



# QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AN INVESTIGATOR [PRIVATE SECURITY SECTOR]

## What are Occupational Standards(OS)?

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

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## Contents

1. Introduction and Contacts..... Page no. 1
2. Qualifications Pack.....Page no. 2
3. Glossary of Key Terms ..... Page no. 3
4. OS Units.....Page no. 3
5. Assessment Criteria.....Page no. 37

## Introduction

### Qualifications Pack- Investigator

**SECTOR: PRIVATE SECURITY**

**SUB-SECTOR: Investigation**

**OCCUPATION: Investigator**

**REFERENCE ID: SSS/Q1401**

**ALIGNED TO: NCO-2004 - Nil**

An **Investigator** in the Private Security Sector is the main ‘on-the-ground’ operator who conducts inquiries and investigations, gathers information, verifies facts and records findings as relevant to the task. In the course of achieving this purpose, an Investigator executes an assignment based on specified techniques, conducts inquiries and interviews to gather information and submits report.

**Brief Job Description:** Investigator undertakes investigations and inquiries in the areas of personal and corporate domains. Investigator follows varied investigation techniques to accomplish assigned job, through inquiries, surveys, interviews and accurate reporting.

**Personal Attributes:** An Investigator needs to bear a good moral character, friendly persona and above average intelligence. He/ she should be committed, confident and efficient. The role requires common sense, effective communication, observation skills and analytical mind.



Job Details

<b>Qualifications Pack Code</b>	<b>SSS/Q1401</b>		
<b>Job Role</b>	<b>Investigator</b> *National		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Private Security</b>	<b>Drafted on</b>	<b>31/07/2015</b>
<b>Sub-sector</b>	<b>Investigation</b>	<b>Last reviewed on</b>	<b>17/08/2015</b>
<b>Occupation</b>	<b>Investigator</b>	<b>Next review date</b>	<b>01/10/2018</b>
<b>NSQC Clearance on</b>	<b>DD/MM/YYYY</b>		
<b>Job Role</b>	<b>Investigator</b>		
<b>Role Description</b>	An Investigator undertakes investigations and inquiries in the areas of personal and corporate domains. Investigator follows varied investigation techniques to accomplish assigned job, through inquiries, surveys, interviews, analysis and accurate reporting.		
<b>NSQF level</b>	IV		
<b>Minimum Educational Qualifications*</b>	XII		
<b>Maximum Educational Qualifications*</b>	Not Applicable		
<b>Training</b>	-		
<b>Minimum Job Entry Age</b>	20 years		
<b>Experience</b>	One year in computer operation		
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">SSS/N1401 – Observance of conduct rules and codes of ethics</a></li> <li><a href="#">SSS/N1402 – Identify and manage operational risks and threats</a></li> <li><a href="#">SSS/N1403 - Understand plan and prepare for a task</a></li> <li><a href="#">SSS/N1404 – Undertake assigned tasks</a></li> <li><a href="#">SSS/N1405 - Carry out open source research</a></li> <li><a href="#">SSS/N1406 - Carry out interviews and surveys to collect information</a></li> <li><a href="#">SSS/N1407 - Reporting on the assignment</a></li> </ol> <p><b>Optional:</b> N.A.</p>		
<b>Performance Criteria</b>	As described in the relevant OS units		



Definitions

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



Acronyms	Keywords /Terms	Description
	OS	Occupational Standard(s)
	NOS	National Occupational Standard(s)
	QP	Qualifications Pack
	RTI	Right to Information



SSS/ N 1401

NOS  
National Occupational Standards



Observance of conduct rules and code of ethics

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# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge and Understanding, for an Investigator to understand and observe conduct rules and code of ethics.



SSS/ N 1401

Observance of conduct rules and code of ethics

National Occupational Standard

<b>Unit Code</b>	SSS/N1401
<b>Unit Title (Task)</b>	Observance of conduct rules and code of ethics
<b>Description</b>	This unit provides Performance Criteria, Knowledge and Understanding, for an Investigator to understand and observe conduct rules and code of ethics.
<b>Scope</b>	<p>This unit/task covers the following:</p> <p>Conduct rules:</p> <ul style="list-style-type: none"> <li>to maintain integrity and devotion to profession</li> <li>to perform assigned task within framework of the law of the land</li> <li>to observe strict confidentiality regarding information obtained during the assignment</li> <li>to remain strictly within the parameters of duty assigned</li> </ul> <p>Code of ethics:</p> <ul style="list-style-type: none"> <li>to remain within the bounds of Constitution of India and laws of the land</li> <li>to be diligent and faithful in carrying out assigned task</li> <li>to report true facts to designated superior</li> <li>adhere to confidentiality</li> <li>not to indulge in any intoxications during the course of duty</li> <li>not to succumb to any type of temptation</li> <li>report any personal conflict of interest on the assigned job</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Observe conduct rules and code of ethics</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. comply with conduct rules</p> <p>PC2. comply with code of ethics</p> <p>PC3. understand legal implications</p> <p>PC4. comply relevant health, safety and environmental standards</p> <p>PC5. follow industry's best practices</p> <p>PC6. observe policy guidelines and processes</p> <p>PC7. seek clarifications, if any</p> <p>PC8. maintain confidentiality</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organisational hierarchy</p> <p>KA2. the organisational policy and processes</p> <p>KA3. health, safety and environmental standards</p> <p>KA4. industry/ organisational best practices</p>



