

## Qualification Pack



# Security Officer

QP Code: MEP/Q7202

NSQF Level: 6

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

## Qualification Pack

### Contents

MEP/Q7202: Security Officer .....	3
<i>Brief Job Description</i> .....	3
Applicable National Occupational Standards (NOS) .....	3
<i>Compulsory NOS</i> .....	3
<i>Qualification Pack (QP) Parameters</i> .....	3
MEP/N7102: Conform to regulatory and legal requirements governing security tasks .....	5
MEP/N7206: Manage the operations of a security unit .....	9
MEP/N7207: Organise training of a security unit .....	18
MEP/N7208: Administering a Security Unit .....	23
MEP/N7209: Manage security operations in different deployment contexts .....	29
MEP/N7210: Handle emergencies and security incidents .....	34
MEP/N7211: Reduce risks to health and safety in the workplace .....	39
MEP/N7212: Maintain effective communication .....	43
Assessment Guidelines and Weightage .....	49
<i>Assessment Guidelines</i> .....	49
<i>Assessment Weightage</i> .....	49
Acronyms .....	51
Glossary .....	52

## MEP/Q7202: Security Officer

### Brief Job Description

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

### Personal Attributes

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

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [MEP/N7102: Conform to regulatory and legal requirements governing security tasks](#)
2. [MEP/N7206: Manage the operations of a security unit](#)
3. [MEP/N7207: Organise training of a security unit](#)
4. [MEP/N7208: Administering a Security Unit](#)
5. [MEP/N7209: Manage security operations in different deployment contexts](#)
6. [MEP/N7210: Handle emergencies and security incidents](#)
7. [MEP/N7211: Reduce risks to health and safety in the workplace](#)
8. [MEP/N7212: Maintain effective communication](#)

### Qualification Pack (QP) Parameters

<b>Sector</b>	Management
<b>Sub-Sector</b>	Security
<b>Occupation</b>	Private Security
<b>Country</b>	India

### Qualification Pack

<b>NSQF Level</b>	6
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5414.0501
<b>Minimum Educational Qualification &amp; Experience</b>	Graduate with 3-5 Years of experience as Security Supervisors service OR Certificate (Qualified MEPSC Recognized Security supervisor course)
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	Training for subjects stipulated in Private Security Agencies (Regulation) Act 2005 and other applicable skills and abilities.
<b>Minimum Job Entry Age</b>	24 Years
<b>Last Reviewed On</b>	15/05/2018
<b>Next Review Date</b>	23/11/2021
<b>NSQC Approval Date</b>	09/04/2018
<b>Version</b>	1.0

## Qualification Pack

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

#### Description

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

#### Scope

This unit/task covers the following:

- Carry out security duties with in basic legal provisions

#### Elements and Performance Criteria

##### *Carry out security duties with in basic legal provisions*

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

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

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

#### Generic Skills (GS)

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

## Qualification Pack

- GS1.** document instructions and prepare task lists clearly and accurately
- GS2.** write a complaint/statement clearly and accurately
- GS3.** prepare security passes accurately and clearly
- GS4.** record visitor and vehicle arrival and departure clearly and accurately
- GS5.** write clearly and accurately at least in one vernacular language
- GS6.** read and assimilate correctly organizational procedures and instructions, as applicable
- GS7.** read identity papers and passes accurately
- GS8.** read signage and notices accurately
- GS9.** read documents to interpret them correctly, before signing
- GS10.** speak clearly to communicate effectively
- GS11.** ask relevant queries to comprehend instructions correctly
- GS12.** give clear instructions to co-workers
- GS13.** reply to queries from visitors and guide them accurately and clearly
- GS14.** raise alarm and warn others clearly, emphatically and accurately
- GS15.** make announcements directly to audiences, speak over phone/radio clearly and accurately
- GS16.** take decisions pertaining to security and emergency situations that endanger life, property, health and/or safety in order to avoid or reduce risks, loss and damage
- GS17.** plan activities in order to report on time for briefings and duty
- GS18.** plan and organize assigned task in order to perform it effectively and efficiently as per instructions
- GS19.** ensure guard post is not left until relieved from duty
- GS20.** work and communicate in a manner such that positive relationships are established with visitors and other stakeholders
- GS21.** state the problem and relevant considerations, list and evaluate the possible solution(s) and select a best possible solution(s) to achieve desired outcome
- GS22.** identify potential risk and threats and take suitable actions in order to reduce or mitigate these
- GS23.** observe people, activities and movements keenly to identify risks and threats
- GS24.** analyze and evaluate information gathered from observation and experience, to arrive at most plausible, and accurate interpretations and take appropriate action to reduce risks, loss or damage

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### Assessment Criteria

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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



## Qualification Pack

### MEP/N7206: Manage the operations of a security unit

#### Description

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

#### Elements and Performance Criteria

##### *Prepare for managing the operations*

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

- PC1.** comply with organisational procedures related to security operations Security Operations: Access control, screening & search, escort, duties by unarmed & armed security guards and personal security officers (PSO), observation & surveillance, control room operations, traffic control, parking management, information gathering, key-control, dealing with emergencies, investigations, security equipment operation, documentation and reporting
- PC2.** review functioning of shifts and carry out improvements
- PC3.** observe performance of security unit members
- PC4.** check and report functioning of provided equipment
- PC5.** check and report functioning of personal protection equipment Checks and Inspections: Periodic and surprise checks and inspections
- PC6.** coordinate with designated authority for rectification/ replacement of faulty equipment
- PC7.** organise security operations manually in the event of equipment malfunction
- PC8.** carry out periodic inspections and checks
- PC9.** communicate effectively with team members and stakeholders
- PC10.** take report and feedback from team members
- PC11.** coordinate security units participation in mock drills and rehearsals
- PC12.** respond to emergencies and irregular situations, within available means
- PC13.** call for assistance to control irregular situations
- PC14.** maintain personal safety and safety of security unit members
- PC15.** maintain security operations related documents and reports
- PC16.** listen to grievances of team members and resolve problems

##### *Manage resources of a security unit*

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

- PC17.** record and report status and issues related to operations, personnel and equipment
- PC18.** plan operations as per site instructions and resource availability
- PC19.** deploy personnel and resources in an efficient manner
- PC20.** carry out temporary adjustments in deployment to cover deficiency of personnel and equipment
- PC21.** report to designated superior regarding deficiencies in personnel and equipment

##### *Organize guarding operations*

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

- PC22.** organise security and guarding operations

## Qualification Pack

- PC23.** organise briefing of guards and supervisors between the shifts
- PC24.** carry out periodic review of the deployment and operations
- PC25.** control functioning and operations of CCTV control room, if provided
- PC26.** follow the laid down procedure of key control
- PC27.** institute a system of supervision, periodic/ surprise checks/ inspections and reporting
- PC28.** prepare, issue and monitor patrolling plan
- PC29.** debrief guards/ patrols/ supervisors after the tasks
- PC30.** take feedback
- PC31.** deal with lost and found property

