PC3.direct visitors to designated areas and inform concerned staff/ department		3	2	1
	PC4.prepare passes/ permits for people/ vehicles entering the premises		3	2	1
	PC5.collect passes/ permits from people/ vehicles exiting the premises before providing them permission to exit		3	3	0
	PC6.check relevant documents for movement of goods/ materials		3	2	1
	PC7.inform the correct department promptly on arrival of consignments		3	2	1
	PC8.handle different situations faced during access control operations as per organisational procedures		4	2	2
	PC9.maintain basic security registers as per instructions		3	3	0
	PC10.report all irregularities to superiors promptly		3	3	0
	PC11.operate access control equipment in accordance with laid down procedures		3	3	0
	PC12.check and report functioning/ malfunctioning of access control equipment		3	3	0
	PC13.respond to signals from access control equipment as per organisational process		3	2	1
	PC14.carry out access control operations manually in case of a breakdown		3	2	1
		Total	45	34	11
MEP/N7101 Perform security tasks in accordance with basic security practices	PC1.carry out assigned security duties in line with procedures and instructions	40	7	3	4
	PC2.respond to risks and threats as per organisational and legal protocols		6	2	4
	PC3.respond to hazards and emergencies as per organisational policies and procedures		7	3	4

	PC4.report accurately and clearly, conveying relevant information as per organisational policies, procedures and templates		6	2	4
	PC5.provide accurate information and access to premises, records and other resources to the police as per organisation protocol		6	2	4
	PC6.identify rank by recognising the badge of rank of police and military personnel		3	1	2
	PC7.identify various arms commonly used by the police and perpetrators		3	1	2
	PC8.identify improvised explosive devices as per established protocol		2	1	1
		Total	40	15	25
MEP/N7102 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	15	5	3	2
	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		2	1	1
	PC4.note offences and security violations and report to superiors/ police		2	1	1
	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		2	1	1
	PC6.give evidence accurately and clearly, when required, in court		2	2	0
		Total	15	9	6
MEP/N7103 Provide guarding service to people, property and premises	PC1.familiarise oneself with the area of one's responsibility	70	4	1	3
	PC2.guard people, property and premises as per site instructions		5	2	3
	PC3.identify various categories of people who need guarding		4	1	3
	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		4	1	3