SSS/ N 1401



**Observance of conduct rules and code of ethics**

<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. basic knowledge of relevant laws of the land</p> <p>KB2. threat and risks</p> <p>KB3. accurate record keeping of events</p> <p>KB4. prescribed format and mode of communication for reporting</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document instructions, task lists and schedules</p> <p>SA2. document activities in a chronological order</p> <p>SA3. prepare reports</p> <p>SA4. record customers' response during surveys</p> <p>SA5. write at least in one vernacular language and English</p> <p>SA6. write e-mail/ SMS to co-workers and manager to provide them with work updates</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. read and assimilate organizational procedures, as applicable</p> <p>SA8. read about the assignment from the newspapers, websites and blogs</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA9. speak clearly and emphatically</p> <p>SA10. comprehend instructions and ask relevant queries</p> <p>SA11. explain task lists schedules and work-loads with superior</p> <p>SA12. listen to and ask relevant question from subjects during surveys</p> <p>SA13. give clear instructions to co-workers, if required</p> <p>SA14. ask pertinent queries from the government officials</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. take decisions pertaining to operations and emergency situations endangering health and safety</p> <p><b>Plan and Organize</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize field work</p> <p>SB3. meet the timelines</p> <p><b>Customer Centricity</b></p>



**SSS/ N 1401**

**Observance of conduct rules and code of ethics**

	The user/individual on the job needs to know and understand how to:  SB4. manage relationships with stakeholders
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:  SB5. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s) SB6. identify risk and threats and take suitable actions
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to:  SB7. utilize assignment-related data/ inputs SB8. gather desired information for task accomplishment
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to:  SB9. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

**NOS Version Control**

<b>NOS Code</b>	<b>SSS/N1401</b>		
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[Back To NOS List](#)



SSS/ N 1402

NOS  
National Occupational Standards



Identify and manage operational risks and threats

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# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge, Understanding, Skills and Abilities for an investigator to identify, anticipate and manage operational risks and threats.



SSS/ N 1402

**Identify and manage operational risks and threats**

National Occupational Standard

<b>Unit Code</b>	<b>SSS/N1402</b>
<b>Unit Title (Task)</b>	<b>Identify and manage operational risks and threats</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge, Understanding, Skills and Abilities for an investigator to identify, anticipate and manage operational risks and threats.
<b>Scope</b>	<p>This unit/task covers the following:</p> <p>Operational factors:</p> <ul style="list-style-type: none"> <li>• scope of work,</li> <li>• terms of reference,</li> <li>• work commencement,</li> <li>• opportune moment/ time,</li> <li>• background information,</li> <li>• coordination,</li> <li>• means of transport and communication,</li> <li>• serviceability of technology and equipment to be used</li> </ul> <p>Environment:</p> <ul style="list-style-type: none"> <li>• hostile/ non-hostile,</li> <li>• risky,</li> <li>• day/ night,</li> <li>• busy/ quiet</li> </ul> <p>Terrain and weather conditions:</p> <p>Risks and threats:</p> <ul style="list-style-type: none"> <li>• prevailing law and order situation,</li> <li>• personal safety</li> </ul> <p>Community impact assessment:</p> <p>Resources:</p> <ul style="list-style-type: none"> <li>• physical,</li> <li>• human/ personal,</li> <li>• equipment &amp; gadgets,</li> <li>• task documents,</li> <li>• operational, administrative and financial requirements,</li> <li>• means of transportation and communication</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Identify operational risks and threats</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. gather and glean all the available information</p> <p>PC2. review the information in relation to the operation</p> <p>PC3. identify, understand and evaluate likely threats and risks relevant to operation, team and community</p> <p>PC4. liaise with partners involved in the operation to identify potential threats and risks including public sentiments</p> <p>PC5. document all decisions, actions and options in accordance with organisational</p>



SSS/ N 1402

**Identify and manage operational risks and threats**

	policy
<b>Manage operational risks and threats</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. plan and prepare contingency measures and tactical responses and adapt to any risk situation</p> <p>PC2. monitor the progress of the operation to identify any changes or additions in relation to threats and risks and report to designated superior</p> <p>PC3. liaise with team involved in the operation to manage operational threats and risks</p> <p>PC4. review constantly the threats and risks</p> <p>PC5. document all decisions, actions and options in accordance with organisational policy</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organisational policy and processes</p> <p>KA2. the importance of coordination with team (s)</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the difference between threats and risks</p> <p>KB2. sources and types of information and intelligence in relation to operations</p> <p>KB3. reliability and credibility of information</p> <p>KB4. importance of gathering and reviewing information in relation to field operations</p> <p>KB5. importance of keeping accurate records of events</p> <p>KB6. types of documents that must be completed</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. write at least in one vernacular language and English</p> <p>SA2. document instructions, task lists and schedules</p> <p>SA3. document activities in a chronological order</p> <p>SA4. write e-mail/ SMS to co-workers and manager to provide them with work updates</p> <p>SA5. prepare reports</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. read and assimilate organizational policy and processes, as applicable</p> <p>SA7. get updates on risk and threats regarding the assignment from various sources</p>



SSS/ N 1402



**Identify and manage operational risks and threats**

	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. speak clearly and emphatically  SA9. comprehend instructions and ask relevant queries  SA10. explain task lists schedules and work-loads with superior  SA11. give clear instructions to co-workers, if required  SA12. communicate about risk and threats as developing during assignment handling to superiors</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. take correct decision on risk and threats endangering the assignment and health and safety self and co-workers</p>
	<b>Plan and Organize</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize field work  SB3. identify risk and threats involved  SB4. meet the timelines</p>
	<b>Customer Centricity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. manage relationships with stakeholders</p>
	<b>Problem Solving</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s)  SB7. identify risk and threats and take suitable actions</p>
	<b>Analytical Thinking</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. utilize assignment-related data/ inputs  SB9. gather desired information for task accomplishment</p>
<b>Critical Thinking</b>	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>	



SSS/ N 1402

Identify and manage operational risks and threats

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[Back To NOS List](#)





SSS/ N 1403

NOS  
National Occupational Standards



Understand, plan and prepare for a task

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# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge, Understanding, Skills and Abilities for an Investigator to understand, plan and prepare for a task.