### *Control entry to and exit from premises*

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

- PC32.** identify likely threats and risks to premises from outside Threat and Risks: Situations arising from crimes, incidents, accidents, emergencies, crowd/ mob control, aggressive behaviour and other natural or manmade causes
- PC33.** summarize access control procedure and functioning of the equipment in use
- PC34.** organise/ coordinate training of team members in operation of provided security equipment Security Equipment: Equipment to facilitate access control, search and screening, parking, surveillance and smoke & fire detection
- PC35.** brief team members regarding people/ vehicles/ material authorized to enter/ leave premises
- PC36.** identify papers, passes, permission and documentation to facilitate entry and exit of people/ vehicles/ material to and from the premises

### *Control screening and search operations*

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

- PC37.** identify procedure of screening and search operations and the functioning of equipment in use
- PC38.** organise/ coordinate training of team members in operation of provided security equipment
- PC39.** sensitize subordinates to respect persons right to dignity, privacy and gender/ religious/ cultural sensitivity Sensitivities: Religious, cultural, privacy, gender and status
- PC40.** deal with persons and vehicles violating laid down procedures
- PC41.** identify presence of prohibited/ unauthorised items
- PC42.** segregate material containing prohibited/ unauthorised items

### *Organise traffic control and parking*

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

- PC43.** identify procedures for traffic control, parking and operation of the equipment in use
- PC44.** organise/ coordinate training of team members in operation of provided equipment Training Requirements: Training required for security unit members
- PC45.** ensure vehicular traffic in the premises is regulated
- PC46.** organise parking operations
- PC47.** deal with irregular situations

## Knowledge and Understanding (KU)

## Qualification Pack

The individual on the job needs to know and understand:

- KU1.** organisational procedures and site instructions related to security operations Site Instructions: Instructions covering the details of deployment and operations at a particular site
- KU2.** reporting protocol
- KU3.** category of authorized people and people who are debarred from entering premises
- KU4.** types of identity/ authorisation documents in use
- KU5.** areas within the premises having restricted/ controlled entry
- KU6.** details of unauthorised/ prohibited items
- KU7.** action to be taken in case of recovery of unauthorised/ prohibited items
- KU8.** procedure for receipt of postal mail and couriers
- KU9.** action to be taken in case of delivery of a suspicious package brought to knowledge
- KU10.** common methods and techniques adopted by miscreants to defeat security measures and equipment
- KU11.** basic knowledge of security equipment installed in the premises
- KU12.** warning signals from security and safety equipment
- KU13.** common faults occurring in the assigned equipment
- KU14.** procedure for carrying out security operations manually, if possible, in case of equipment failure
- KU15.** indications regarding suspicious packages
- KU16.** items that cannot be put through screening and search equipment
- KU17.** procedure for vehicle search
- KU18.** personal protective gear required for security operations
- KU19.** layout of the parking areas and traffic plan in the premises
- KU20.** suitability of prevailing conditions for parking
- KU21.** traffic signals, signage and markings
- KU22.** category of vehicles
- KU23.** untoward situations faced during security operations
- KU24.** procedure for dealing with untoward situations
- KU25.** safe handling of licensed fire arm Safe Handling of Firearms: Ensure armed security guards and Personal Security Officer (PSO), if provided with the detail, observe laid down safety and Security norms with regard to handling of firearms

## Generic Skills (GS)

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

- GS1.** document instructions, itinerary and task lists
- GS2.** maintain documents and reports pertaining to security operations, emergency response, personnel and equipment
- GS3.** document activities and incidents in a chronological order
- GS4.** write letters/ memos, feedback and reports