	PC6.carry out guarding and observation tasks attentively and effectively		5	1	4
	PC7.identify types of patrolling required and necessary tasks required to carry out patrolling activities effectively		3	1	2
	PC8.patrol designated premises effectively as per instructions		3	1	2
	PC9.use security equipment as per organisational and manufacturer guidelines, to carry out security tasks effectively		3	1	2
	PC10.report and respond to security breaches as per organisational procedures, in a timely manner, clearly and accurately		4	1	3
	PC11.maintain basic security registers and records accurately, in an up-to-date and timely manner		4	1	3
	PC12.carry out required searches of premises and properties as per instructions		3	1	2
	PC13.caution others in a timely and effective manner and report risks, threats and hazards during the search		3	1	2
	PC14.liaise with other authorised search parties in the premises effectively		4	1	3
	PC15 detain suspect(s) during the search as per organisational and legal guidelines and procedures and report to superior immediately		4	1	3
	PC16.prevent tampering of evidence and reports by taking necessary precautions		4	1	3
	PC17.maintain personal safety at all times when at work		3	1	2
	PC18.maintain constant communication during search with relevant authorities and seniors		3	1	2
	PC19.report incident details to superiors in an accurate and timely manner, communicating all relevant details		3	1	2
		Total	70	20	50
MEP/N7105 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	35	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		2	1	1
	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		1	0	1
	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		2	1	1
	PC11.carry out physical search of vehicle as per laid down procedures		2	1	1
	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		2	1	1
	PC15.spot attempts of people trying to defeat the process/ equipment each time, avoiding possible distractions		1	0	1
		Total	35	15	20
MEP/N7106 Control parking in designated areas	PC1.identify different types of parking areas and all entry and exit routes to available parking areas	25	3	2	1
	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		2	0	2
	PC4.guide drivers to the available parking areas correctly		2	1	1
	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
	PC8.call for timely assistance from relevant personnel and take preventive steps to minimise risks and damage		3	1	2
	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		2	1	1
	PC11.respond as per organisational procedure on spotting hazards, and parking conditions that may increase risks		2	0	2
	PC12.ensure own safety at work at all times		2	1	1
	Total		25	10	15
MEP/N7108 Maintain health and safety	PC1.carry out tasks to ensure safety of workplace in line with organisational procedures and within limits of authority	65	4	2	2
	PC2.keep emergency and escape routes free from obstructions, where violation is not addressable within limits of own authority, report violation to appropriate authority in a timely manner		3	1	2
	PC3.wear personal safety gear and clothing as per organisational procedure		4	1	3
	PC4.check violators of defined safety and security instructions and report violations		2	1	1
	PC5.report to superiors and emergency service organisations for assistance in the event of emergencies		2	1	1
	PC6.perform physical exercises and activities (commensurate with age) regularly		4	1	3
	PC7.maintain good personal hygiene and habits as per organisational and professional standards		4	1	3
	PC8.maintain own professional standards at work by avoiding alcohol, tobacco, drugs and other intoxicants		3	1	2
	PC9.follow good and safe practices of personal behaviour to guard against sexually transmitted diseases and HIV		3	1	2
	PC10.identify and report fire hazards in a timely and accurate manner		6	2	4
	PC11.carry out fire-fighting in line with organisational training and procedures		12	3	9
	PC12.report fire incidents to superiors and emergency service organisations in a timely and effective manner as per organisation procedures		5	2	3
	PC13.carry out evacuation of casualty and premises tasks as per organisational procedures, within limits of authority		5	1	4

	PC14.provide first-aid as relevant to the affliction, condition of the victim and as per laid down standards and procedures, using available basic first-aid equipment correctly		8	2	6
		Total	65	20	45
MEP/N7109 Perform security tasks in commercial deployments	PC1.carry out security duties as per organisation's procedures and instructions	35	3	1	2
	PC2.respond to domain-specific risks and threats as per organisational and professional standards		6	3	3
	PC3.operate security equipment correctly as per manufacturer guidelines		5	1	4
	PC4.communicate effectively with concerned stakeholders		5	1	4
	PC5.display good behavioural standards		5	1	4
	PC6.maintain security registers accurately and up-to-date, as per organisational procedures		6	2	4
	PC7.report incidents to superiors as per organisational standards in a timely and accurate manner		5	1	4
		Total	35	10	25
MEP/N7110 Perform security tasks in industrial deployments	PC1.carry out security duties as per organisation's procedures and instructions	35	3	1	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		5	1	4
	PC4.communicate clearly and effectively with all stakeholders at work		5	1	4
	PC5.follow good behavioural standards at the workplace at all times		5	1	4
	PC6.maintain security registers accurately and up-to-date as per organisational procedure		6	2	4
	PC7.report incidents to superiors accurately and in a timely manner as per organisational procedures		5	1	4
		Total	35	10	25
MEP/N7111 Project positive image of self and the organisation	PC1.maintain good health, personal hygiene & sanitation by following good grooming and hygiene practices	40	4	2	2
	PC2.follow organisation's standards of good personal behaviour		5	2	3

	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		5	3	2
	PC5.wear, carry and use personal protection gear and equipment at all times at work		5	3	2
	PC6.demonstrate good team work practices at work at all times		4	2	2
	PC7.adhere to organisation's 'Meet and Greet Procedure' when interacting with others at the workplace		4	2	2
	PC8.carry out assigned tasks and duties as per instructions and organisational standards		4	2	2
	PC9.maintain confidentiality of information as per organisational and professional standards		4	2	2
		Total	40	20	20
		Grand Total	600	260	340