SSS/ N 1403

Understand, plan and prepare for a task

<b>Unit Code</b>	SSS/N1403
<b>Unit Title (Task)</b>	Understand, plan and prepare for a task
<b>Description</b>	This unit provides Performance Criteria, Knowledge, Understanding, Skills and Abilities for an Investigator to understand, plan and prepare for a task.
<b>Scope</b>	<p>This unit/task covers the following:</p> <p>Knowledge and understanding related to assignment:</p> <ul style="list-style-type: none"> <li>• type of assignment</li> <li>• scope of the assignment</li> <li>• terms of reference <ul style="list-style-type: none"> <li>○ legal and ethical limitations</li> <li>○ timeframe</li> <li>○ bindings as per client's requirements</li> <li>○ any other parameters and points as deemed necessary</li> </ul> </li> <li>• communication protocol</li> <li>• equipment anticipated to be used</li> <li>• own role/ part</li> <li>• knowledge of the locale</li> </ul> <p>Plan for the assignment:</p> <ul style="list-style-type: none"> <li>• risk and threat evaluation</li> <li>• ground situation and weather conditions</li> <li>• geographical knowledge</li> <li>• evaluation of resources</li> <li>• confirm information and objective details</li> <li>• means of communication</li> <li>• mode of transport</li> <li>• plans for contingency</li> <li>• collect open source information</li> <li>• confirm plan of action with superior</li> </ul> <p>Prepare for the assignment:</p> <ul style="list-style-type: none"> <li>• collect resources needed for the assignment</li> <li>• check serviceability of equipment and means of communication</li> <li>• ensure availability of mode of transport</li> <li>• collect and confirm availability of documents</li> <li>• ensure administrative details</li> <li>• ensure adequacy of financial resources</li> </ul> <p>Resources:</p> <ul style="list-style-type: none"> <li>• physical,</li> <li>• human/ personal,</li> <li>• equipment &amp; gadgets,</li> <li>• personal protective equipment,</li> <li>• transport and communication,</li> <li>• documentary,</li> <li>• operational, administrative and financial</li> </ul>



SSS/ N 1403



**Understand, plan and prepare for a task**

<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Understand an assignment</b>	To be competent, the user/individual on the job must be able to: PC1. receive briefing PC2. comprehend assignment PC3. understand own role PC4. understand implications PC5. recognize risks and threats PC6. understand terms of references and other limitations PC7. understand policy guidelines PC8. seek clarifications, if any
<b>Plan for an assignment</b>	To be competent, the user/individual on the job must be able to: PC1. identify specific risks and threats PC2. collect required information from open sources PC3. analyse information impacting the assignment PC4. assess information regarding prevailing law and order situation in the area PC5. identify the means of transport PC6. ascertain resources required and confirm availability PC7. identify timelines PC8. plan task based on available information PC9. understand contingency plan PC10. project financial requirement PC11. confirm plan of action with superior and obtain concurrence
<b>Prepare for an assignment</b>	To be competent, the user/individual on the job must be able to: PC1. identify person (s) for procuring requisite resource(s) PC2. collect resources needed for the assignment PC3. check serviceability of equipment PC4. ensure functioning of means of communication PC5. ensure availability of requisite transport PC6. collect and confirm availability of relevant documents PC7. ensure adequacy of financial resources
<b>Use technology for task accomplishment</b>	To be competent, the user/individual on the job must be able to: PC1. use Smartphone for communication and photography PC2. transmit photograph using Smartphone PC3. use camera (still and video) PC4. use audio recorder PC5. use internet
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational</b>	The user/individual on the job needs to know and understand:



SSS/ N 1403

Understand, plan and prepare for a task

<p><b>Context</b> (Knowledge of the company / organization and its processes)</p>	<p>KB1. the organisational policy and processes KB2. organisational hierarchy KB3. coordination with team (s) KB4. the terms of reference</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand: KA1. threat and risks KA2. the resources needed in relation to task KA3. equipment needed KA4. accurate record keeping of events KA5. prescribed format in which information is required to be submitted</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p>
	<p>The user/ individual on the job needs to know and understand how to: SA1. write at least in one vernacular language and English SA2. document instructions, task lists and schedules SA3. document activities in a chronological order SA4. write e-mail/ SMS to co-workers and manager to provide them with work updates SA5. prepare reports</p>
	<p><b>Reading Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to: SA6. read and assimilate organizational policy and processes, as applicable SA7. garner information on the assignment from various sources</p>
<p><b>B. Professional Skills</b></p>	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
	<p>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. explain task lists schedules and work-loads with superior SA11. give clear instructions to co-workers, if required SA12. communicate about risk and threats as developing during assignment handling to superiors</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p>
	<p>The user/individual on the job needs to know and understand how to: SB1. take correct decision on choosing correct course of action SB2. mitigate risk and threats endangering the assignment and health and safety self and co-workers</p>



SSS/ N 1403

**Understand, plan and prepare for a task**

	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to:  SB3. plan and organize field work SB4. Involve co-workers SB5. identify risk and threats involved SB6. meet the timelines
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to:  SB7. manage relationships with stakeholders SB8. liaise with government departments and officials
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:  SB9. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s) SB10. formulate an alternate plan SB11. identify risk and threats and take suitable actions
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to:  SB12. utilize assignment-related data/ inputs SB13. gather desired information for task accomplishment
<b>Critical Thinking</b>	
The user/individual on the job needs to know and understand how to:  SB14. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action	

**NOS Version Control**

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[Back To NOS List](#)



SSS/ N 1404

NOS  
National Occupational Standards

Undertake assigned tasks



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# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge, Understanding, Skills and Abilities for an Investigator to undertake assigned tasks.



