



QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR UNARMED SECURITY GUARD [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@sssd.in



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Introduction

Qualifications Pack – Unarmed Security Guard

SECTOR: PRIVATE SECURITY

SUB-SECTOR: 1. COMMERCIAL
2.INDUSTRIAL

OCCUPATION: GUARDING

REFERENCE ID: SSS/Q0101; NCO – 9152.30

An **Unarmed Security Guard** in the Private Security Sector form the first level of defence, who notices and encounters threats and risks that are detrimental to life, property and premises. Unarmed Security Guard is responsible for monitoring premises and property through physical presence and by using security and protection systems.

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

Personal Attributes: An Unarmed Security Guard needs to bear a good moral character, pleasing deportment, healthy habits and good grooming in addition to being physically fit, mentally robust, intelligent, committed and proficient.

Unarmed Security Guard needs to be alert, calm and confident and maintain a personal demeanour that helps him/her to control situations effectively using personal initiative. The role requires effective communication. The Guard's presence needs to generate confidence in perilous situations.



Job Details	Qualifications Pack Code	SSS/Q0101		
	Job Role	Unarmed Security Guard		
	Credits (NVEQF/NVQF/NSQF)	NA	Version Number	1.0
	Sector	Private Security	Drafted on	20 February 2013
	Sub-sector	1. Commercial 2. Industrial	Last reviewed on	1 March 2013
	Occupation	Guarding	Next review date	1 January 2015
	Job Role	Unarmed Security Guard		
	Role Description	To guard designated premises and people by manning the first tier of protection aided by appropriate security devices/ equipment. The core responsibility includes guarding against theft, criminal acts, emergencies, fire and other contingencies.		
	NVEQF / NVQF level	4		
	Minimum Educational Qualifications	Class VIII		
Maximum Educational Qualifications	NA			
Training	160 hours of training according to PSARA-2005 requirements			
Applicable National Occupational Standards	<p>Click on the hyperlink to read/download the required NOS</p> <ol style="list-style-type: none"> SSS/N0101 - Security tasks in accordance with basic security practices SSS/N0102 - Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act – 2005 when undertaking security tasks SSS/N0103 - Provide private guarding service to people, property and premises SSS/N0104 - Control access to the assigned premises SSS/N0105 - Carry out screening and search activities to maintain security SSS/N0106 - Control parking in designated areas SSS/N0107 - Security escort SSS/N0108 - Health and safety SSS/N0109 - Security in commercial deployments SSS/N0110 - Security in industrial deployments SSS/N0111 - Positive projection of self and the organisation 			
Performance Criteria	As described in the relevant OS units			



Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar 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
NVEQF	National Vocational Education Qualifications Framework
PSARA	The Private Security Agencies Regulation Act (PSARA) 2005
CISF	Central Industrial Security Force
CRPF	Central Reserve Police Force
BSF	Border Security Force
RPF	Railway Protection Force



National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities for an Unarmed Security Guard in carrying out tasks in line with basic security practices.



SSS/N0101 Security tasks in accordance with basic security practices

National Occupational Standard	Unit Code	SSS/N0101
	Unit Title (Task)	Security tasks in accordance with basic security practices
	Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities for an Unarmed Security Guard in carrying out tasks in line with basic security practices.
	Scope	<p>Risks and Threats.</p> <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 • Murder and suicide • Kidnapping • Public demonstration, labour unrest and crowd control <p>Security Organisations.</p> <ul style="list-style-type: none"> • Armed Forces – Army, Navy, Air Force • Central Armed Police Forces – CISF, CRPF, BSF, RPF • Civil Police <p>Private Security Sector. Commercial and industrial domains</p> <p>Hazards/Disasters and Emergencies.</p> <ul style="list-style-type: none"> • Hazards/ Disasters – Floods, storms, earthquake, fire incidents, accidents, industrial accidents, building collapse • Emergencies – Medical emergencies, emergencies arising due to crime, accidents and disasters <p>Role – Private Security Sector.</p> <ul style="list-style-type: none"> • To provide guarding services to society, commerce and industry • Assist law enforcement agencies <p>Organisations Dealing with Hazards/ Disasters and Emergencies.</p> <ul style="list-style-type: none"> • Police • Fire Department • Ambulance Services <p>Weapons and Firearms.</p> <ul style="list-style-type: none"> • Gun, rifle, pistol, revolver • Bomb, grenade, improvised explosive device, explosive • Knife, sword, spear, baton, lathi
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Carry out assigned security tasks	To be competent, the user/individual on the job must be able to: PC1. Carry out assigned security duties in line with procedures and instructions PC2. Respond and report about risks and threats PC3. Respond and report about hazards and emergencies