## Qualification Pack

- GS5.** use computers to generate Management Information System (MIS), emails and other reports
- GS6.** write in English and at least in one vernacular language proficiently
- GS7.** read and assimilate organizational procedures, site and security instructions, and correspondence, as applicable
- GS8.** read security registers, documents, feedback, reports and applications
- GS9.** speak clearly and emphatically
- GS10.** receive briefings and instructions from superiors and ask queries
- GS11.** brief and instruct subordinates and receive debriefings
- GS12.** reply to the queries from stakeholders
- GS13.** ask questions from visitors
- GS14.** raise alarm/ make announcements/ speak over phone/ radio
- GS15.** 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
- GS16.** plan activities in order to report on time for briefings and duty
- GS17.** plan and organize assigned task in order to perform it effectively and efficiently as per instructions
- GS18.** ensure guard post is not left until relieved from duty
- GS19.** work and communicate in a manner such that positive relationships are established with visitors and other stakeholders
- GS20.** state the problem and relevant considerations, list and evaluate the possible solution(s) and select a best possible solution(s) to achieve desired outcome
- GS21.** identify potential risk and threats and take suitable actions in order to reduce or mitigate these
- GS22.** observe people, activities and movements keenly to identify risks and threats
- GS23.** 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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for managing the operations</i>	<b>32</b>	<b>16</b>	-	-
<b>PC1.</b> comply with organisational procedures related to security operations Security Operations: Access control, screening & search, escort, duties by unarmed & armed security guards and personal security officers (PSO), observation & surveillance, control room operations, traffic control, parking management, information gathering, key-control, dealing with emergencies, investigations, security equipment operation, documentation and reporting	2	1	-	-
<b>PC2.</b> review functioning of shifts and carry out improvements	2	1	-	-
<b>PC3.</b> observe performance of security unit members	2	1	-	-
<b>PC4.</b> check and report functioning of provided equipment	2	1	-	-
<b>PC5.</b> check and report functioning of personal protection equipment Checks and Inspections: Periodic and surprise checks and inspections	2	1	-	-
<b>PC6.</b> coordinate with designated authority for rectification/ replacement of faulty equipment	2	1	-	-
<b>PC7.</b> organise security operations manually in the event of equipment malfunction	2	1	-	-
<b>PC8.</b> carry out periodic inspections and checks	2	1	-	-
<b>PC9.</b> communicate effectively with team members and stakeholders	2	1	-	-
<b>PC10.</b> take report and feedback from team members	2	1	-	-
<b>PC11.</b> coordinate security units participation in mock drills and rehearsals	2	1	-	-
<b>PC12.</b> respond to emergencies and irregular situations, within available means	2	1	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> call for assistance to control irregular situations	2	1	-	-
<b>PC14.</b> maintain personal safety and safety of security unit members	2	1	-	-
<b>PC15.</b> maintain security operations related documents and reports	2	1	-	-
<b>PC16.</b> listen to grievances of team members and resolve problems	2	1	-	-
<i>Manage resources of a security unit</i>	<b>10</b>	<b>5</b>	-	-
<b>PC17.</b> record and report status and issues related to operations, personnel and equipment	2	1	-	-
<b>PC18.</b> plan operations as per site instructions and resource availability	2	1	-	-
<b>PC19.</b> deploy personnel and resources in an efficient manner	2	1	-	-
<b>PC20.</b> carry out temporary adjustments in deployment to cover deficiency of personnel and equipment	2	1	-	-
<b>PC21.</b> report to designated superior regarding deficiencies in personnel and equipment	2	1	-	-
<i>Organize guarding operations</i>	<b>14</b>	<b>15</b>	-	-
<b>PC22.</b> organise security and guarding operations	2	1	-	-
<b>PC23.</b> organise briefing of guards and supervisors between the shifts	2	1	-	-
<b>PC24.</b> carry out periodic review of the deployment and operations	1	2	-	-
<b>PC25.</b> control functioning and operations of CCTV control room, if provided	1	2	-	-
<b>PC26.</b> follow the laid down procedure of key control	1	2	-	-
<b>PC27.</b> institute a system of supervision, periodic/ surprise checks/ inspections and reporting	1	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC28.</b> prepare, issue and monitor patrolling plan	1	2	-	-
<b>PC29.</b> debrief guards/ patrols/ supervisors after the tasks	2	1	-	-
<b>PC30.</b> take feedback	2	1	-	-
<b>PC31.</b> deal with lost and found property	1	1	-	-
<i>Control entry to and exit from premises</i>	<b>9</b>	<b>5</b>	-	-
<b>PC32.</b> identify likely threats and risks to premises from outside Threat and Risks: Situations arising from crimes, incidents, accidents, emergencies, crowd/ mob control, aggressive behaviour and other natural or manmade causes	2	1	-	-
<b>PC33.</b> summarize access control procedure and functioning of the equipment in use	2	1	-	-
<b>PC34.</b> organise/ coordinate training of team members in operation of provided security equipment Security Equipment: Equipment to facilitate access control, search and screening, parking, surveillance and smoke & fire detection	2	1	-	-
<b>PC35.</b> brief team members regarding people/ vehicles/ material authorized to enter/ leave premises	2	1	-	-
<b>PC36.</b> identify papers, passes, permission and documentation to facilitate entry and exit of people/ vehicles/ material to and from the premises	1	1	-	-
<i>Control screening and search operations</i>	<b>6</b>	<b>5</b>	-	-
<b>PC37.</b> identify procedure of screening and search operations and the functioning of equipment in use	1	1	-	-
<b>PC38.</b> organise/ coordinate training of team members in operation of provided security equipment	1	1	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC39.</b> sensitize subordinates to respect persons right to dignity, privacy and gender/ religious/ cultural sensitivity Sensitivities: Religious, cultural, privacy, gender and status	1	1	-	-
<b>PC40.</b> deal with persons and vehicles violating laid down procedures	1	1	-	-
<b>PC41.</b> identify presence of prohibited/ unauthorised items	1	-	-	-
<b>PC42.</b> segregate material containing prohibited/ unauthorised items	1	1	-	-
<i>Organise traffic control and parking</i>	<b>4</b>	<b>4</b>	-	-
<b>PC43.</b> identify procedures for traffic control, parking and operation of the equipment in use	1	-	-	-
<b>PC44.</b> organise/ coordinate training of team members in operation of provided equipment Training Requirements: Training required for security unit members	1	1	-	-
<b>PC45.</b> ensure vehicular traffic in the premises is regulated	-	1	-	-
<b>PC46.</b> organise parking operations	1	1	-	-
<b>PC47.</b> deal with irregular situations	1	1	-	-
<b>NOS Total</b>	<b>75</b>	<b>50</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N7206
<b>NOS Name</b>	Manage the operations of a security unit
<b>Sector</b>	Management
<b>Sub-Sector</b>	Security
<b>Occupation</b>	Private Security
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	15/05/2018
<b>Next Review Date</b>	23/11/2021
<b>NSQC Clearance Date</b>	09/04/2018

## Qualification Pack

### MEP/N7207: Organise training of a security unit

#### 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: Assess the training requirements Organise training for security unit

#### Elements and Performance Criteria

##### *Organise training for security unit*

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

- PC1.** obtain general understanding of legislation/ regulations, organizational requirements relating to standards of training in the Private Security Sector (PSS)
- PC2.** identify and report site-specific training requirements for security personnel Training Requirements: Induction training, on-the-job training, specialized training, training on security and fire safety equipment(s), assessment of training standards of security unit members, participation in mock-drill and rehearsals, first aid and documentation
- PC3.** coordinate with trainers to train security unit members
- PC4.** brief security unit on training schedule
- PC5.** carry out/ facilitate induction training
- PC6.** carry out/ facilitate on-the-job training
- PC7.** facilitate training of team members in the operation of security, communication and fire safety equipment by trainers
- PC8.** coordinate and participate in mock-drills/ rehearsals for security unit as per site instructions
- PC9.** enforce organisation's standards of grooming, conduct and behaviour
- PC10.** motivate security team through personal example and involvement

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation/ regulations, organizational guidelines on training
- KU2.** desired standards of training and response from security unit personnel
- KU3.** reporting procedure
- KU4.** organizations training infrastructure and capability
- KU5.** leadership and management fundamentals
- KU6.** organizational protocol for induction and on-the-job training
- KU7.** management information system
- KU8.** performance management system
- KU9.** accounting and issue procedure for training stores, material and equipment

## Qualification Pack

- KU10.** methods of training security personnel
- KU11.** identification of training needs of security unit personnel
- KU12.** requirement of trainers and training infrastructure
- KU13.** conduct of mock-drills and rehearsals
- KU14.** types of training documentation Documents: Muster roll, personal training state, attendance sheet, training and rehearsal register
- KU15.** basic operating knowledge of computers

## Generic Skills (GS)

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

- GS1.** document instructions, itinerary and task lists
- GS2.** maintain documents and reports pertaining to security operations emergency response, personnel and equipment
- GS3.** document activities and incidents in a chronological order
- GS4.** write letters/ memos, feedback and reports
- GS5.** use computers to generate Management Information System (MIS), emails and other reports
- GS6.** write in English and at least in one vernacular language proficiently
- GS7.** read and assimilate organizational procedures, site and security instructions, and correspondence, as applicable
- GS8.** read security registers, documents, feedback, reports and applications
- GS9.** speak clearly and emphatically
- GS10.** receive briefings and instructions from superiors and ask queries
- GS11.** brief and instruct subordinates and receive debriefings
- GS12.** reply to the queries from stakeholders
- GS13.** ask questions from visitors
- GS14.** raise alarm/ make announcements/ speak over phone/ radio
- GS15.** 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
- GS16.** plan activities in order to report on time for briefings and duty
- GS17.** plan and organize assigned task in order to perform it effectively and efficiently as per instructions
- GS18.** ensure guard post is not left until relieved from duty
- GS19.** work and communicate in a manner such that positive relationships are established with visitors and other stakeholders
- GS20.** state the problem and relevant considerations, list and evaluate the possible
- GS21.** Identify potential risk and threats and take suitable actions in order to reduce or mitigate these
- GS22.** observe people, activities and movements keenly to identify risks and threats solution(s) and select a best possible solution(s) to achieve desired outcome

