



QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR SECURITY OFFICER [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

Contact Us:

Security Sector Skill
Development Council
Ph: 0124 - 4937450

E-mail:

principal.sga@sssdcc.in



Contents

1. Introduction and Contacts.....Page no. 1
2. Qualifications Pack.....Page no. 2
3. OS Units.....Page no.2
4. Glossary of Key TermsPage no.3

Introduction

Qualifications Pack – Security Officer

SECTOR: PRIVATE SECURITY SECTOR

SUB-SECTOR: 1. COMMERCIAL

2. INDUSTRIAL

3. PERSONAL PROTECTION

OCCUPATION: MANAGERIAL

REFERENCE ID: SSS/Q0601;

ALIGNED TO: NCO-2004/ 5169.10

A **Security officer** in the Private Security Sector is a manager, who apart from his own duties has operational and administrative responsibilities towards a security unit.

Brief Job Description: Security Officers organize security as per organizational procedure and site instructions. They are responsible for deployment and utilisation of manpower and resources and managing security operations. They organise security unit's 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.



Job Details	Qualifications Pack Code	SSS/Q0601		
	Job Role	Security Officer		
	Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
	Sector	Private Security	Drafted on	01 June 2013
	Sub-sector	1. Commercial 2. Industrial 3. Personal Protection	Last reviewed on	02 July 2013
	Occupation	Managerial	Next review date	01 June 2015
	Job Role	Security Officer		
	Role Description	To manage a security unit and its operations for protecting people, premises and property by deploying given resources. The core responsibility includes leadership, man management, operations, training, administration, resource utilisation, supervision, documentation, dealing with emergencies and communication with stakeholders.		
	NVEQF / NVQF level	6		
	Minimum Educational Qualifications	Graduate		
Maximum Educational Qualifications	Not Applicable			
Training	250 hours of training on under mentioned subjects			
Applicable National Occupational Standards	Click on the hyperlink to read/download the required NOS 1. SSS/N0601 - Manage the operations of a security unit 2. SSS/N0602 - Organise training of a security unit 3. SSS/N0603 - Administering a security unit 4. SSS/N0604 - Manage security in different deployment contexts 5. SSS/N0605 - Handle emergencies and security incidents 6. SSS/N0606 - Reduce risks to health and safety in the workplace 7. SSS/N0607 - Maintain effective communication 8. SSS/N0608 - Conform to legal requirements while undertaking security operations			
Performance Criteria	As described in the relevant OS units			



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 fulfill 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.

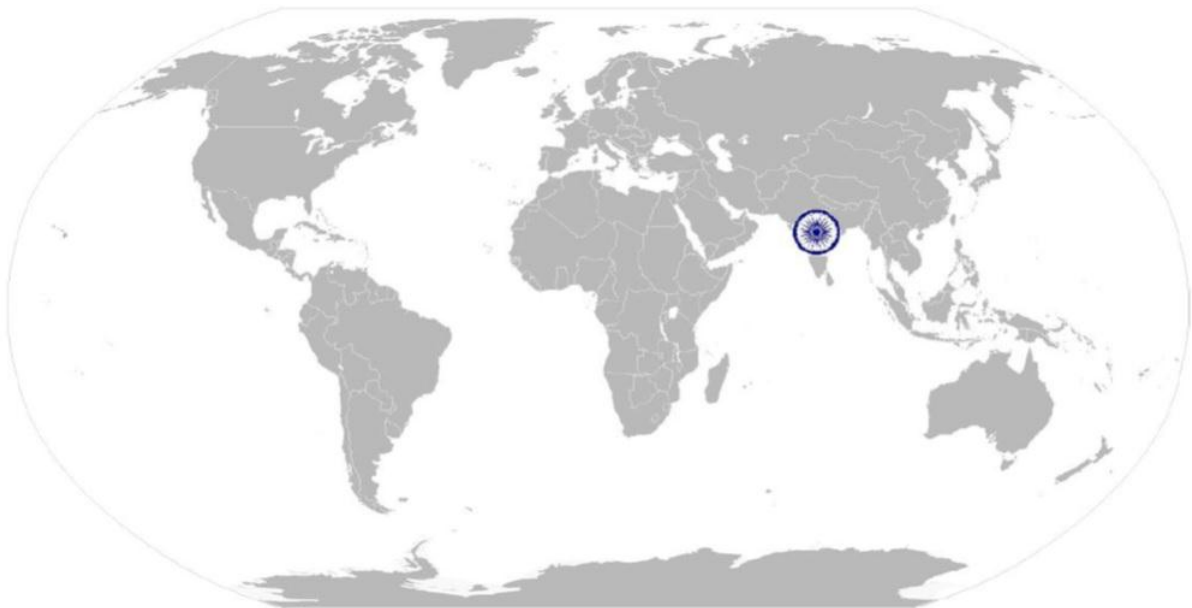


Acronyms

Keywords /Terms	Description
NOS	National Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
OS	Occupational Standard(s)
PPE	Personal Protective Equipment
PSARA	Private Security Agencies Regulation Act (PSARA) 2005
QP	Qualifications Pack
RWA	Residents Welfare Association
SOP	Standard Operating Procedure
PSO	Personal Security Officer



National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in managing the operations of a security unit.



SSS/N0601 Manage the operations of a security unit

National Occupational Standard

Unit Code	SSS/N0601
Unit Title (Task)	Manage the operations of a security unit
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in managing the operations of a security unit
Scope	<p>Threat and Risks. Situations arising from crimes, incidents, accidents, emergencies, crowd/ mob control, aggressive behaviour and other natural or manmade causes</p> <p>Site Instructions. Instructions covering the details of deployment and operations at a particular site</p> <p>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</p> <p>Security Equipment. Equipment to facilitate access control, search and screening, parking, surveillance and smoke & fire detection</p> <p>Training Requirements. Training required for security unit members</p> <p>Checks and Inspections. Periodic and surprise checks and inspections</p> <p>Emergencies and Emergency Response. Response to emergencies by security unit members</p> <p>Untoward Situations.</p> <p>Documents and Reporting.</p> <p>Designated Authority.</p> <p>Personal Safety and Protection Equipment.</p> <p>Sensitivities. Religious, cultural, privacy, gender and status</p> <p>Safe Handling of Firearms. Ensure armed security guards and PSO, if provided with the detail, observe laid down safety and security norms with regard to handling of firearms</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Performance Criteria for the unit	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Comply with organisational procedures related to security operations</p> <p>PC2. Review functioning of shifts and carry out improvements</p> <p>PC3. Observe performance of security unit members</p> <p>PC4. Check and report functioning of provided equipment</p> <p>PC5. Check and report functioning of personal protection equipment</p> <p>PC6. Coordinate with designated authority for rectification/</p>