SSS/ N 1404



Undertake assigned tasks

National Occupational Standard

<b>Unit Code</b>	<b>SSS/N1404</b>
<b>Unit Title (Task)</b>	<b>Undertake assigned tasks</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge, Understanding, Skills and Abilities for an Investigator to undertake assigned tasks.
<b>Scope</b>	<p>This unit/task covers the following:</p> <p>Relevant legislation and regulations impacting assignment:</p> <ul style="list-style-type: none"> <li>• right to privacy</li> <li>• trespassing</li> <li>• securing / tampering with evidence</li> <li>• right to arrest</li> <li>• right of private defence</li> <li>• right to information</li> <li>• application of relevant sections of <ul style="list-style-type: none"> <li>○ Arms Act</li> <li>○ Trade Mark Act</li> <li>○ Copyright Act</li> <li>○ Evidence Act</li> </ul> </li> </ul> <p>Briefings:</p> <ul style="list-style-type: none"> <li>• one-on-one,</li> <li>• group/ team briefing</li> </ul> <p>Roles and responsibilities:</p> <ul style="list-style-type: none"> <li>• individual and team members</li> </ul> <p>Objective:</p> <ul style="list-style-type: none"> <li>• to identify, follow, observe, verify, survey, collect, collate and analyze inform and report</li> </ul> <p>Methods:</p> <ul style="list-style-type: none"> <li>• static, on foot, vehicle borne,</li> <li>• technical support</li> </ul> <p>Information:</p> <ul style="list-style-type: none"> <li>• background and reputation,</li> <li>• specific event or aspect related,</li> <li>• written, assessment,</li> <li>• recorded, photographic, electronic,</li> <li>• corroborated or uncorroborated</li> </ul> <p>Source of information:</p> <ul style="list-style-type: none"> <li>• sources, self-acquired,</li> <li>• RTI, interviews,</li> <li>• internet, open source information and social media</li> </ul> <p>Evidence:</p> <ul style="list-style-type: none"> <li>• appreciating permissible evidence</li> </ul> <p>Equipment:</p> <ul style="list-style-type: none"> <li>• camera, binoculars, CCTV, voice recorder, smart phone, computer, dongle, GPS, log book, etc.</li> </ul>



SSS/ N 1404



**Undertake assigned tasks**

	<p>Situations:</p> <ul style="list-style-type: none"> <li>• dangerous,</li> <li>• difficult weather,</li> <li>• identity compromised,</li> <li>• risk to life and property, etc.</li> </ul> <p>Designated superior:</p> <ul style="list-style-type: none"> <li>• senior investigator</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Receive assignment briefings</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. participate in assignment briefings</p> <p>PC2. understand assigned job code and call signs</p> <p>PC3. project requirement for administrative and technical support</p> <p>PC4. understand contingency plans</p> <p>PC5. understand and confirm assigned task/ plan</p>
<b>Execute the assigned tasks</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. use planned methodologies</p> <p>PC2. locate and reach identified place on time</p> <p>PC3. observe and record activities/ information accurately</p> <p>PC4. maintain effective communications with other team members</p> <p>PC5. adopt contingency plan, when instructed</p> <p>PC6. comply with legal requirements and relevant codes of practice</p> <p>PC7. use equipment as required</p> <p>PC8. ensure own safety</p> <p>PC9. assess and report any change in circumstances</p> <p>PC10. communicate with team member (s) and immediate superior</p> <p>PC11. collect information as per assigned task</p> <p>PC12. handle, store and secure recorded information</p>
<b>Provide information for evaluation</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. collate and analyse acquired information in the prescribed format</p> <p>PC2. submit information to designated superior, within the stipulated timeframe</p> <p>PC3. maintain the security and confidentiality of all information</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organisational hierarchy</p> <p>KA2. the organisational policy and processes</p> <p>KA3. Health, safety and environmental standards</p> <p>KA4. Industry/ organisational best practices</p>



SSS/ N 1404

**Undertake assigned tasks**

<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the importance of adopting different methodologies and techniques</p> <p>KB2. methods of recording accurate information</p> <p>KB3. use of equipment correctly in accordance with manufacturer’s guidelines</p> <p>KB4. the necessity of ensuring health and safety of self and team</p> <p>KB5. the necessity to intimate changes in the plan and situation to superior</p> <p>KB6. the importance of understanding the contingency plan</p> <p>KB7. relevant legislation, regulations and guidelines relating to task</p> <p>KB8. handling, storing and safe keeping of recorded information</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. write at least in one vernacular language and English</p> <p>SA2. document instructions, task lists and schedules</p> <p>SA3. document activities in a chronological order</p> <p>SA4. write e-mail/ SMS to co-workers and manager to provide them with work updates</p> <p>SA5. prepare reports</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. read and assimilate organizational policy, processes and instructions, as applicable</p> <p>SA7. garner information on the assignment from various sources</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <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. explain task lists schedules and work-loads with superior</p> <p>SA11. give clear instructions to co-workers, if required</p> <p>SA12. communicate about risk and threats during assignment handling to superiors</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. take correct decision on choosing correct course of action</p> <p>SB2. mitigate risk and threats endangering the assignment and health and safety self and co-workers</p> <p><b>Plan and Organize</b></p> <p>The user/individual on the job needs to know and understand how to:</p>