## Qualification Pack

- GS23.** 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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Organise training for security unit</i>	<b>36</b>	<b>24</b>	-	-
<b>PC1.</b> obtain general understanding of legislation/ regulations, organizational requirements relating to standards of training in the Private Security Sector (PSS)	4	2	-	-
<b>PC2.</b> identify and report site-specific training requirements for security personnel Training Requirements: Induction training, on-the-job training, specialized training, training on security and fire safety equipment(s), assessment of training standards of security unit members, participation in mock-drill and rehearsals, first aid and documentation	4	2	-	-
<b>PC3.</b> coordinate with trainers to train security unit members	4	2	-	-
<b>PC4.</b> brief security unit on training schedule	4	2	-	-
<b>PC5.</b> carry out/ facilitate induction training	4	2	-	-
<b>PC6.</b> carry out/ facilitate on-the-job training	4	2	-	-
<b>PC7.</b> facilitate training of team members in the operation of security, communication and fire safety equipment by trainers	3	3	-	-
<b>PC8.</b> coordinate and participate in mock-drills/ rehearsals for security unit as per site instructions	3	3	-	-
<b>PC9.</b> enforce organisation's standards of grooming, conduct and behaviour	3	3	-	-
<b>PC10.</b> motivate security team through personal example and involvement	3	3	-	-
<b>NOS Total</b>	<b>36</b>	<b>24</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N7207
<b>NOS Name</b>	Organise training of a security unit
<b>Sector</b>	Management
<b>Sub-Sector</b>	Security
<b>Occupation</b>	Private Security
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	15/05/2018
<b>Next Review Date</b>	23/11/2021
<b>NSQ Clearance Date</b>	09/04/2018

## Qualification Pack

### MEP/N7208: Administering a Security Unit

#### Description

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

#### Scope

This unit/ task covers the following:

- Implement security unit processes
- Administer a security unit

#### Elements and Performance Criteria

##### *Implement security unit processes*

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

- PC1.** commence operations at a new or existing site, as per site instructions
- PC2.** assess site-specific administrative requirements  
Administrative Requirements: Accommodation, transportation, food, medical, hygiene & sanitation, support staff, shift timings, working hours, rest, leave, entitlement of salary/ allowances, payment to staff, documentation, addressing grievances, welfare, security of female guards and handling of petty cash
- PC3.** inform superiors about the requirements
- PC4.** issue identity cards to security unit members
- PC5.** inform superior about complaints/ suggestion received from employer
- PC6.** interact with security unit members frequently
- PC7.** resolve grievances of staff
- PC8.** maintain confidentiality of information
- PC9.** receive/ issue/ account for stores meant for security unit
- PC10.** prepare attendance sheet, overtime details and MIS reports
- PC11.** oversee documentation of new entrants/ those leaving the site  
Documents: Muster roll, attendance sheet, site assignment document, individuals verification & identification documents, personnel movement, control documents, duty roster, leave & absence register, medical register, stores ledger and issue vouchers
- PC12.** handle and account for petty cash
- PC13.** pursue pending issues of security unit and Agency with employer

##### *Administer a security unit*

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

- PC14.** identify and address important administrative concerns
- PC15.** arrange for accommodation, transportation and food for security unit members
- PC16.** issue uniforms and accoutrements to the security unit members
- PC17.** enforce dress code

## Qualification Pack

- PC18.** maintain discipline
- PC19.** liaise with own Agency and employer to resolve issues
- PC20.** ensure privacy and personal safety of the security unit members, especially of the female staff
- PC21.** motivate team through personal example and concern
- PC22.** be impartial in dealings
- PC23.** assess performance and standards of security unit member
- PC24.** counsel team members on their performance and conduct
- PC25.** recommend deserving personnel for promotion and rewards

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the site instruction
- KU2.** details of personnel and equipment required
- KU3.** channel of reporting and communication with stakeholders
- KU4.** contact details of stakeholders, superiors and team members
- KU5.** documentation formats
- KU6.** reporting procedure
- KU7.** organizational standards on grooming, conduct, behaviour and performance
- KU8.** leadership and management fundamentalsLeadership: Administration, discipline, motivation, impartiality, punctuality, concern for subordinates, welfare and leading by example
- KU9.** organizational protocol for resolution of concerns/ grievances
- KU10.** management information system
- KU11.** performance management system
- KU12.** compensation management
- KU13.** accounting and issue procedure for stores, material and equipment
- KU14.** procedure for organizing administration in assigned premises
- KU15.** suitability of provided personnel and equipment
- KU16.** roles and responsibility of team members
- KU17.** communication channel and formats
- KU18.** basic operating knowledge of computers

## Generic Skills (GS)

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

- GS1.** document instructions, itinerary and task lists
- GS2.** maintain documents and reports pertaining to security operations, emergency response, personnel and equipment
- GS3.** document activities and incidents in a chronological order



## Qualification Pack

- GS4.** write letters/ memos, feedback and reports
- GS5.** use computers to generate Management Information System (MIS), emails and other reports
- GS6.** write in English and at least in one vernacular language proficiently
- GS7.** read and assimilate organizational procedures, site and security instructions and correspondence, as applicable
- GS8.** read security registers, documents, feedback, reports and applications
- GS9.** speak clearly to communicate effectively
- GS10.** ask relevant queries to comprehend instructions
- GS11.** give clear instructions to co-workers
- GS12.** reply to queries from visitors and guide them accurately and clearly
- GS13.** ask relevant questions from visitors in the correct tone of voice
- GS14.** raise alarm and warn others clearly, emphatically and accurately
- GS15.** make announcements directly to audiences, speak over phone/ radio clearly and accurately
- GS16.** take decisions pertaining to security and emergency situations that endanger life, property, health and/or safety in order to avoid or reduce risks, loss and damage
- GS17.** plan activities in order to report on time for briefings and duty
- GS18.** plan and organize assigned task in order to perform it effectively and efficiently as per instructions
- GS19.** ensure guard post is not left until relieved from duty
- GS20.** work and communicate in a manner such that positive relationships are established with visitors and other stakeholders
- GS21.** state the problem and relevant considerations, list and evaluate the possible solution(s) and select a best possible solution(s) to achieve desired outcome
- GS22.** handle disruption in security operations
- GS23.** identify potential risk and threats and take suitable actions in order to reduce or mitigate
- GS24.** observe people, activities and movements keenly to identify risks and threats
- GS25.** 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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Implement security unit processes</i>	<b>26</b>	<b>14</b>	-	-
<b>PC1.</b> commence operations at a new or existing site, as per site instructions	2	1	-	-
<b>PC2.</b> assess site-specific administrative requirements Administrative Requirements: Accommodation, transportation, food, medical, hygiene & sanitation, support staff, shift timings, working hours, rest, leave, entitlement of salary/ allowances, payment to staff, documentation, addressing grievances, welfare, security of female guards and handling of petty cash	2	2	-	-
<b>PC3.</b> inform superiors about the requirements	2	1	-	-
<b>PC4.</b> issue identity cards to security unit members	2	1	-	-
<b>PC5.</b> inform superior about complaints/ suggestion received from employer	2	1	-	-
<b>PC6.</b> interact with security unit members frequently	2	1	-	-
<b>PC7.</b> resolve grievances of staff	2	1	-	-
<b>PC8.</b> maintain confidentiality of information	2	1	-	-
<b>PC9.</b> receive/ issue/ account for stores meant for security unit	2	1	-	-
<b>PC10.</b> prepare attendance sheet, overtime details and MIS reports	2	1	-	-
<b>PC11.</b> oversee documentation of new entrants/ those leaving the site Documents: Muster roll, attendance sheet, site assignment document, individuals verification & identification documents, personnel movement, control documents, duty roster, leave & absence register, medical register, stores ledger and issue vouchers	2	1	-	-
<b>PC12.</b> handle and account for petty cash	2	1	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> pursue pending issues of security unit and Agency with employer	2	1	-	-
<i>Administer a security unit</i>	<b>24</b>	<b>21</b>	-	-
<b>PC14.</b> identify and address important administrative concerns	2	1	-	-
<b>PC15.</b> arrange for accommodation, transportation and food for security unit members	2	1	-	-
<b>PC16.</b> issue uniforms and accoutrements to the security unit members	2	1	-	-
<b>PC17.</b> enforce dress code	2	2	-	-
<b>PC18.</b> maintain discipline	2	2	-	-
<b>PC19.</b> liaise with own Agency and employer to resolve issues	2	2	-	-
<b>PC20.</b> ensure privacy and personal safety of the security unit members, especially of the female staff	2	2	-	-
<b>PC21.</b> motivate team through personal example and concern	2	2	-	-
<b>PC22.</b> be impartial in dealings	2	2	-	-
<b>PC23.</b> assess performance and standards of security unit member	2	2	-	-
<b>PC24.</b> counsel team members on their performance and conduct	2	2	-	-
<b>PC25.</b> recommend deserving personnel for promotion and rewards	2	2	-	-
<b>NOS Total</b>	<b>50</b>	<b>35</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N7208
<b>NOS Name</b>	Administering a Security Unit
<b>Sector</b>	Management
<b>Sub-Sector</b>	Security
<b>Occupation</b>	Private Security
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	15/05/2018
<b>Next Review Date</b>	23/11/2021
<b>NSQC Clearance Date</b>	09/04/2018