SSS/N0101 Security tasks in accordance with basic security practices

	<p>PC4. Assist police and other organisations, if required</p> <p>PC5. Recognise rank/ badge of rank in police and military</p> <p>PC6. Identify various arms in use in public and police</p> <p>PC7. Identify improvised explosive devices</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. Private Security Agencies (Regulation) Act – 2005 and organisational procedures</p> <p>KA2. Reporting system within your organisation and workplace</p>
B. Technical / Domain Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Importance of security for society, institutions and corporate</p> <p>KB2. Risks and threats to society and corporate</p> <p>KB3. Organisations dealing with security</p> <p>KB4. Organisation of private security sector</p> <p>KB5. Different domains of private security sector</p> <p>KB6. Role of private security sector</p> <p>KB7. Types of hazards/ disaster and emergencies</p> <p>KB8. Different types of arms in use in public and police</p> <p>KB9. Improvised explosive devices</p> <p>KB10. Badges of rank in police and military</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. Record and report incidents</p> <p>SA2. Communicate effectively</p>
B. Professional Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Respond to risks and threats</p> <p>SB2. Carry out assigned task as per organizational procedure</p> <p>SB3. Take decisions in line with role and responsibility</p>

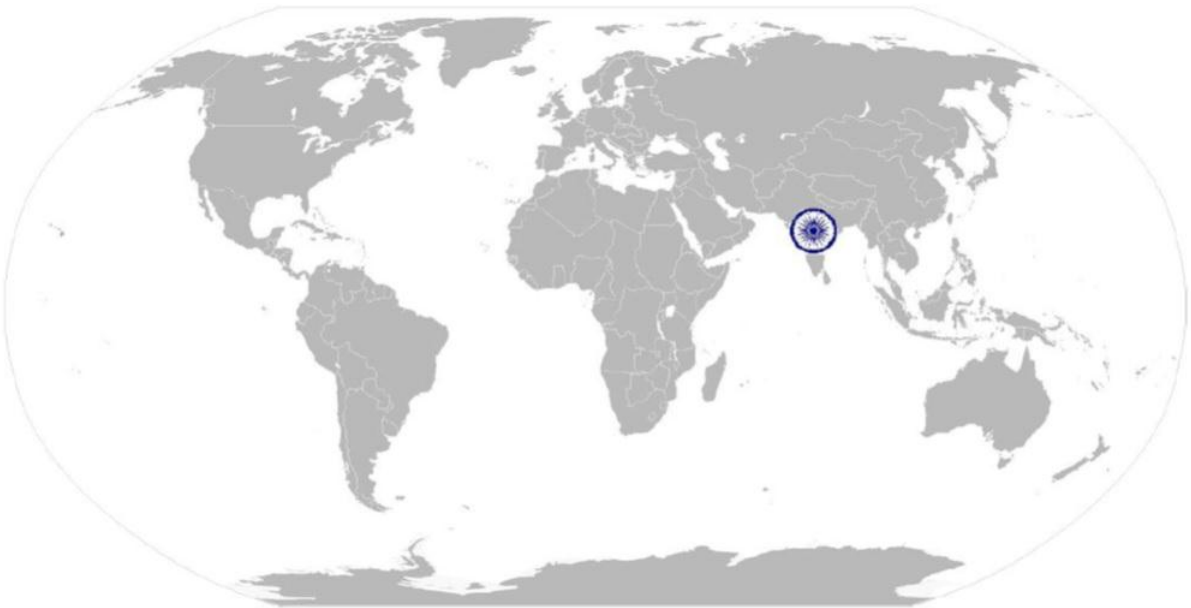
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NOS Code	SSS/N0101		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	20 February 2013
Sub-sector	1. Commercial 2. Industrial	Last reviewed on	1 March 2013
		Next review date	1 January 2015