SSS/N0601 Manage the operations of a security unit

	<p>replacement of faulty equipment</p> <p>PC7. Organise security operations manually in the event of equipment malfunction</p> <p>PC8. Carry out periodic inspections and checks</p> <p>PC9. Communicate effectively with team members and stakeholders</p> <p>PC10. Take report and feedback from team members</p> <p>PC11. Coordinate security unit's participation in mock drills and rehearsals</p> <p>PC12. Respond to emergencies and irregular situations, within available means</p> <p>PC13. Call for assistance to control irregular situations</p> <p>PC14. Maintain personal safety and safety of security unit members</p> <p>PC15. Maintain security operations related documents and reports</p> <p>PC16. Listen to grievances of team members and resolve problems</p> <p>PC17. Record and report status and issues related to operations, personnel and equipment</p>
Manage resources of a security unit	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Plan operations as per site instructions and resource availability</p> <p>PC2. Deploy personnel and resources in an efficient manner</p> <p>PC3. Carry out temporary adjustments in deployment to cover deficiency of personnel and equipment</p> <p>PC4. Report to designated superior regarding deficiencies in personnel and equipment</p>
Organize guarding operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Organise security and guarding operations</p> <p>PC2. Organise briefing of guards and supervisors between the shifts</p> <p>PC3. Carry out periodic review of the deployment and operations</p> <p>PC4. Control functioning and operations of CCTV control room, if provided</p> <p>PC5. Follow the laid down procedure of key control</p> <p>PC6. Institute a system of supervision, periodic/ surprise checks/ inspections and reporting</p> <p>PC7. Prepare, issue and monitor patrolling plan</p> <p>PC8. Debrief guards/ patrols/ supervisors after the tasks</p> <p>PC9. Take feedback</p> <p>PC10. Deal with lost and found property</p>
Control entry to and exit from premises	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Understand likely threats and risks to premises from outside</p>



SSS/N0601 Manage the operations of a security unit

	<p>PC2. Understand access control procedure and functioning of the equipment in use</p> <p>PC3. Organise/ coordinate training of team members in operation of provided security equipment</p> <p>PC4. Brief team members regarding people/ vehicles/ material authorized to enter/ leave premises</p> <p>PC5. Identify papers, passes, permission and documentation to facilitate entry and exit of people/ vehicles/ material to and from the premises</p>
<p>Control screening and search operations</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Understand procedure of screening and search operations and the functioning of equipment in use</p> <p>PC2. Organise/ coordinate training of team members in operation of provided security equipment</p> <p>PC3. Sensitise subordinates to respect persons' right to dignity, privacy and gender/ religious/ cultural sensitivity</p> <p>PC4. Deal with persons and vehicles violating laid down procedures</p> <p>PC5. Identify presence of prohibited/ unauthorised items</p> <p>PC6. Segregate material containing prohibited/ unauthorised items</p>
<p>Organise traffic control and parking</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Understand procedures for traffic control, parking and operation of the equipment in use</p> <p>PC2. Organise/ coordinate training of team members in operation of provided equipment</p> <p>PC3. Ensure vehicular traffic in the premises is regulated</p> <p>PC4. Organise parking operations</p> <p>PC5. Deal with irregular situations</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Organisational procedures and site instructions related to security operations</p> <p>KA2. Reporting protocol</p> <p>KA3. Category of authorized people and people who are debarred from entering premises</p> <p>KA4. Types of identity/ authorisation documents in use</p> <p>KA5. Areas within the premises having restricted/ controlled entry</p> <p>KA6. Details of unauthorised/ prohibited items</p>



SSS/N0601 Manage the operations of a security unit

	<p>KA7. Action to be taken in case of recovery of unauthorised/ prohibited items</p> <p>KA8. Procedure for receipt of postal mail and couriers</p> <p>KA9. Action to be taken in case of delivery of a suspicious package brought to knowledge</p>
B. Technical / Domain Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Common methods and techniques adopted by miscreants to defeat security measures and equipment</p> <p>KB2. Basic knowledge of security equipment installed in the premises</p> <p>KB3. Warning signals from security and safety equipment</p> <p>KB4. Common faults occurring in the assigned equipment</p> <p>KB5. Procedure for carrying out security operations manually, if possible, in case of equipment failure</p> <p>KB6. Indications regarding suspicious packages</p> <p>KB7. Items that cannot be put through screening and search equipment</p> <p>KB8. Procedure for vehicle search</p> <p>KB9. Personal protective gear required for security operations</p> <p>KB10. Layout of the parking areas and traffic plan in the premises</p> <p>KB11. Suitability of prevailing conditions for parking</p> <p>KB12. Traffic signals, signage and markings</p> <p>KB13. Category of vehicles</p> <p>KB14. Untoward situations faced during security operations</p> <p>KB15. Procedure for dealing with untoward situations</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Understand likely risks and threats to the premises</p> <p>SA2. Deploy personnel and equipment to counter risks and threats</p> <p>SA3. Organise deployment into shifts and guard details</p> <p>SA4. Communicate effectively with stakeholders</p> <p>SA5. Motivate security unit</p> <p>SA6. Deal with people in a courteous yet firm manner</p> <p>SA7. Comply with organizational procedure and guidelines</p> <p>SA8. Respect cultural, religious and gender sensitivities</p> <p>SA9. Carry out documentation and reporting</p> <p>SA10. Maintain confidentiality of information</p> <p>SA11. Use computers to facilitate operations and documentation</p>
B. Professional Skills	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Use security and communication equipment to facilitate operations</p> <p>SB2. Monitor functioning of provided equipment</p> <p>SB3. Deploy personnel for security operations as per security plan</p>



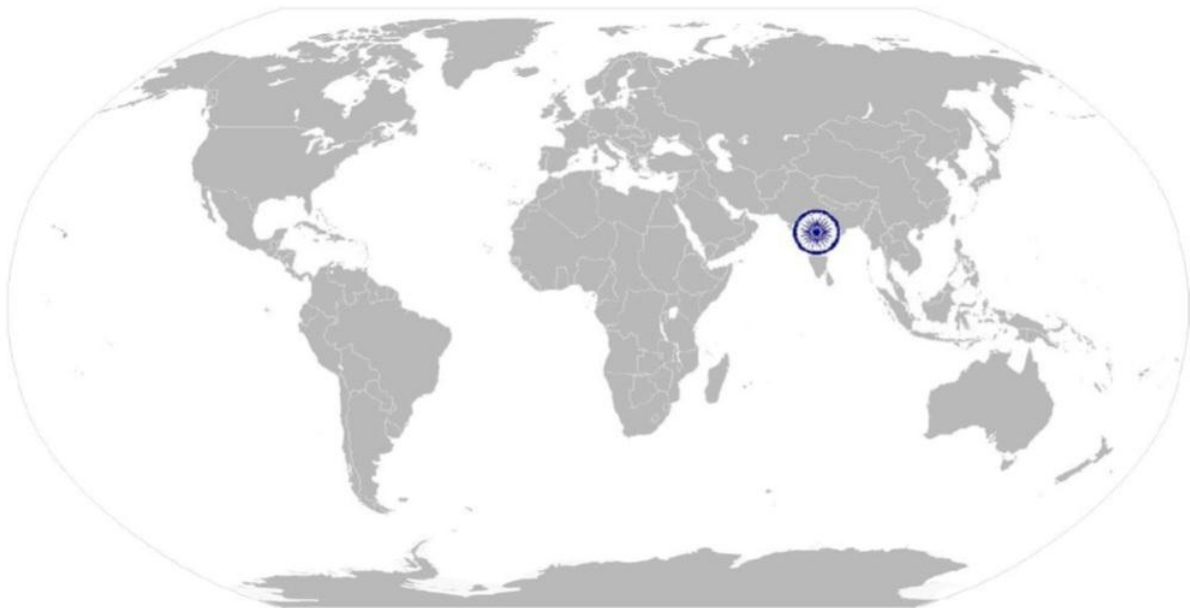
SSS/N0601 Manage the operations of a security unit

	SB4. Prepare a patrolling plan SB5. Institute periodic and surprise checks SB6. Recognize and read different kinds of identification papers
--	---