SSS/ N 1404



**Undertake assigned tasks**

	<p>SB3. implement mutually-agreed plan</p> <p>SB4. formulate an alternate plan</p> <p>SB5. plan and organize field work</p> <p>SB6. Involve co-workers</p> <p>SB7. identify risk and threats involved</p> <p>SB8. meet the timelines</p>
	<b>Customer Centricity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. manage relationships with stakeholders</p> <p>SB10. liaise with government departments and officials</p>
	<b>Problem Solving</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s)</p> <p>SB12. implement an alternate plan</p> <p>SB13. identify risk and threats and take suitable actions</p>
	<b>Analytical Thinking</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. utilize assignment-related data/ inputs</p> <p>SB15. gather desired information for task accomplishment</p>
	<b>Critical Thinking</b>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB16. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>	

**NOS Version Control**

<b>NOS Code</b>	<b>SSS/N1404</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Private Security</b>	<b>Drafted on</b>	<b>31/07/15</b>
<b>Industry Sub-sector</b>	<b>Investigation</b>	<b>Last reviewed on</b>	<b>17/08/15</b>
<b>Occupation</b>	<b>Investigator</b>	<b>Next review date</b>	<b>01/10/18</b>

[Back To NOS List](#)



SSS/ N 1405

NOS  
National Occupational Standards



Carry out open source research

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# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge, Understanding, Skills and Abilities for an Investigator to carry out research from open sources for task accomplishment.



SSS/ N 1405



Carry out open source research

National Occupational Standard

<b>Unit Code</b>	<b>SSS/N1405</b>
<b>Unit Title (Task)</b>	<b>Carry out open source research</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge, Understanding, Skills and Abilities for an Investigator to carry out research from open sources for task accomplishment.
<b>Scope</b>	<p>This unit/task covers the following:</p> <p>Research:</p> <ul style="list-style-type: none"> <li>to collect and collate desired information from open and available sources</li> </ul> <p>Desktop search:</p> <ul style="list-style-type: none"> <li>all accessible databases, websites, social media and open domain searches</li> </ul> <p>Right to Information:</p> <ul style="list-style-type: none"> <li>Right to Information Act - 2005</li> <li>Procedure to obtain desired information through Right to Information Act</li> </ul> <p>Corroborating information:</p>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Prepare to collect information</b>	To be competent, the user/individual on the job must be able to: PC1. identify information to be collected PC2. identify source (s) of information PC3. identify process for collection of information
<b>Use of open sources to collect information</b>	To be competent, the user/individual on the job must be able to: PC1. browse through the internet PC2. select appropriate search engine(s), website(s) and databases PC3. research social media PC4. research print media PC5. understand confidentiality PC6. cull information from right source(s) PC8. collate information PC7. corroborate information from different sources PC9. check authenticity of documents obtained PC8. submit report in desired format meeting the timeline to designated superior
<b>Exercise Right to Information</b>	To be competent, the user/individual on the job must be able to: PC1. understand Right to Information Act - 2005 PC2. exercise Right to Information to obtain required information from concerned sources PC3. identify designated authority in a particular organisation for obtaining information



SSS/ N 1405

Carry out open source research

	<p>PC4. submit RTI application to designated authority</p> <p>PC5. obtain acknowledgement of delivery of application</p> <p>PC6. follow up request in case of delay</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the organisational policy and processes</p> <p>KA2. Industry/ organisational best practices</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Right to Information Act</p> <p>KB2. desktop research</p> <p>KB3. the importance of adopting different methodologies and techniques</p> <p>KB4. search engine, websites and social media</p> <p>KB5. methods of recording accurate information</p> <p>KB6. desired format in which information is required to be submitted</p> <p>KB7. handling, storing and safe keeping of recorded information</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. write at least in one vernacular language and English</p> <p>SA2. document instructions, task lists and schedules</p> <p>SA3. document activities in a chronological order</p> <p>SA4. write e-mail/ SMS to co-workers and manager to provide them with work updates</p> <p>SA5. prepare reports</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. read and assimilate organizational policy, processes and instructions, as applicable</p> <p>SA7. read and assimilate relevant regulations, as applicable</p> <p>SA8. garner information on the assignment from various sources</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA9. speak clearly and emphatically</p> <p>SA10. comprehend instructions and ask relevant queries</p> <p>SA11. explain task lists schedules and work-loads with superior</p> <p>SA12. give clear instructions to co-workers, if required</p> <p>SA13. communicate about risk and threats as developing during assignment handling to superiors</p>



SSS/ N 1405



Carry out open source research

<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to:  SB1. take correct decision on choosing correct course of action SB2. mitigate risk and threats endangering the assignment and health and safety self and co-workers
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to:  SB3. Plan open source research as per mutually agreed method SB4. formulate an alternate plan SB5. plan and organize field work SB6. Involve co-workers SB7. identify risk and threats involved SB8. meet the timelines
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to:  SB9. manage relationships with stakeholders SB10. liaise with government departments and officials
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:  SB11. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s) SB12. implement an alternate plan SB13. identify risk and threats and take suitable actions
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to:  SB14. utilize assignment-related data/ inputs SB15. gather desired information for task accomplishment
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to:  SB16. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action



SSS/ N 1405

Carry out open source research

## NOS Version Control

<b>NOS Code</b>	<b>SSS/N1405</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Private Security</b>	<b>Drafted on</b>	<b>31/07/15</b>
<b>Industry Sub-sector</b>	<b>Investigation</b>	<b>Last reviewed on</b>	<b>17/08/15</b>
<b>Occupation</b>	<b>Investigator</b>	<b>Next review date</b>	<b>01/10/18</b>

[Back To NOS List](#)





SSS/ N 1406

NOS  
National Occupational Standards



Carry out interviews and surveys to collect information

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# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge, Understanding, Skills and Ability for an Investigator to carry out interviews and surveys for task accomplishment.