## Qualification Pack

### MEP/N7209: Manage security operations in different deployment contexts

#### 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

This unit/ task covers the following:

- Manage security in different deployment contexts

#### Elements and Performance Criteria

##### *Use physical intervention to protect the principal*

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

- PC1.** manage security operations as per organisations procedures and site instructions
- PC2.** assess and lay down plans for addressing site/domain-specific threats and risks  
Threats and Risks: Crime and non-crime, Terror, Accidents and incidents, Medical emergency, Unrest and disruptions, Fire accidents, Natural & manmade hazards and disasters
- PC3.** assess deployment-specific training requirements for personnel  
Deployment contexts: Commercial deployments, Industrial deployments
- PC4.** provide induction/ on-the-job training to the security unit members
- PC5.** deploy personnel and equipment as per site instruction
- PC6.** employ armed security guards and personal security officers
- PC7.** brief the unit and appointments on their assigned tasks
- PC8.** assess and communicate any bomb threat calls received through emails, letters and telephone calls to management and other agencies
- PC9.** prepare to execute contingency plans for effective situational response to bomb threat calls
- PC10.** assist and coordinate with police and bomb search and disposal squads
- PC11.** execute evacuation of premises, if required
- PC12.** control response of the security unit to other domain-specific risks and threats
- PC13.** handle other emergencies effectively
- PC14.** carry out routine/ surprise checks and inspections
- PC15.** communicate effectively with stakeholders
- PC16.** report and record details related to security operations
- PC17.** review security plan and security units performance periodically

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** deployment-specific details

## Qualification Pack

- KU2.** security procedures, contingency plans and site instructions
- KU3.** coordination of induction and on-the-job training
- KU4.** reporting procedure
- KU5.** likely risks and threats specific to premises and operation
- KU6.** requirement and deployment of manpower and equipment
- KU7.** situational response to specific threats
- KU8.** coordination with other agencies
- KU9.** operation of security equipment in use
- KU10.** reporting and recording formats
- KU11.** correct use of security equipment
- KU12.** correct use of communication equipment
- KU13.** elements of effective communication used in security work
- KU14.** Effective Communication: written and spoken language skills, use of telephone; mobile and walkie-talkie, ability to communicate with visitors; employees; team members and superiors
- KU15.** type of Emergencies occurring in the industry
- KU16.** Emergencies: accidents, medical and fire incident

## Generic Skills (GS)

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

- GS1.** document instructions and task lists  
Task List: Team composition, Details of vehicle(s) and consignment, Route; alternate routes; halts; traffic conditions, Contact details of concerned agencies, Timings, Threat/risks involved, Reporting procedure
- GS2.** document activities in chronological order
- GS3.** prepare security passes
- GS4.** record visitor and vehicle arrival and departure
- GS5.** write at least in one vernacular language
- GS6.** read and assimilate organizational procedures and instructions, as applicable
- GS7.** read identity papers and passes
- GS8.** read signages and notices
- GS9.** recognize badges of rank
- GS10.** speak clearly and emphatically
- GS11.** comprehend instructions and ask relevant queries
- GS12.** give clear instruction to co-workers, if required
- GS13.** reply to queries from visitors and guide them
- GS14.** ask questions from visitors
- GS15.** raise alarm/make announcement/speak over phone/radio
- GS16.** take decisions pertaining to security and emergency situations endangering life & property and health & safety
- GS17.** report on time and take briefing
- GS18.** plan and organize assigned task
- GS19.** leave guard post oncerelieved
- GS20.** manage relationships with visitors and stakeholders
- GS21.** think through the problem, evaluate the possible solution(s) and adopt the best possible solution(s)
- GS22.** identify potential risk and threats and take suitable actions
- GS23.** observe people, activities and movements keenly
- GS24.** analyze and evaluate information gathered from observation and experience, and take appropriate action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Use physical intervention to protect the principal</i>	<b>30</b>	<b>20</b>	-	-
<b>PC1.</b> manage security operations as per organisations procedures and site instructions	2	1	-	-
<b>PC2.</b> assess and lay down plans for addressing site/domain-specific threats and risks Threats and Risks: Crime and non-crime, Terror, Accidents and incidents, Medical emergency, Unrest and disruptions, Fire accidents, Natural & manmade hazards and disasters	2	1	-	-
<b>PC3.</b> assess deployment-specific training requirements for personnel Deployment contexts: Commercial deployments, Industrial deployments	2	1	-	-
<b>PC4.</b> provide induction/ on-the-job training to the security unit members	1	1	-	-
<b>PC5.</b> deploy personnel and equipment as per site instruction	3	2	-	-
<b>PC6.</b> employ armed security guards and personal security officers	1	1	-	-
<b>PC7.</b> brief the unit and appointments on their assigned tasks	2	1	-	-
<b>PC8.</b> assess and communicate any bomb threat calls received through emails, letters and telephone calls to management and other agencies	2	1	-	-
<b>PC9.</b> prepare to execute contingency plans for effective situational response to bomb threat calls	3	1	-	-
<b>PC10.</b> assist and coordinate with police and bomb search and disposal squads	1	2	-	-
<b>PC11.</b> execute evacuation of premises, if required	1	2	-	-
<b>PC12.</b> control response of the security unit to other domain-specific risks and threats	2	1	-	-
<b>PC13.</b> handle other emergencies effectively	1	1	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> carry out routine/ surprise checks and inspections	2	1	-	-
<b>PC15.</b> communicate effectively with stakeholders	1	1	-	-
<b>PC16.</b> report and record details related to security operations	2	1	-	-
<b>PC17.</b> review security plan and security units performance periodically	2	1	-	-
<b>NOS Total</b>	<b>30</b>	<b>20</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N7209
<b>NOS Name</b>	Manage security operations in different deployment contexts
<b>Sector</b>	Management
<b>Sub-Sector</b>	Security
<b>Occupation</b>	Private Security
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	15/05/2018
<b>Next Review Date</b>	23/11/2021
<b>NSQC Clearance Date</b>	09/04/2018