NOS Version Control

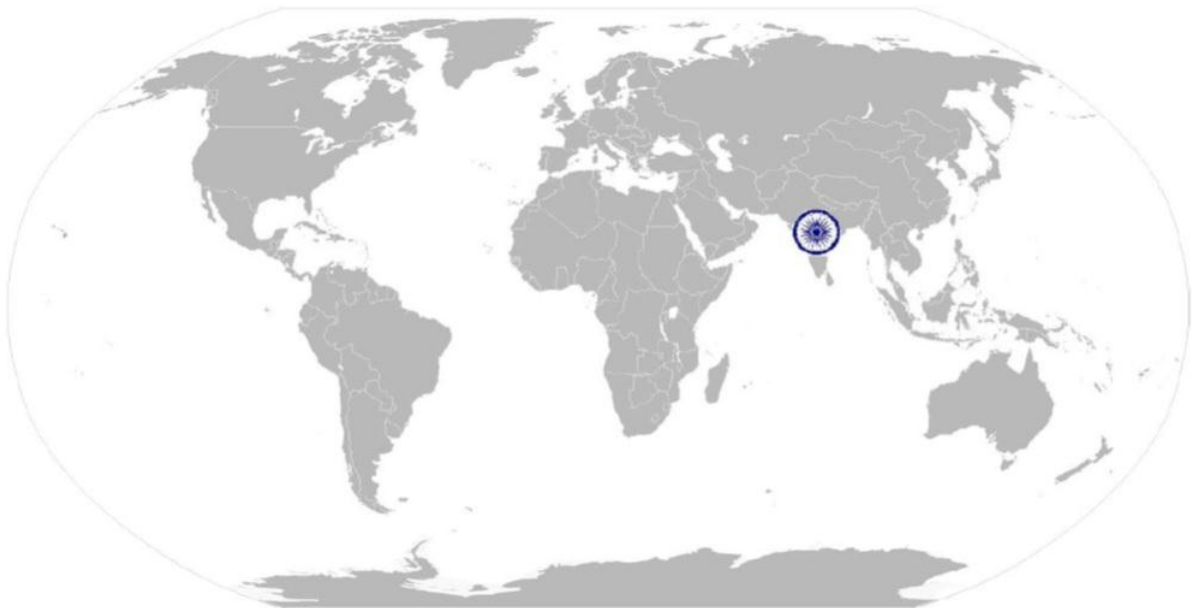
NOS Code	SSS/N0601		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
Industry	Private Security	Drafted on	01 June 2013
Industry Sub-sector	1. Commercial 2. Industrial 3. Personal protection	Last reviewed on	02 July 2013
		Next review date	01 June 2015

[Back To NOS List](#)





National Occupational Standard



Overview

This unit lays down Performance Criteria, Knowledge & Understanding and Skills & Abilities for organising training of a security unit.



SSS/N0602 Organise training of a security unit

National Occupational Standard

Unit Code	SSS/N0602
Unit Title (Task)	Organise training of a security unit
Description	This unit lays down Performance Criteria, Knowledge & Understanding and Skills & Abilities for organising training of a security unit.
Scope	<p>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</p> <p>Documents. Muster roll, personal training state, attendance sheet, training and rehearsal register</p>
Performance Criteria (PC) w.r.t the Scope	
Element	Performance Criteria
Assess the training requirements	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Have general understanding of legislation/ regulations, organizational requirements relating to standards of training in the Private Security Sector (PSS)</p> <p>PC2. Identify and report site-specific training requirements for security personnel</p>
Organise training for security unit	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Coordinate with trainers to train security unit members</p> <p>PC2. Brief security unit on training schedule</p> <p>PC3. Carry out/ facilitate induction training</p> <p>PC4. Carry out/ facilitate on-the-job training</p> <p>PC5. Facilitate training of team members in the operation of security, communication and fire safety equipment by trainers</p> <p>PC6. Coordinate and participate in mock-drills/ rehearsals for security unit as per site instructions</p> <p>PC7. Enforce organisation's standards of grooming, conduct and behaviour</p> <p>PC8. Motivate security team through personal example and involvement</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation/ regulations, organizational guidelines on training</p> <p>KA2. Desired standards of training and response from security unit personnel</p> <p>KA3. Reporting procedure</p> <p>KA4. Organization's training infrastructure and capability</p> <p>KA5. Leadership and management fundamentals</p> <p>KA6. Organizational protocol for induction and on-the-job training</p>



SSS/N0602 Organise training of a security unit

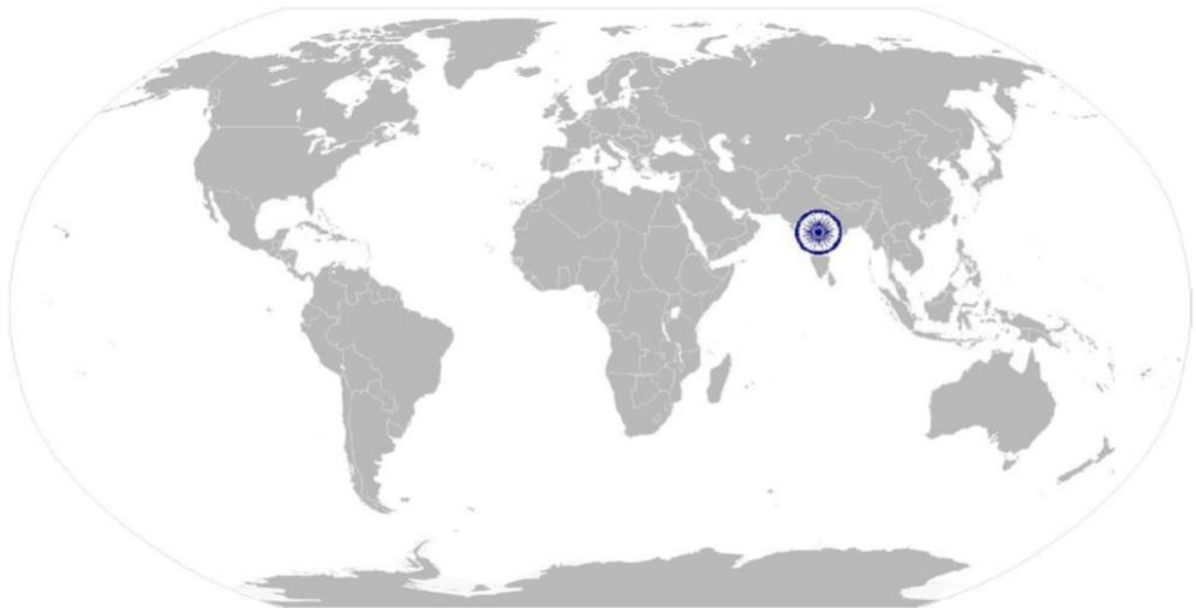
	<p>KA7. Management information system</p> <p>KA8. Performance management system</p> <p>KA9. Accounting and issue procedure for training stores, material and equipment</p>
B. Technical / Domain Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Methods of training security personnel</p> <p>KB2. Identification of training needs of security unit personnel</p> <p>KB3. Requirement of trainers and training infrastructure</p> <p>KB4. Conduct of mock-drills and rehearsals</p> <p>KB5. Training documentation</p> <p>KB6. Basic operating knowledge of computers</p>
Skills (S)	
A. Core Skills / Generic Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Facilitate training for a site</p> <p>SA2. Communicate effectively</p> <p>SA3. Liaise with stakeholders</p> <p>SA4. Motivate and lead the team</p>
B. Professional Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Facilitate training and rehearsals</p> <p>SB2. Assess response</p> <p>SB3. Report on performances of team members</p> <p>SB4. Prepare training schedule</p> <p>SB5. Brief trainers and trainees</p> <p>SB6. Report on training outcome</p>

NOS Version Control

NOS Code	SSS/N0602		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	01 June 2013
Sub-sector	1. Commercial 2. Industrial 3. Personal protection	Last reviewed on	02 July 2013
		Next review date	01 June 2015



National Occupational Standard



Overview

This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities for administering a security unit.