SSS/ N 1406

Carry out interviews and surveys to collect information

National Occupational Standard

<b>Unit Code</b>	<b>SSS/N1406</b>
<b>Unit Title (Task)</b>	<b>Carry out interviews and surveys to collect information</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge, Understanding, Skills and Ability for an Investigator to carry out interviews and surveys for task accomplishment.
<b>Scope</b>	<p>This unit/task covers the following:</p> <p>Interview:</p> <ul style="list-style-type: none"> <li>techniques and modalities</li> </ul> <p>Survey:</p> <ul style="list-style-type: none"> <li>methods and procedures</li> </ul> <p>Use of technology:</p> <ul style="list-style-type: none"> <li>audio, video, smart phones - within legal parameter</li> </ul> <p>Questionnaire:</p> <ul style="list-style-type: none"> <li>briefing, format</li> </ul> <p>Effective communication:</p> <ul style="list-style-type: none"> <li>language, dialect, social norms</li> </ul> <p>Information collection:</p> <ul style="list-style-type: none"> <li>target audience, groups, selected entities and individuals</li> </ul> <p>Corroborating information:</p> <ul style="list-style-type: none"> <li>multiple sources</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Prepare to conduct interview and survey</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. receive and comprehend briefing</p> <p>PC2. compile relevant background information to organise an interview/ survey.</p> <p>PC3. plan and conduct interview/ survey</p> <p>PC4. select the correct equipment for the interview and survey</p> <p>PC5. confirm operational effectiveness of equipment</p> <p>PC6. follow risk and threat instructions</p> <p>PC7. follow health and safety instructions</p>
<b>Conduct interview and survey</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. use appropriate technology</p> <p>PC2. collect desired information</p> <p>PC3. communicate effectively</p> <p>PC4. report correctly</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organisational policy and processes</p> <p>KA2. the code of ethics</p> <p>KA3. the importance of coordination with team (s)</p>



SSS/ N 1406

Carry out interviews and surveys to collect information

its processes)	
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the method of formal and informal interaction with target groups/ audience</p> <p>KB2. the importance of taking prior permission/ consent from individuals be interviewed/ surveyed</p> <p>KB3. the framing of questions</p> <p>KB4. recording of conversation</p> <p>KB1. compilation of responses</p> <p>KB5. Desired format in which information is required to be submitted</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. write at least in one vernacular language and English</p> <p>SA2. document instructions, task lists and schedules</p> <p>SA3. document conversation/ responses in a chronological order</p> <p>SA4. write e-mail/ SMS to co-workers and manager to provide them with work updates</p> <p>SA5. prepare reports</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. read and assimilate organizational policy and processes, as applicable</p> <p>SA7. get updates on risk and threats regarding the assignment from various sources</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. speak clearly and emphatically</p> <p>SA9. conduct formal and informal interviews and surveys</p> <p>SA10. comprehend instructions and ask relevant queries</p> <p>SA11. explain task lists schedules and work-loads with superior</p> <p>SA12. give clear instructions to co-workers, if required</p> <p>SA13. communicate about risk and threats as developing during assignment handling to superiors</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. take correct decision on risk and threats endangering the assignment and health and safety self and co-workers</p>
	<b>Plan and Organize</b>



SSS/ N 1406



### Carry out interviews and surveys to collect information

	The user/individual on the job needs to know and understand how to:  SB2. plan and organize field work SB3. identify risk and threats involved SB4. meet the timelines
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to:  SB5. establish and maintain effective relationship with stakeholders and source (s)
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:  SB6. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s) SB7. identify risk and threats and take suitable actions
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to:  SB8. utilize assignment-related data/ inputs SB9. gather desired information for task accomplishment
<b>Critical Thinking</b>	
The user/individual on the job needs to know and understand how to:  SB10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action	

### NOS Version Control

<b>NOS Code</b>	<b>SSS/N1406</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Private Security</b>	<b>Drafted on</b>	<b>31/07/15</b>
<b>Industry Sub-sector</b>	<b>Investigation</b>	<b>Last reviewed on</b>	<b>17/08/15</b>
<b>Occupation</b>	<b>Investigator</b>	<b>Next review date</b>	<b>01/10/18</b>

[Back To NOS List](#)



SSS/ N 1407

NOS  
National Occupational Standards



Reporting on the assignment

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# National Occupational Standard



## Overview

This unit outlines Performance Criteria, Knowledge, Understanding, Skills and Ability for an investigator for preparing objective, accurate and unbiased reports on the assigned task.