## Qualification Pack

### MEP/N7210: Handle emergencies and security incidents

#### 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:

- Handle emergencies and security incidents

#### Elements and Performance Criteria

##### *Handle emergencies and security incidents*

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

- PC1.** follow organisational procedures while responding to emergencies and security incidents  
Security Incidents: Crime, aggressive behaviour, mob violence, vandalism, arson and industrial unrest
- PC2.** train and prepare security unit to respond to emergencies and security incidents
- PC3.** take appropriate action  
Appropriate Actions: Respond with equipment/ aid at hand, Request for qualified assistance, Evacuate people, isolate area, inform and brief relevant authorities and maintain order, Maintain safety of self and others
- PC4.** identify and investigate causes of alarms  
Alarm and Sensors: Against intrusion & forced entry, for heat, smoke & fire, SOS from residents, medical emergencies, elevator/ escalator crisis, gas leak, electrical short circuit, other alarms from building management system, environmental hazards, and CCTV
- PC5.** inform and seek assistance
- PC6.** ensure personal safety and safety of security unit members
- PC7.** instruct security unit members in the event of emergencies
- PC8.** assist in evacuation of casualties and affected people
- PC9.** assist in evacuation of premises, as per emergency plan
- PC10.** cordon off the area, control traffic and movement
- PC11.** participate in post-incident process of identifying victims, witnesses and suspects
- PC12.** record and report incident-related details
- PC13.** cooperate in investigation
- PC14.** sensitize security unit members on findings of the investigation
- PC15.** maintain the security and confidentiality of information

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures relating to communication

## Qualification Pack

- KU2.** details of stakeholders/ concerned agencies
- KU3.** available means of communication
- KU4.** details of security functions that need employers approval
- KU5.** format and process for obtaining feedback Format: Written and electronic
- KU6.** organisation's standards of communication, behaviour and courtesy
- KU7.** resolution process for queries/ complaints of stakeholders
- KU8.** communication etiquette to be followed by the security unit
- KU9.** gender, cultural, religious and other sensitivities
- KU10.** organizational procedure for recording and sharing of information
- KU11.** timelines and periodicity for submission of reports/ documentation Documentation: Relating to operations, training and administration
- KU12.** frequency for reviewing records maintained by security unit
- KU13.** storage and archival policy/ processes followed by the organization
- KU14.** details of stakeholders/ agencies authorized to receive information
- KU15.** importance of maintaining security and confidentiality of information
- KU16.** storage and handling of data generated by security equipment
- KU17.** use of computers for office functioning
- KU18.** means/ media for recording information Sources of Information: SOPs, archives, records, logs
- KU19.** type and format of documentation/ reports

## Generic Skills (GS)

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

- GS1.** document instructions and task lists  
Task List: Team composition, Details of vehicle(s) and consignment, Route; alternate routes; halts; traffic conditions, Contact details of concerned agencies, Timings, Threat/risks involved, Reporting procedure
- GS2.** document activities in a chronological order
- GS3.** prepare security passes
- GS4.** record visitor and vehicle arrival and departure
- GS5.** write at least in one vernacular language
- GS6.** read and assimilate organizational procedures and instructions, as applicable
- GS7.** read identity papers and passes
- GS8.** read signages and notices
- GS9.** recognize badges of rank
- GS10.** speak clearly and emphatically
- GS11.** comprehend instructions and ask relevant queries
- GS12.** give clear instructions to co-workers, if required
- GS13.** reply to queries from visitors and guide them
- GS14.** ask questions from visitors
- GS15.** raise alarm/make announcement/speak over phone/radio
- GS16.** take decisions pertaining to security and emergency situations endangering life & property and health & safety
- GS17.** report on time and take briefing
- GS18.** plan and organize assigned task
- GS19.** leave guard post on cer relieved
- GS20.** manage relationships with visitors and stakeholders
- GS21.** think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s)
- GS22.** identify potential risk and threats and take suitable actions
- GS23.** observe people, activities and movements keenly
- GS24.** analyze and evaluate information gathered from observation and experience, and take appropriate action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Handle emergencies and security incidents</i>	<b>20</b>	<b>20</b>	-	-
<b>PC1.</b> follow organisational procedures while responding to emergencies and security incidents Security Incidents: Crime, aggressive behaviour, mob violence, vandalism, arson and industrial unrest	1	1	-	-
<b>PC2.</b> train and prepare security unit to respond to emergencies and security incidents	2	1	-	-
<b>PC3.</b> take appropriate action Appropriate Actions: Respond with equipment/ aid at hand, Request for qualified assistance, Evacuate people, isolate area, inform and brief relevant authorities and maintain order, Maintain safety of self and others	2	1	-	-
<b>PC4.</b> identify and investigate causes of alarms Alarm and Sensors: Against intrusion & forced entry, for heat, smoke & fire, SOS from residents, medical emergencies, elevator/ escalator crisis, gas leak, electrical short circuit, other alarms from building management system, environmental hazards, and CCTV	2	1	-	-
<b>PC5.</b> inform and seek assistance	1	1	-	-
<b>PC6.</b> ensure personal safety and safety of security unit members	2	1	-	-
<b>PC7.</b> instruct security unit members in the event of emergencies	2	1	-	-
<b>PC8.</b> assist in evacuation of casualties and affected people	1	2	-	-
<b>PC9.</b> assist in evacuation of premises, as per emergency plan	1	2	-	-
<b>PC10.</b> cordon off the area, control traffic and movement	1	2	-	-
<b>PC11.</b> participate in post-incident process of identifying victims, witnesses and suspects	1	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> record and report incident-related details	1	1	-	-
<b>PC13.</b> cooperate in investigation	1	2	-	-
<b>PC14.</b> sensitize security unit members on findings of the investigation	1	1	-	-
<b>PC15.</b> maintain the security and confidentiality of information	1	1	-	-
<b>NOS Total</b>	<b>20</b>	<b>20</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N7210
<b>NOS Name</b>	Handle emergencies and security incidents
<b>Sector</b>	Management
<b>Sub-Sector</b>	Security
<b>Occupation</b>	Private Security
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	15/05/2018
<b>Next Review Date</b>	23/11/2021
<b>NSQC Clearance Date</b>	09/04/2018

## Qualification Pack

### MEP/N7211: Reduce risks to health and safety in the workplace

#### Description

Maintain health and safety.