SSS/N0603 Administering a security unit

Unit Code	SSS/N0603
Unit Title (Task)	Administering a security unit
Description	This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities for administering a security unit.
Scope	<p>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</p> <p>Documents. Muster roll, attendance sheet, site assignment document, individual's verification & identification documents, personnel movement control documents, duty roster, leave & absence register, medical register, stores ledger and issue vouchers</p> <p>Leadership. Administration, discipline, motivation, impartiality, punctuality, concern for subordinates, welfare and leading by example</p>
Performance Criteria (PC) w.r.t the Scope	
Element	Performance Criteria
Implement security unit processes	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Commence operations at a new or existing site, as per site instructions</p> <p>PC2. Assess site-specific administrative requirements</p> <p>PC3. Inform superiors about the requirements</p> <p>PC4. Issue identity cards to security unit members</p> <p>PC5. Inform superior about complaints/ suggestion received from employer</p> <p>PC6. Interact with security unit members frequently</p> <p>PC7. Resolve grievances of staff</p> <p>PC8. Maintain confidentiality of information</p> <p>PC9. Receive/ issue/ account for stores meant for security unit</p> <p>PC10. Prepare attendance sheet, overtime details and MIS reports</p> <p>PC11. Oversee documentation of new entrants/ those leaving the site</p> <p>PC12. Handle and account for petty cash</p> <p>PC13. Pursue pending issues of security unit and Agency with employer</p>
Administer a security unit	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Identify and address important administrative concerns</p> <p>PC2. Arrange for accommodation, transportation and food for security unit members</p> <p>PC3. Issue uniforms and accoutrements to the security unit members</p>



SSS/N0603 Administering a security unit

	<p>PC4. Enforce dress code</p> <p>PC5. Maintain discipline</p> <p>PC6. Liaise with own Agency and employer to resolve issues</p> <p>PC7. Ensure privacy and personal safety of the security unit members, especially of the female staff</p> <p>PC8. Motivate team through personal example and concern</p> <p>PC9. Be impartial in dealings</p> <p>PC10. Assess performance and standards of security unit members</p> <p>PC11. Counsel team members on their performance and conduct</p> <p>PC12. Recommend deserving personnel for promotion and rewards</p>
Knowledge and Understanding (K)	
<p>A. Organisational Context</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The site instruction</p> <p>KA2. Details of personnel and equipment required</p> <p>KA3. Channel of reporting and communication with stakeholders</p> <p>KA4. Contact details of stakeholders, superiors and team members</p> <p>KA5. Documentation formats</p> <p>KA6. Reporting procedure</p> <p>KA7. Organizational standards on grooming, conduct, behaviour and performance</p> <p>KA8. Leadership and management fundamentals</p> <p>KA9. Organizational protocol for resolution of concerns/ grievances</p> <p>KA10. Management information system</p> <p>KA11. Performance management system</p> <p>KA12. Compensation management</p> <p>KA13. Accounting and issue procedure for stores, material and equipment</p>
<p>B. Technical/ Domain Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Procedure for organizing administration in assigned premises</p> <p>KB2. Suitability of provided personnel and equipment</p> <p>KB3. Roles and responsibility of team members</p> <p>KB4. Communication channel and formats</p> <p>KB5. Basic operating knowledge of computers</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Man management</p> <p>SA2. Use computers for office functioning</p> <p>SA3. Communicate effectively</p> <p>SA4. Liaise with stakeholders</p>



SSS/N0603 Administering a security unit

	SA5. Motivate and lead team through personal example and involvement SA6. Resolve grievances SA7. Investigate incidents and be part of joint investigations
B. Professional Skills	The user/individual on the job needs to know and understand how to: SB1. Manage human resources SB2. Manage material and equipment

NOS Version Control

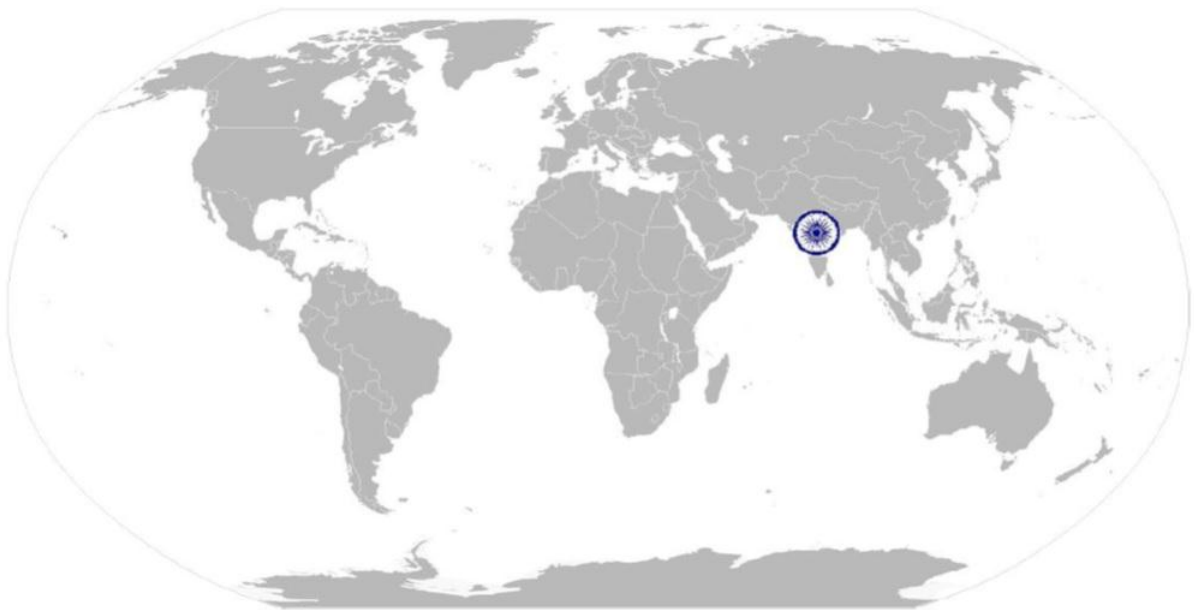
NOS Code	SSS/N0603		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	01 June 2013
Sub-sector	1. Commercial 2. Industrial	Last reviewed on	02 July 2013
		Next review date	01 June 2015

[Back To NOS List](#)





National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in managing security operations in different deployment contexts.