SSS/ N 1407

Reporting on the assignment

National Occupational Standard

<b>Unit Code</b>	SSS/N1407
<b>Unit Title (Task)</b>	Reporting on the assignment
<b>Description</b>	This unit outlines Performance Criteria, Knowledge, Understanding, Skills and Ability for an investigator for preparing objective, accurate and unbiased reports on the assigned task.
<b>Scope</b>	<p>This unit/task covers the following:</p> <p>Reporting as to:</p> <ul style="list-style-type: none"> <li>• follow ethics of profession</li> <li>• submit facts as found</li> <li>• provide documents/ photographs</li> <li>• give surface information as obtained</li> <li>• submit detailed, descriptive and sequential report</li> <li>• provide real time information</li> <li>• ensure timely submission</li> </ul> <p>Reporting format:</p> <ul style="list-style-type: none"> <li>• follow prescribed format</li> </ul> <p>Use of technology:</p> <ul style="list-style-type: none"> <li>• computer, Smartphone, internet, camera, scanner, copier, audio/ video equipment, etc.</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Prepare reports</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Collect required information</p> <p>PC2. Identify surface information</p> <p>PC3. Collate gathered information</p> <p>PC4. Compile and attach relevant evidences to support report</p> <p>PC5. Prepare report in sequential order</p> <p>PC6. Submit report on time and on prescribed format</p> <p>PC7. Provide real time information</p> <p>PC8. Follow the ethics of profession</p> <p>PC9. Communicate effectively</p> <p>PC10. Use technology in report preparation and submission</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organisational policy and processes</p> <p>KA2. the code of ethics</p> <p>KA3. the designated superior</p> <p>KA4. the importance of coordination with team (s)</p>



SSS/ N 1407



Reporting on the assignment

its processes)	
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. collect, collate and report information</p> <p>KB2. identify surface information</p> <p>KB3. report factually</p> <p>KB4. prescribed format in which information is required to be submitted</p> <p>KB5. Use technology required for the assignment effectively</p> <p>KB6. use of computer and internet</p>
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. write at least in one vernacular language and English</p> <p>SA2. document instructions, task lists and schedules</p> <p>SA3. document observations/ incidents/ conversation/ responses in a chronological order</p> <p>SA4. write e-mail/ SMS to co-workers and manager to provide them with work updates</p> <p>SA5. prepare periodical reports in the prescribed format</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. read and assimilate organizational policy and processes, as applicable</p> <p>SA7. get updates on assignment and risk and threats from various sources</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. speak clearly and emphatically</p> <p>SA9. conduct formal and informal interviews and surveys</p> <p>SA10. comprehend instructions and ask relevant queries</p> <p>SA11. explain task lists schedules and work-loads with superior</p> <p>SA12. give clear instructions to co-workers, if required</p> <p>SA13. communicate about risk and threats as developing during assignment handling to superiors</p>	
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. take correct decision on risk and threats endangering the assignment and health and safety self and co-workers</p>
	<b>Plan and Organize</b>
<p>The user/individual on the job needs to know and understand how to:</p>	



**SSS/ N 1407**

**Reporting on the assignment**

	SB2. plan and organize field work SB3. identify risk and threats involved SB4. meet the timelines
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to:  SB5. manage relationships with stakeholders
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:  SB6. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s) SB7. identify risk and threats and take suitable actions
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to:  SB8. utilize assignment-related data/ inputs SB9. gather desired information for task accomplishment
	<b>Critical Thinking</b>
The user/individual on the job needs to know and understand how to:  SB10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action	

**NOS Version Control**

<b>NOS Code</b>	<b>SSS/N1407</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Private Security</b>	<b>Drafted on</b>	<b>31/07/15</b>
<b>Industry Sub-sector</b>	<b>Investigation</b>	<b>Last reviewed on</b>	<b>17/08/15</b>
<b>Occupation</b>	<b>Investigator</b>	<b>Next review date</b>	<b>01/10/18</b>

[Back To NOS List](#)



<b>CRITERIA FOR ASSESSMENT OF INVESTIGATOR</b>	
<b>Job Role</b>	Investigator
<b>Qualification Pack</b>	SSS/Q1401
<b>Sector Skill Council</b>	Security Sector Skill Development Council
<b>Guidelines for Assessment</b>	
<p>1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC</p> <p>2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC</p> <p>3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)</p> <p>4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria</p> <p>5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS</p> <p>6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack</p>	

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Mark (800)	Out Of	Theory	Skills Practical
1. SSS/ N 1401 (Observance of conduct rule and code of ethics)	PC1. comply with conduct rules	<b>100</b>	15	10	5
	PC2. comply with code of ethics		15	10	5
	PC3. understand legal implications		15	10	5
	PC4. comply relevant health, safety and environmental standards		20	15	5
	PC5. follow industry's best practices		15	10	5
	PC6. observe policy guidelines and processes		5	5	0
	PC7. maintain confidentiality		15	10	5
	<b>Total</b>		<b>100</b>	<b>70</b>	<b>30</b>
2. SSS/ N 1402 (Identify and manage operational risk and threats)	PC1. gather and glean all the available information		10	6	4
	PC2. review the information in relation to the operation		10	6	4
	PC3. identify, understand and evaluate likely threats and risks relevant to operation, team and community		10	6	4