#### Scope

This unit/ task covers the following:

- Reduce risks to health and safety at the workplace

#### Elements and Performance Criteria

##### *Reduce risks to health and safety at the workplace*

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

- PC1.** carry out security operations in line with workplace health and safety norms
- PC2.** identify the main safety and health-related threats/ risks within the premises
- PC3.** participate in discussions/ training on safety and health issues
- PC4.** implement health and safety-related procedures
- PC5.** enforce the use of personal protective equipment (PPE)
- PC6.** ensure safety of self and security team members
- PC7.** identify key people for anchoring safety and health- related roles
- PC8.** ensure placement of provided equipment and signage as per plan
- PC9.** participate in mock drills/ rehearsals
- PC10.** deal with emergencies and hazards with available means
- PC11.** report and record safety and health incidents

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** policy/ procedures/ guidelines related to workplace health and safety
- KU2.** responsibilities of the security function related to health and safety
- KU3.** limits and responsibilities of the security unit
- KU4.** organizational procedure for handling different levels of risks
- KU5.** reporting protocol
- KU6.** communication protocol
- KU7.** documentation formats and reports related to health and safety
- KU8.** practices/ precautions related to health and safety

## Qualification Pack

- KU9.** health and safety risks/ hazards in the area of responsibilityHealth and safety threat/ risks: Fires, Electric short circuit; electric shock and electrocution, Medical emergency, Inflammable & toxic chemicals gases, Falls; trips and slips, Natural calamities, Equipment malfunction, Poor ventilation and suffocation, Improper use of personal safety gear and non-adherence to safety norms, Ergonomic risks pertaining to long and static postures; prolonged use of computer and viewing of monitor, Poor hygiene and sanitation conditions, Extreme temperature conditions
- KU10.** process of implementing changes within working practices
- KU11.** required equipment/ resources
- KU12.** organizing training sessions
- KU13.** participation in mock drill and rehearsals

## Generic Skills (GS)

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

- GS1.** documentinstructionsandtasklists  
TaskList:Teamcomposition,Detailsofvehicle(s)andconsignment,Route;alternateroutes;halts;trafficconditions,Contactdetailsofconcernedagencies,Timings,Threat/risksinvolved,Reportingprocedure
- GS2.** documentactivitiesinachronologicalorder
- GS3.** preparesecuritypasses
- GS4.** recordvisitorandvehiclearrivalanddeparture
- GS5.** writeatleastinonevernacularlanguage
- GS6.** readandassimilateorganizationalproceduresandinstructions,asapplicable
- GS7.** readidentitypapersandpasses
- GS8.** readsignagesandnotices
- GS9.** recognizebadgesofrank
- GS10.** speakclearlyandemphatically
- GS11.** comprehendinstructionsandaskrelevantqueries
- GS12.** giveclearinstructionstoco-workers,ifrequired
- GS13.** replytoqueriesfromvisitorsandguidethem
- GS14.** askquestionsfromvisitors
- GS15.** raisealarm/makeannouncement/speakoverphone/radio
- GS16.** takedecisionspertainingtosecurityandemergencysituationsendangering life&propertyandhealth&safety
- GS17.** reportontimeandtakebriefing
- GS18.** planandorganizeassignedtask
- GS19.** leaveguardpostonceerelieved
- GS20.** managerectionwithvisitorsandstakeholders
- GS21.** thinkthroughtheproblem,evaluatethepossiblesolution(s)andadoptabest possiblesolution(s)
- GS22.** identifypotentialriskandthreatsandtakesuitableactions
- GS23.** observepeople,activitiesandmovementskeenly
- GS24.** analyzeandevaluateinformationgatheredfromobservationandexperience, andtakeappropriateaction



## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Reduce risks to health and safety at the workplace</i>	<b>31</b>	<b>19</b>	-	-
<b>PC1.</b> carry out security operations in line with workplace health and safety norms	4	1	-	-
<b>PC2.</b> identify the main safety and health-related threats/ risks within the premises	3	2	-	-
<b>PC3.</b> participate in discussions/ training on safety and health issues	4	1	-	-
<b>PC4.</b> implement health and safety-related procedures	3	2	-	-
<b>PC5.</b> enforce the use of personal protective equipment (PPE)	3	2	-	-
<b>PC6.</b> ensure safety of self and security team members	3	2	-	-
<b>PC7.</b> identify key people for anchoring safety and health- related roles	2	2	-	-
<b>PC8.</b> ensure placement of provided equipment and signage as per plan	2	2	-	-
<b>PC9.</b> participate in mock drills/ rehearsals	2	2	-	-
<b>PC10.</b> deal with emergencies and hazards with available means	2	2	-	-
<b>PC11.</b> report and record safety and health incidents	3	1	-	-
<b>NOS Total</b>	<b>31</b>	<b>19</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N7211
<b>NOS Name</b>	Reduce risks to health and safety in the workplace
<b>Sector</b>	Management
<b>Sub-Sector</b>	Security
<b>Occupation</b>	Private Security
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	15/05/2018
<b>Next Review Date</b>	23/11/2021
<b>NSQC Clearance Date</b>	09/04/2018

## Qualification Pack

### MEP/N7212: Maintain effective communication

#### Description

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

#### Scope

This unit/task covers the following:

- Communicate effectively with stakeholders
- Carry out and review role-related documentation

#### Elements and Performance Criteria

##### *Communicate effectively with stakeholders*

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

- PC1.** liaise and communicate effectively with stakeholders on security functions  
Stakeholders: Employer, security unit/sub-unit, residents, visitors, workers and staff
- PC2.** institute a system of receiving feedback from stakeholders
- PC3.** enforce organisation's standards of communication, behaviour and courtesy  
within the security unit  
Communication: Oral, written, electronic, broadcast, radio, telephone, signage, notice, signals, body language, instructions
- PC4.** operate communication equipment effectively  
Communication equipment: Walkie-talkie, telephone, intercom, mobile, phone, signage, whistle, light signals, hand signals, field signals
- PC5.** communicate security-related protocol to stakeholders
- PC6.** interact with media on instructions
- PC7.** resolve queries/complaints of stakeholders as per procedure
- PC8.** train security personnel in required communication etiquettes
- PC9.** educate security staff on gender, cultural and religious sensitivities
- PC10.** intervene and resolve instances of aggressive and unruly behaviour