SSS/N0604 Manage security operations in different deployment contexts

National Occupational Standard

Unit Code	SSS/N0604
Unit Title (Task)	Manage security operations in different deployment contexts
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in managing security operations in different deployment contexts.
Scope	<p>Deployment Contexts.</p> <ul style="list-style-type: none"> • Commercial Deployments: <ul style="list-style-type: none"> • Single & multi-flat houses, row houses, condominiums, colonies and townships • Real estate, parks and public utilities • Schools, colleges, university and hostels • Banks and ATMs • Business parks, offices, shops and warehouses • ITES, BPO and KPO • Hotels, restaurants, guest houses, inns and motels • Hospitals, nursing homes and diagnostic laboratories • Malls, markets, bazars and shops • Cinema, theatre, multiplex, fairs and exhibitions • Sports complexes and stadiums • Live shows, weddings, congregations and rallies • Transport hubs and mass rapid transport system • Religious places and shrines • Tourist spots and monuments • Industrial Deployments: <ul style="list-style-type: none"> • Plants, factories and workshops • Mines • Refineries and pipelines • Sea ports and air ports • SEZs • Container yards and warehouses • Transport and logistics yards • Infrastructure • Threat and Risks: <ul style="list-style-type: none"> • Unauthorised entry and trespass • Aggressive and drunken behaviour • Loitering and littering • Eve teasing and molestation • Robbery, theft, pilferage and shoplifting • Violence and assault • Bomb threats



SSS/N0604 Manage security operations in different deployment contexts

	<ul style="list-style-type: none"> • Murder and suicide • Kidnapping • Accidents • Medical emergency • Public demonstration, labour unrest and crowd control • Fire accidents • Natural & manmade hazards
Performance Criteria (PC) w.r.t the Scope	
Element	Performance Criteria
Manage security in different deployment contexts	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Manage security operations as per organisation’s procedures and site instructions</p> <p>PC2. Assess and lay down plans for addressing site/domain-specific threats and risks</p> <p>PC3. Assess deployment-specific training requirements for personnel</p> <p>PC4. Provide induction/ on-the-job training to the security unit members</p> <p>PC5. Deploy personnel and equipment as per site instruction</p> <p>PC6. Employ armed security guards and personal security officers</p> <p>PC7. Brief the unit and appointments on their assigned tasks</p> <p>PC8. Assess and communicate any bomb threat calls received through emails, letters and telephone calls to management and other agencies</p> <p>PC9. Prepare to execute contingency plans for effective situational response to bomb threat calls</p> <p>PC10. Assist and coordinate with police and bomb search and disposal squads</p> <p>PC11. Execute evacuation of premises, if required</p> <p>PC12. Control response of the security unit to other domain-specific risks and threats</p> <p>PC13. Handle other emergencies effectively</p> <p>PC14. Carry out routine/ surprise checks and inspections</p> <p>PC15. Communicate effectively with stakeholders</p> <p>PC16. Report and record details related to security operations</p> <p>PC17. Review security plan and security unit’s performance periodically</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Deployment-specific details</p> <p>KA2. Security procedures, contingency plans and site instructions</p> <p>KA3. Coordination of induction and on-the-job training</p> <p>KA4. Reporting procedure</p>



SSS/N0604 Manage security operations in different deployment contexts

B. Technical / Domain Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Likely risks and threats specific to premises and operation</p> <p>KB2. Requirement and deployment of manpower and equipment</p> <p>KB3. Situational response to specific threats</p> <p>KB4. Coordination with other agencies</p> <p>KB5. Operation of security equipment in use</p> <p>KB6. Reporting and recording formats</p>
Skills (S)	
A. Core Skills / Generic Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Analyse information about threats and risks</p> <p>SA2. Handle emergencies with composure</p> <p>SA3. Liaise with other agencies</p> <p>SA4. Communicate effectively</p> <p>SA5. Motivate and manage the members of the security unit</p> <p>SA6. Assess a situation, report to superior and call for assistance, in case of emergency</p>
B. Professional Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Manage security operations in line with site instructions</p> <p>SB2. Control security unit's response to risks and threats</p> <p>SB3. Plan and execute evacuation of premises in the face of grave threats</p>

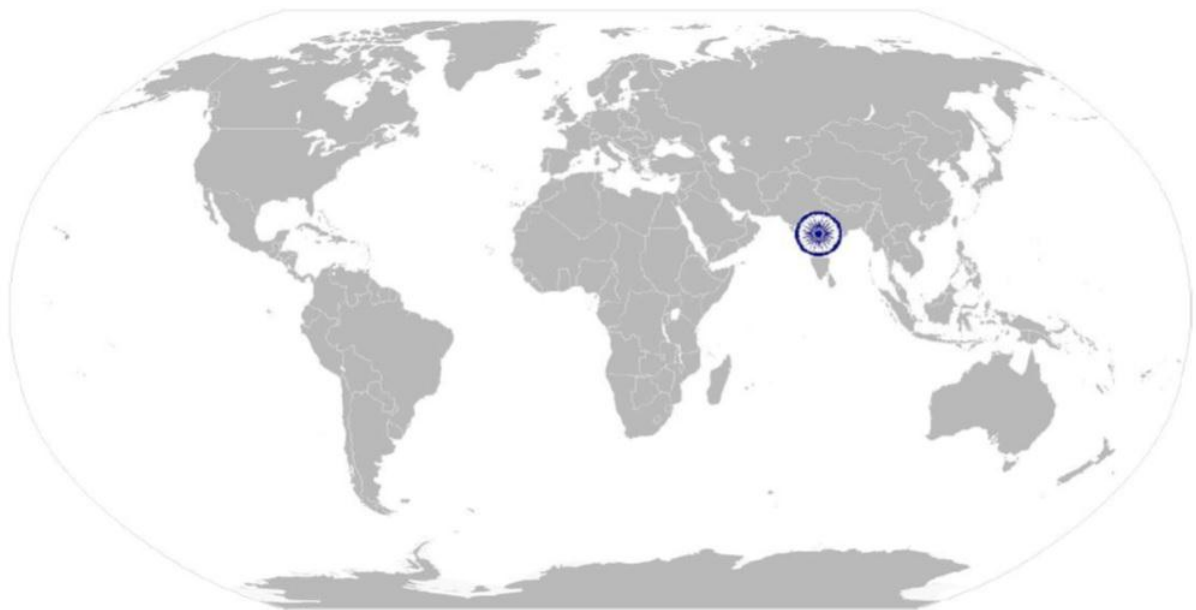
NOS Version Control

NOS Code	SSS/N0604		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	01 June 2013
Sub-sector	1. Commercial 2. Industrial 3. Personal protection	Last reviewed on	02 July 2013
Next review date	01 June 2015		

[Back To NOS List](#)



National Occupational Standard



Overview

This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities to handle emergencies and security incidents in the course of security operations.



SSS/N0605 Handle emergencies and security incidents

Unit Code	SSS/N0605
Unit Title (Task)	Handle emergencies and security incidents
Description	This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities to handle emergencies and security incidents in the course of security operations.
Scope	<p>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</p> <p>Alarm Activations. Forced entry, environmental, criminal activity, user error, false alarm, systems failure, heat, fire, fumes, smoke and gas leak</p> <p>Relevant Authority. Designated superior, emergency services, systems engineers, clients and maintenance vendors</p> <p>Accidents and Emergencies. Involving vehicles, machines, elevators/ escalators, buildings, chemicals, fires, blast, electricity, water, animal, medical and other manmade or natural causes.</p> <p>Security Incidents. Crime, aggressive behaviour, mob violence, vandalism, arson and industrial unrest</p> <p>Emergency/ Incident Reporting:</p> <ul style="list-style-type: none"> • Details of premises, date and time • Cause of alarm activation, action taken, in-house reporting, reporting to police and emergency services • Nature of casualty, if any <p>Appropriate Actions:</p> <ul style="list-style-type: none"> • 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 <p>Stakeholders. Security team, medical first-aider, emergency response team, police, emergency services</p> <p>Procedures. Laid down Standard Operating Procedures for dealing with accidents, emergency or untoward security situation</p>
Performance Criteria (PC) w.r.t the Scope	
Element	Performance Criteria
Handle emergencies and security incidents	To be competent, the user/individual on the job must be able to:



SSS/N0605 Handle emergencies and security incidents

	<p>PC1. Follow organisational procedures while responding to emergencies and security incidents</p> <p>PC2. Train and prepare security unit to respond to emergencies and security incidents</p> <p>PC3. Take appropriate action</p> <p>PC4. Identify and investigate causes of alarms</p> <p>PC5. Inform and seek assistance</p> <p>PC6. Ensure personal safety and safety of security unit members</p> <p>PC7. Instruct security unit members in the event of emergencies</p> <p>PC8. Assist in evacuation of casualties and affected people</p> <p>PC9. Assist in evacuation of premises, as per emergency plan</p> <p>PC10. Cordon off the area, control traffic and movement</p> <p>PC11. Participate in post-incident process of identifying victims, witnesses and suspects</p> <p>PC12. Record and report incident-related details</p> <p>PC13. Cooperate in investigation</p> <p>PC14. Sensitize security unit members on findings of the investigation</p> <p>PC15. Maintain the security and confidentiality of information</p>
Knowledge and Understanding (K)	
<p>A. Organisational Context (Knowledge of the company / organisation and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Organizational procedure on responding to emergencies</p> <p>KA2. Role and responsibilities of the security unit</p> <p>KA3. Training format and frequency for security personnel</p> <p>KA4. Details of superior and concerned agencies</p> <p>KA5. Procedure for reporting emergencies and security incidents</p> <p>KA6. Procedure for in-house investigation into the incident</p> <p>KA7. Procedure for preservation of evidence</p>
<p>B. Technical / Domain Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Likely site-specific threats/ risks</p> <p>KB2. Personal protective equipment to be used by security unit members</p> <p>KB3. Actions and procedure to be followed on alarm activation</p> <p>KB4. Procedure for dealing with accidents and emergencies</p> <p>KB5. Maintaining safety and security of self and security unit members during operations</p> <p>KB6. Casualty and premises evacuation</p>
Skills (S)	
<p>A. Core Skills / Generic Skills</p>	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Comply with organizational procedures with regard to emergencies</p>



SSS/N0605 Handle emergencies and security incidents

	SA2. Communicate instructions effectively SA3. Plan and facilitate training for the security unit
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Respond to emergencies as per laid down procedure SB2. Ask for additional support, if required SB3. Manage emergency response process SB4. Administer first-aid SB5. Fight minor fires

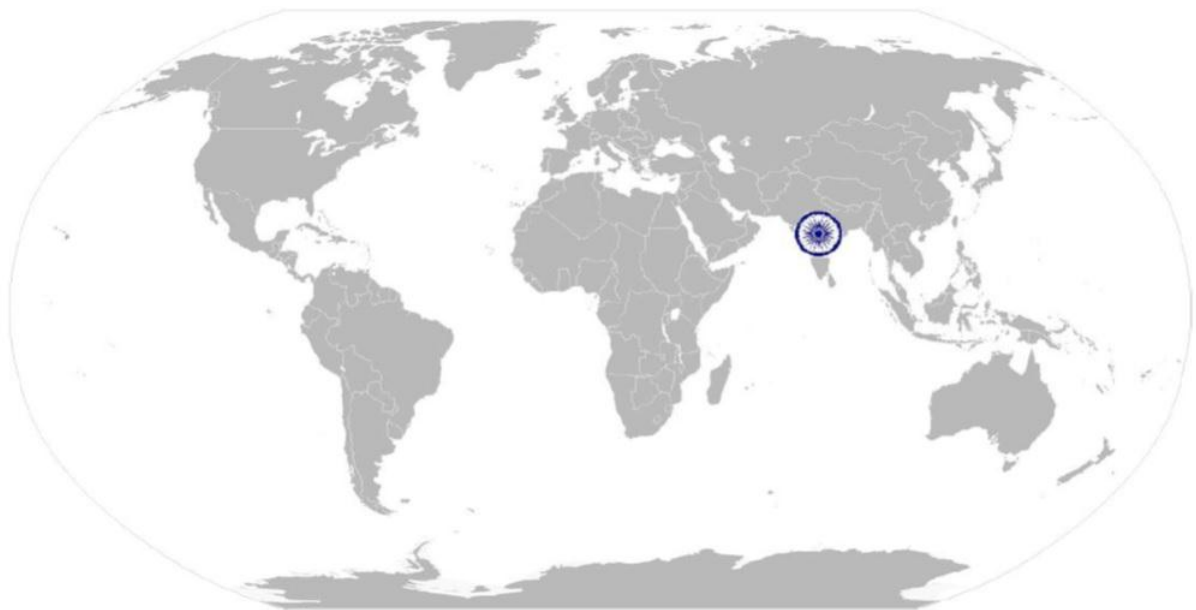
NOS Version Control

NOS Code	SSS/N0605		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	01 June 2013
Sub-sector	1. Commercial 2. Industrial 3. Personal protection	Last reviewed on	02 July 2013
		Next review date	01 June 2015

[Back To NOS List](#)



National Occupational Standard



Overview

This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities required for mitigating risks to health and safety at the workplace.



SSS/N0606 Reduce risks to health and safety at the workplace

National Occupational Standard

Unit Code	SSS/N0606
Unit Title (Task)	Reduce risks to health and safety at the workplace
Description	This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities required for mitigating risks to health and safety at the workplace.
Scope	<p>Health and safety threat/ risks:</p> <ul style="list-style-type: none"> • 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 <p>Reporting. Description of incident, time, date, place, casualties and action taken</p>
Performance Criteria (PC) w.r.t the Scope	
Element	Performance Criteria
Reduce risks to health and safety at the workplace	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Carry out security operations in line with workplace health and safety norms</p> <p>PC2. Identify the main safety and health-related threats/ risks within the premises</p> <p>PC3. Participate in discussions/ training on safety and health issues</p> <p>PC4. Implement health and safety-related procedures</p> <p>PC5. Enforce the use of personal protective equipment (PPE)</p> <p>PC6. Ensure safety of self and security team members</p> <p>PC7. Identify key people for anchoring safety and health-related roles</p> <p>PC8. Ensure placement of provided equipment and signage as per plan</p> <p>PC9. Participate in mock drills/ rehearsals</p> <p>PC10. Deal with emergencies and hazards with available means</p> <p>PC11. Report and record safety and health incidents</p>
Knowledge and Understanding (K)	
A. Organisational	The user/individual on the job needs to know and understand:



SSS/N0606 Reduce risks to health and safety at the workplace

Context (Knowledge of the company / organisation and its processes)	KA1. Policy/ procedures/ guidelines related to workplace health and safety KA2. Responsibilities of the security function related to health and safety KA3. Limits and responsibilities of the security unit KA4. Organizational procedure for handling different levels of risks KA5. Reporting protocol KA6. Communication protocol KA7. Documentation formats and reports related to health and safety
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Practices/ precautions related to health and safety KB2. Health and safety risks/ hazards in the area of responsibility KB3. Process of implementing changes within working practices KB4. Required equipment/ resources KB5. Organizing training sessions KB6. Participation in mock drill and rehearsals
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Analyse threats and risks to health and safety SA2. Communicate effectively SA3. Carry out change management in procedures and practices
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SA1. Examine efficacy of existing instruction on health and safety SA2. Suggest changes to reduce health and safety risks SA3. Organise training and rehearsals