SSS/N0102 Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act – 2005 when undertaking security tasks

National Occupational Standard



Overview

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



SSS/N0102 Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act – 2005 when undertaking security tasks

National Occupational Standard	Unit Code	SSS/N0102
	Unit Title (Task)	Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act – 2005 when undertaking security tasks
	Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities related to legal requirements to be conformed to while undertaking security tasks.
	Scope	<p>Legal Provisions. Applicable sections only.</p> <p>The Indian Penal Code, 1860.</p> <ul style="list-style-type: none"> • Right to private defence • Important property & bodily offences and their punishments • Important cognisable and non-cognisable offences <p>The Code of Criminal Procedure, 1973.</p> <ul style="list-style-type: none"> • Aid to magistrate and police • Public to inform on certain offences • Arrest by private person and procedure on such arrest • No unnecessary restraint/ detention • Lodging of complaint and first information report with police • Summons and warrants <p>The Arms Act, 1959</p> <p>Human Rights Act - 1993</p> <p>Explosive Act, 1884 and The Explosive substances Act, 1908</p> <p>Private Security Agencies Regulation Act – 2005</p> <p>The Private Security Agencies Central Model Rules - 2006.</p> <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>Employees' Provident Funds</p> <p>Working hours, leave, minimum wage</p> <p>Employee's State Insurance</p>
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Carry out security duties with in basic legal provisions	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Comply with basic legal provisions applicable to your role and tasks</p> <p>PC2. Obtain clarity in case of lack of understanding</p>



SSS/N0102 Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act – 2005 when undertaking security tasks

	<p>PC3. Take cognisance of offences and report to superiors/ police</p> <p>PC4. Cooperate in investigations</p> <p>PC5. Give evidence in court, if required by law</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. Responsibilities and limitations of your role</p> <p>KA2. Concerned personnel to be contacted for necessary clarifications</p> <p>KA3. Procedures to be followed in situations having legal implications</p>
<p>B. Technical / Domain Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Reporting and recording of events</p> <p>KB2. Procedure for co-operating with investigations</p> <p>KB3. Difference between legal and illegal activities</p> <p>KB4. Legal implication of your role and tasks</p> <p>KB5. Assisting in lodging of complaints and first information report</p> <p>KB6. Method of giving evidence in court</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. Understand basic legal provisions related to your role</p> <p>SA2. Report and record incidents</p> <p>SA3. Clarify doubts from superior</p>
<p>B. Professional Skills</p>	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Understand legal and illegal actions</p>

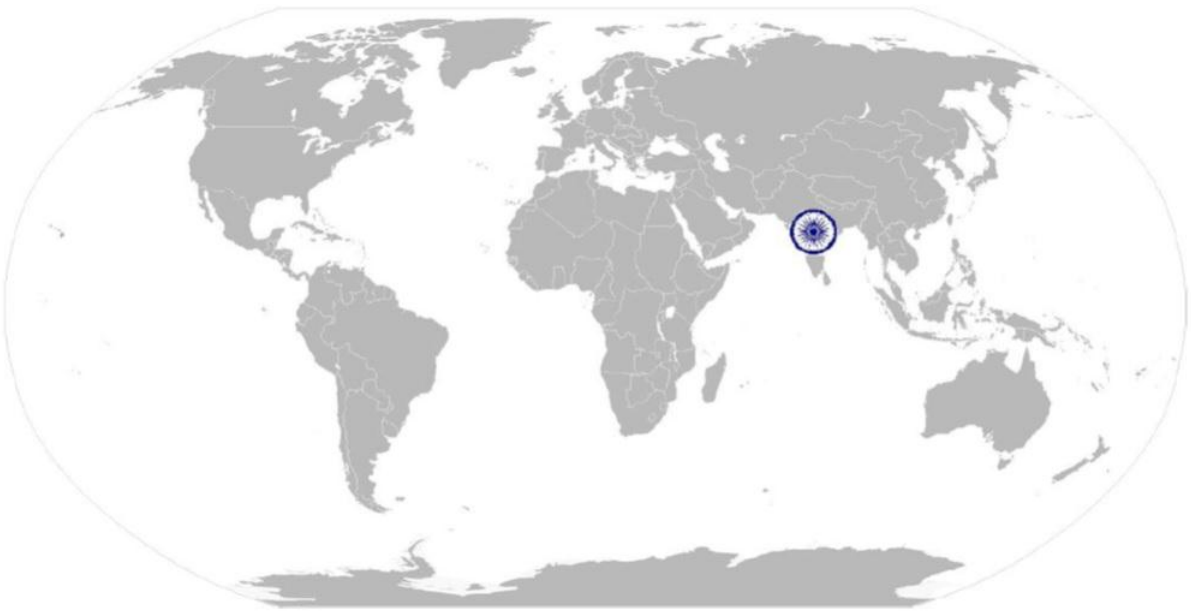
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NOS Code	SSS/N0102		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	20 February 2013
Sub-sector	1. Commercial 2. Industrial 3. Personal protection	Last reviewed on	1 March 2013
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SSS/N0103 Provide private guarding service to people, property and premises