##### *Carry out and review role-related documentation*

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

- PC11.** identify essential documents to be maintained by the security unit
- PC12.** adopt format for recording information/incidents as per organizational  
procedure  
Incidents: Routine, emergency, criminal, non-criminal
- PC13.** decide on timelines and frequency for submission of reports
- PC14.** use computers and other equipment to facilitate documentation
- PC15.** record and store documents as per organizational procedure
- PC16.** forward report/feedback to designated superior
- PC17.** store and handle information/media generated by the security equipment(s) as per organisational procedure
- PC18.** share information with authorized stakeholders on instructions

## Qualification Pack

**PC19.** maintain security and confidentiality of informationInformation: Written, verbal, electronic, and public-address system

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures relating to communication
- KU2.** details of stakeholders/concerned agencies
- KU3.** available means of communication
- KU4.** details of security functions that need employers approval
- KU5.** format and process for obtaining feedbackFormat: Written and electronic
- KU6.** organisation's standards of communication, behaviour and courtesy
- KU7.** resolution process for queries/complaints of stakeholders
- KU8.** communication etiquette to be followed by the security unit
- KU9.** gender, cultural, religious and other sensitivities
- KU10.** organizational procedure for recording and sharing of information
- KU11.** timelines and periodicity for submission of reports/documentationDocumentation: Relating to operations, training and administration
- KU12.** frequency for reviewing records maintained by security unit
- KU13.** storage and archival policy/processes followed by the organization
- KU14.** details of stakeholders/agencies authorized to receive information
- KU15.** importance of maintaining security and confidentiality of information
- KU16.** storage and handling of data generated by security equipment
- KU17.** use of computers for office functioning
- KU18.** means/media for recording informationSources of Information: SOPs, archives, records, logs
- KU19.** type and format of documentation/reports

### Generic Skills (GS)

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

- GS1.** document instructions, itinerary and task lists
- GS2.** maintain documents and reports pertaining to security operations, emergency response, personnel and equipment
- GS3.** document activities and incidents in a chronological order
- GS4.** write letters/memos, feedback and reports
- GS5.** use computers to generate Management Information System (MIS), emails and other reports
- GS6.** write in English and at least in one vernacular language proficiently
- GS7.** read and assimilate organizational procedures, site and security instructions and correspondence, as applicable
- GS8.** read security registers, documents, feedback, reports and applications

## Qualification Pack

- GS9.** speak clearly to communicate effectively
- GS10.** ask relevant queries to comprehend instructions
- GS11.** give clear instructions to co-workers
- GS12.** reply to queries from visitors and guide them accurately and clearly
- GS13.** ask relevant questions from visitors in the correct tone of voice
- GS14.** raise alarm and warn others clearly, emphatically and accurately
- GS15.** make announcements directly to audiences, speak over phone/radio clearly and accurately
- GS16.** take decisions pertaining to security and emergency situations that endanger life, property, health and/or safety in order to avoid or reduce risks, loss and damage
- GS17.** plan activities in order to report on time for briefings and duty
- GS18.** plan and organize assigned task in order to perform it effectively and efficiently as per instructions
- GS19.** ensure guard post is not left until relieved from duty
- GS20.** work and communicate in a manner such that positive relationships are established with visitors and other stakeholders
- GS21.** state the problem and relevant considerations, list and evaluate the possible solution(s) and select a best possible solution(s) to achieve desired outcome
- GS22.** handle disruption in security operations
- GS23.** 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
- GS24.** observe people, activities and movements keenly to identify risks and threats
- GS25.** 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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with stakeholders</i>	<b>21</b>	<b>13</b>	-	-
<b>PC1.</b> liaise and communicate effectively with stakeholders on security functions Stakeholders: Employer, security unit/sub-unit, residents, visitors, workers and staff	2	1	-	-
<b>PC2.</b> institute a system of receiving feedback from stakeholders	2	1	-	-
<b>PC3.</b> enforce organisation's standards of communication, behaviour and courtesy within the security unit Communication: Oral, written, electronic, broadcast, radio, telephone, signage, notice, signals, body language, instructions	2	2	-	-
<b>PC4.</b> operate communication equipment effectively Communication equipment: Walkie-talkie, telephone, intercom, mobile, phone, signage, whistle, light signals, hand signals, field signals	2	2	-	-
<b>PC5.</b> communicate security-related protocol to stakeholders	2	1	-	-
<b>PC6.</b> interact with media on instructions	2	1	-	-
<b>PC7.</b> resolve queries/complaints of stakeholders as per procedure	2	1	-	-
<b>PC8.</b> train security personnel in required communication etiquettes	3	2	-	-
<b>PC9.</b> educate security staff on gender, cultural and religious sensitivities	2	1	-	-
<b>PC10.</b> intervene and resolve instances of aggressive and unruly behaviour	2	1	-	-
<i>Carry out and review role-related documentation</i>	<b>16</b>	<b>10</b>	-	-
<b>PC11.</b> identify essential documents to be maintained by the security unit	2	1	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> adopt format for recording information/incidents as per organizational procedure Incidents: Routine, emergency, criminal, non-criminal	1	2	-	-
<b>PC13.</b> decide on timelines and frequency for submission of reports	2	1	-	-
<b>PC14.</b> use computers and other equipment to facilitate documentation	2	1	-	-
<b>PC15.</b> record and store documents as per organizational procedure	1	1	-	-
<b>PC16.</b> forward report/feedback to designated superior	2	1	-	-
<b>PC17.</b> store and handle information/media generated by the security equipment(s) as per organisational procedure	2	1	-	-
<b>PC18.</b> share information with authorized stakeholders on instructions	2	1	-	-
<b>PC19.</b> maintain security and confidentiality of information Information: Written, verbal, electronic, and public-address system	2	1	-	-
<b>NOS Total</b>	<b>37</b>	<b>23</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N7212
<b>NOS Name</b>	Maintain effective communication
<b>Sector</b>	Management
<b>Sub-Sector</b>	Security
<b>Occupation</b>	Private Security
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	15/05/2018
<b>Next Review Date</b>	23/11/2021
<b>NSQC Clearance Date</b>	09/04/2018



## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

**Recommended Pass % : 70**

### Assessment Weightage

#### Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
MEP/N7102.Conform to regulatory and legal requirements governing security tasks	25	15	-	-	40	7
MEP/N7206.Manage the operations of a security unit	75	50	-	-	125	22
MEP/N7207.Organise training of a security unit	36	24	-	-	60	12
MEP/N7208.Administering a Security Unit	50	35	-	-	85	16

### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
MEP/N7209.Manage security operations in different deployment contexts	30	20	-	-	50	10
MEP/N7210.Handle emergencies and security incidents	20	20	-	-	40	14
MEP/N7211.Reduce risks to health and safety in the workplace	31	19	-	-	50	7
MEP/N7212.Maintain effective communication	37	23	-	-	60	12
<b>Total</b>	<b>304</b>	<b>206</b>	<b>-</b>	<b>-</b>	<b>510</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.

## Qualification Pack

<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
<b>Electives</b>	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.
<b>Options</b>	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.