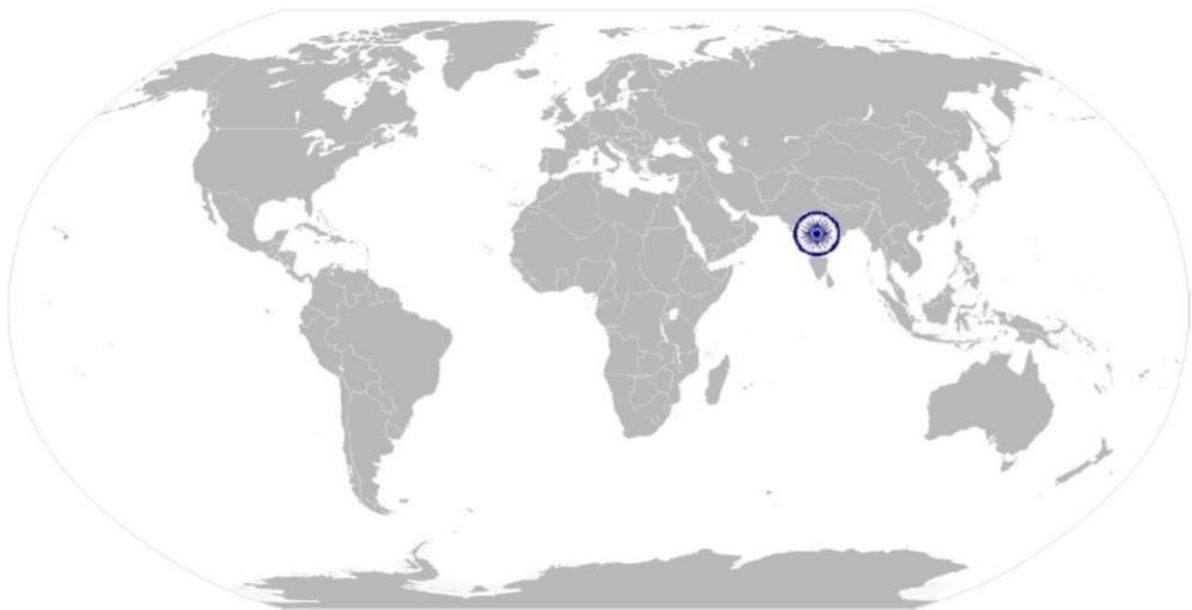
NOS Version Control

NOS Code	SSS/N0606		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	01 June 2013
Sub-sector	1. Commercial 2. Industrial	Last reviewed on	02 July 2013
		Next review date	01 June 2015

[Back To NOS List](#)



National Occupational Standard



Overview

This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities for communicating with stakeholders.



SSS/N0607 Maintain effective communication

National Occupational Standard

Unit Code	SSS/N0607
Unit Title (Task)	Maintain effective communication
Description	This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities for communicating with stakeholders.
Scope	<p>Stakeholders. Employer, security unit/ sub-unit, residents, visitors, workers and staff</p> <p>Communication. Oral, written, electronic, broadcast, radio, telephone, signage, notice, signals, body language, instructions,</p> <p>Communication Equipment. Walkie-talkie, telephone, intercom, mobile phone, signage, whistle, light signals, hand signals, field signals</p> <p>Sources of Information. SOPs, archives, records, logs</p> <p>Incidents. Routine, emergency, criminal, non-criminal</p> <p>Information. Written, verbal, electronic, and public address system</p> <p>Format. Written and electronic</p> <p>Documentation. Relating to operations, training and administration</p>
Performance Criteria (PC) w.r.t the Scope	
Element	Performance Criteria
Communicate effectively with stakeholders	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Liaise and communicate effectively with stakeholders on security functions</p> <p>PC2. Institute a system of receiving feedback from stakeholders</p> <p>PC3. Enforce organisation's standards of communication, behaviour and courtesy within the security unit</p> <p>PC4. Operate communication equipment effectively</p> <p>PC5. Communicate security-related protocol to stakeholders</p> <p>PC6. Interact with media on instructions</p> <p>PC7. Resolve queries/ complaints of stakeholders as per procedure</p> <p>PC8. Train security personnel in required communication etiquettes</p> <p>PC9. Educate security staff on gender, cultural and religious sensitivities</p> <p>PC10. Intervene and resolve instances of aggressive and unruly behaviour</p>
Carry out and review role-related documentation	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Identify essential documents to be maintained by the security unit</p> <p>PC2. Adopt format for recording information/ incidents as per organizational procedure</p> <p>PC3. Decide on timelines and frequency for submission of reports</p> <p>PC4. Use computers and other equipment to facilitate documentation</p> <p>PC5. Record and store documents as per organizational procedure</p> <p>PC6. Forward report/ feedback to designated superior</p> <p>PC7. Store and handle information/ media generated by the security</p>



SSS/N0607 Maintain effective communication

	<p>equipment(s) as per organisational procedure</p> <p>PC8. Share information with authorized stakeholders on instructions</p> <p>PC9. Maintain security and confidentiality of information</p>
Knowledge and Understanding (K)	
<p>A. Organisational Context (Knowledge of the company / organisation and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Organizational procedures relating to communication</p> <p>KA2. Details of stakeholders/ concerned agencies</p> <p>KA3. Available means of communication</p> <p>KA4. Details of security functions that need employers' approval</p> <p>KA5. Format and process for obtaining feedback</p> <p>KA6. Organisation's standards of communication, behaviour and courtesy</p> <p>KA7. Resolution process for queries/ complaints of stakeholders</p> <p>KA8. Communication etiquette to be followed by the security unit</p> <p>KA9. Gender, cultural, religious and other sensitivities</p> <p>KA10. Organizational procedure for recording and sharing of information</p> <p>KA11. Timelines and periodicity for submission of reports/ documentation</p> <p>KA12. Frequency for reviewing records maintained by security unit</p> <p>KA13. Storage and archival policy/ processes followed by the organization</p> <p>KA14. Details of stakeholders/ agencies authorized to receive information</p>
<p>B. Technical / Domain Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Importance of maintaining security and confidentiality of information</p> <p>KB2. Storage and handling of data generated by security equipment</p> <p>KB3. Use of computers for office functioning</p> <p>KB4. Means/ media for recording information</p> <p>KB5. Type and format of documentation/ reports</p>
Skills (S)	
<p>A. Core Skills / Generic Skills</p>	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Effectively communicate with stakeholders</p> <p>SA2. Follow written/ telephone communication etiquettes</p> <p>SA3. Organise office function and documentation process</p> <p>SA4. Operate security equipment and retrieve data/ information</p> <p>SA5. Resolve conflicts and disorderly behaviour</p>
<p>B. Professional Skills</p>	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Balance security functions with privacy and other considerations</p> <p>SB2. Cross check correctness of information filed by subordinates</p> <p>SB3. Handle, store and share recorded data, information and media</p>



SSS/N0607 Maintain effective communication

NOS Version Control

NOS Code	SSS/N0607		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	01 June 2013
Sub-sector	1. Commercial 2. Industrial	Last reviewed on	02 July 2013
		Next review date	01 June 2015

[Back To NOS List](#)