	PC4. liaise with partners involved in the operation to identify potential threats and risks including public sentiments		10	6	4
	PC5. document all decisions, actions and options in accordance with organisational policy	<b>100</b>	10	6	4
	PC6. plan and prepare contingency measures and tactical responses and adapt to any risk situation		10	6	4
	PC7 monitor the progress of the operation to identify any changes or additions in relation to threats and risks and report to designated superior		10	6	4
	PC8. liaise with team involved in the operation to manage operational threats and risks		10	6	4
	PC9. review constantly the threats and risks		10	6	4
	PC10. document all decisions, actions and options in accordance with organisational policy		10	6	4
		<b>Total</b>	<b>100</b>	<b>60</b>	<b>40</b>
3. SSS/N1403 (Understand, plan and prepare for a task)	PC1. receive briefing		5	4	1
	PC2. comprehend assignment		5	3	2
	PC3. understand own role		5	3	2
	PC4. understand implications		5	3	2
	PC5. recognize risks and threats		5	3	2
	PC6. understand terms of references and other limitations		5	3	2
	PC7. understand policy guidelines		5	3	2
	PC8. seek clarifications, if any		5	3	2
	PC9. identify specific risks and threats		5	3	2
	PC10. collect required information from open sources		5	3	2
	PC11. analyse information impacting the assignment		10	7	3
	PC12. assess information regarding prevailing law and order situation in the area		5	3	2
	PC13. identify the means of transport	<b>200</b>	5	3	2
	PC14. ascertain resources required and confirm availability		5	3	2
	PC15. identify timelines		10	7	3
	PC16. plan task based on available information		10	7	3
	PC17. understand contingency plan		10	7	3



	PC18. project financial requirement	5	3	2
	PC19. confirm plan of action with superior and obtain concurrence	5	3	2
	PC20. identify person (s) for procuring requisite resource(s)	5	3	2
	PC21. collect resources needed for the assignment	10	7	3
	PC22. check serviceability of equipment	10	7	3
	PC23. ensure functioning of means of communication	10	7	3
	PC24. ensure availability of requisite transport	5	3	2
	PC25. collect and confirm availability of relevant documents	5	3	2
	PC26. ensure adequacy of financial resources	5	3	2
	PC27. use Smartphone for communication and photography	5	3	2
	PC29. transmit photograph using Smartphone	5	3	2
	PC30. use camera (still and video)	10	7	3
	PC31. use audio recorder	5	3	2
	PC32. use internet	10	7	3
	<b>Total</b>	<b>200</b>	<b>130</b>	<b>70</b>
4. SSS/N1404 (Undertake assigned tasks)	PC1. participate in assignment briefings	5	3	2
	PC2. understand assigned job code and call signs	5	3	2
	PC3. project requirement for administrative and technical support	5	3	2
	PC4. understand contingency plans	5	3	2
	PC5. understand and confirm assigned task/ plan	10	3	2
	PC6. use planned methodologies	5	3	2
	PC7. locate and reach identified place on time	5	3	2
	PC8. observe and record activities/ information accurately	10	3	2
	PC9. maintain effective communications with other team members	5	3	2



	PC10. adopt contingency plan, when instructed	<b>100</b>	5	3	2	
	PC11. comply with legal requirements and relevant codes of practice		5	3	2	
	PC12. use equipment as required		10	3	2	
	PC13. ensure own safety		5	3	2	
	PC14. assess and report any change in circumstances		5	3	2	
	PC15. communicate with team member (s) and immediate superior		5	3	2	
	PC16. collect information as per assigned task		5	3	2	
	PC17. handle, store and secure recorded information		5	3	2	
			<b>Total</b>	<b>100</b>	<b>60</b>	<b>40</b>
5. SSS/N1405 (Carry out open source research)	PC7. identify information to be collected		<b>100</b>	10	6	4
	PC8. identify source (s) of information	5		3	2	
	PC3. identify process for collection of information	5		3	2	
	PC4. browse through the internet	10		6	4	
	PC5. select appropriate search engine(s), website(s) and databases	5		3	2	
	PC6. research social media	10		6	4	
	PC7. research print media	10		6	4	
	PC8. understand confidentiality	5		3	2	
	PC9. cull information from right source(s)	5		3	2	
	PC10. collate information	10		6	4	
	PC10. corroborate information from different sources	10		6	4	
	PC11. check authenticity of documents obtained	10		6	4	
	PC11. submit report in desired format meeting the timeline to designated	5		3	2	
		<b>Total</b>		<b>100</b>	<b>60</b>	<b>40</b>



6. SSS/N1406 (Carry out interviews and surveys to collect information)	PC1. receive and comprehend briefing	<b>100</b>	10	6	4
	PC2. compile relevant background information to organise an interview/survey.		15	9	6
	PC3. plan and conduct interview/survey		15	9	6
	PC4. select the correct equipment for the interview and survey		10	6	4
	PC5. confirm operational effectiveness of equipment		5	3	2
	PC6. follow risk and threat instructions		5	3	2
	PC7. follow health and safety instructions		5	3	2
	PC7. use appropriate technology		10	6	4
	PC8. collect desired information		10	6	4
	PC9. communicate effectively		5	3	2
	PC11. Report correctly		10	6	4
	<b>Total</b>	<b>100</b>	<b>60</b>	<b>40</b>	
7. SSS/N1407 (Reporting on the assignment)	PC1. Collect required information	<b>100</b>	10	6	4
	PC2. Identify surface information		15	9	6
	PC3. Collate gathered information		10	6	4
	PC4. Compile and attach relevant evidences to support report		15	9	6
	PC5. Prepare report in sequential order		10	6	4
	PC6. Submit report on time and on prescribed format		5	3	2
	PC7. Provide real time information		10	6	4
	PC8. Follow the ethics of profession		5	3	2
	PC9. Communicate effectively		10	6	4
	PC10. Use technology in report preparation and submission		10	6	4
	<b>Total</b>	<b>100</b>	<b>60</b>	<b>40</b>	



*Qualifications Pack For Investigator*



		Total	800	500	300
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