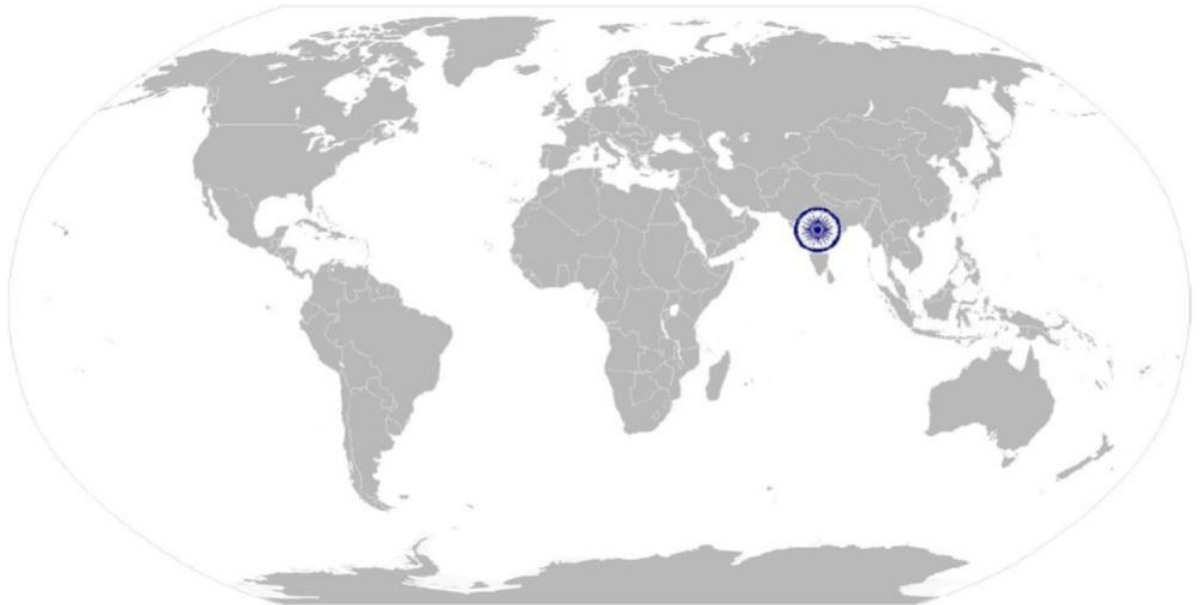


NOS
National Occupational Standards



SSS/N0608 Conform to legal requirements while undertaking security operations

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities related to legal requirements to be observed while undertaking security operations.



SSS/N0608 Conform to legal requirements while undertaking security operations

Unit Code	SSS/N0608
Unit Title (Task)	Conform to legal requirements while undertaking security operations
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities related to legal requirements to be observed while undertaking security operations.
Scope	<p>Legal Provisions. (Applicable sections only)</p> <p>The Indian Penal Code, 1860.</p> <ul style="list-style-type: none"> • General Exceptions (Sections 76, 79 – 81, 87 – 89 and 91 - 95) • Of the Right to Private Defence (Sections 96 – 106) • Important Property & Bodily Offences and their Punishments • Cognisable and Non-cognisable Offences <p>The Code of Criminal Procedure, 1973.</p> <ul style="list-style-type: none"> • Aid to Magistrate and Police (Sections 37 – 40) • Public to Inform on Certain Offences (Section 39) • Arrest by Private Person and Procedure on such Arrest (Section 43) • No Unnecessary Restraint (Section 49) • Power to Seize Offensive Weapons (Section 52) • Lodging of Complaint and First Information Report with Police • Summons and Warrants <p>Special and Local Laws.</p> <ul style="list-style-type: none"> • The Arms Act, 1959. <ul style="list-style-type: none"> • Power to demand production of license, etc. (Section 19) • Arrest of persons conveying arms under suspicious circumstances (Section 20) • Deposit of arms, etc. on possession on ceasing to be lawful (Section 21) • Seizure and detention under orders of the Central Government (Section 24) • Offences and penalties (Sections 25-33) • Explosive Act, 1884 and The Explosive Substances Act, 1908. • The Private Security Agencies Regulation Act (PSARA) 2005. <ul style="list-style-type: none"> • Para 4 – Verification • Para 5 – Security training • Para 6 – Physical standards • Para 15– Photo identity card • Para 16– Miscellaneous <p>Relevant provisions of Acts - concerning Human Rights, minimum wages, equal remuneration, payment of wages, bonus, gratuity, employee's provident fund, employee's state insurance, prevention of child labour, prevention of sexual harassment of women at workplace</p>



SSS/N0608 Conform to legal requirements while undertaking security operations

	and juvenile justice act
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Conform to legal requirements while undertaking security operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Comply with legal provisions as applicable to security operations</p> <p>PC2. Obtain clarifications in case of doubt</p> <p>PC3. Take cognisance of offences and report to superiors/ police</p> <p>PC4. Assist client in lodging complaint and FIR</p> <p>PC5. Cordon off place of incident/ accident</p> <p>PC6. Preserve evidence, if possible</p> <p>PC7. Report and record details of security incident/ accident accurately</p> <p>PC8. Co-operate in investigations</p> <p>PC9. Give evidence in court, if required by law</p> <p>PC10. Sensitise subordinates on legal provisions affecting their role</p>
Knowledge and Understanding w.r.t the Scope	
Element	Knowledge and Understanding (K)
A. Organisational Context (Knowledge of the company / organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Responsibilities and limitations of the assigned role</p> <p>KA2. Personnel to be contacted for necessary clarifications</p> <p>KA3. Procedures to be followed in situations having legal implications</p> <p>KA4. Communication protocol for reporting incidents to client and police</p>
B. Technical / Domain Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Legal aspects of private security functions</p> <p>KB2. Difference between legal and illegal actions</p> <p>KB3. Reporting and recording of events</p> <p>KB4. Procedure for co-operating with investigations</p> <p>KB5. Cordoning off area of incident and preservation of evidence</p> <p>KB6. Assisting client in lodging complaints and first information report</p> <p>KB7. Procedure for giving evidence in court</p>
Skills (S)	
A. Core Skills / Generic Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Operate within a legal framework</p> <p>SA2. Differentiate between legal and illegal actions</p> <p>SA3. Communicate with stakeholders</p>
B. Professional Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Observe legal provisions related to security operations</p>



SSS/N0608 Conform to legal requirements while undertaking security operations

	SB2. Facilitate awareness of legal requirements to the unit
	SB3. Report and record incidents
	SB4. Give evidence in the court

NOS Version Control

NOS Code	SSS/N0608		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	01 June 2013
Sub-sector	1. Commercial 2. Industrial 3. Personal protection	Last reviewed on	02 July 2013
		Next review date	01 June 2015

[Back To NOS List](#)





Criteria for Assessments for QP of Security Officer

Criteria for Assessments for QP of Security Officer						
Criteria for Assessment of Trainees						
Job Role		Security Officer				
Qualification Pack		SSS/Q0601				
Sector Skill Council		Security Sector Skill Development Council				
<p>Guidelines for Assessment:</p> <ol style="list-style-type: none"> 1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC 2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC 3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below) 4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria 5. To pass the Qualification Pack, every trainee should score a minimum of 50% both in theory and skills and 60% in overall test 6. In case of failure, the trainee is eligible to appear for reassessment 						
					Marks Allocation	
Sr. No.	Code	Description	Total Marks (100)	Out of	Theory	Skills Practical
1.	SSS/N0601	Manage the operations of a security unit	100	12	8	4
2.	SSS/N0602	Organise training of a security unit		12	7	5
3.	SSS/N0603	Administering a security unit		12	7	5
4.	SSS/N0604	Manage security in different deployment contexts		12	8	4
5.	SSS/N0605	Handle emergencies and security incidents		10	6	4
6.	SSS/N0606	Reduce risks to health and safety in the workplace		8	4	4
7.	SSS/N0607	Maintain effective communication		10	5	5
8.	SSS/N0608	Conform to legal requirements while undertaking security operations		9	5	4
9.	Continuous Comprehensive Evaluation by Training Provider				15	10
Total				100	60	40