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities while providing security to people, property and premises.



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

National Occupational Standard

Unit Code	SSS/N0103
Unit Title (Task)	Provide private guarding service to people, property and premises
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities while providing security to people, property and premises.
Scope	<p>People, Property and Premises.</p> <ul style="list-style-type: none"> • People who may enter or exit from the premises -staff, residents, workers, visitors, officials, vendors, service providers, public • Property- movable and immovable; secured and unsecured • Premises – fenced, gated, covered, open, guarded, unguarded <p>Guarding and observation</p> <ul style="list-style-type: none"> • Assume charge of a designated post • Observe activities in the area of responsibility by day or night <p>Patrolling. Briefing, preparation, day or night patrol, composition of patrol, means of movement and communication for patrol, equipment for the patrol</p> <p>Security Equipment. For surveillance, screening and search, communication, safety</p> <p>Risks, Threats and Hazards. Situations arising from various crimes, incidents, accidents, emergencies, crowd, aggressive behaviour, natural or manmade causes</p> <p>Security Breaches. Intrusion, trespass, violence and crime against people, property and premises</p> <p>Effective Communication.</p> <ul style="list-style-type: none"> • Written and spoken language skills • Use of telephone, mobile and walkie-talkie • Ability to communicate with visitors, employees, team members and superiors <p>Objects/ Items. Weapons, objects/ items relating to victims/ criminals</p> <p>Emergencies.</p> <ul style="list-style-type: none"> • Accidents • Medical • Fire incident <p>Documents. For people, material,reporting, other forms and formats</p> <p>Reporting.</p> <ul style="list-style-type: none"> • Routine and emergency reporting to colleagues, seniors, police, emergency services • Reporting verbally/ in writing or over telephone/ mobile/ walkie-talkie



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

Performance Criteria (PC) w.r.t the Scope	
Element	Performance Criteria
Guard people, property and premises	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Familiarise with the area of your responsibility PC2. Guard people, property and premises as per site instructions PC3. Receive briefing for guard duty and patrolling PC4. Patrol designated premises as per instructions PC5. Use security equipment to carry out your task PC6. Report and respond to security breaches PC7. Maintain basic security registers</p>
Carry out search of designated premises	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Carry out required searches as per instructions PC2. Caution and report risks, threats and hazards during the search PC3. Liaise with other search parties in the premises PC4. Detain suspect(s) during the search and report to superior PC5. Prevent tampering of evidence and report PC6. Maintain personal safety PC7. Maintain communication during search PC8. Report incident details to superiors</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. General awareness of premises and neighbourhood KA2. Organisational procedures with respect to security of people, property and premises KA3. Means of available communication KA4. Basic security registers KA5. Reporting/ debriefing procedure</p>
B. Technical / Domain Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Methods of assigned guarding, monitoring and patrolling KB2. Response to likely risks and threats at the place of duty KB3. Use of security equipment KB4. Use of communication equipment</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. Take quick and correct decisions, in line with your role and responsibility</p>



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

	SA2. Adjust to workplace environment SA3. Communicate effectively
B. Professional Skills	The user/ individual on the job needs to know and understand: SB1. Assignment instructions to your role SB2. Report and record incidents accurately

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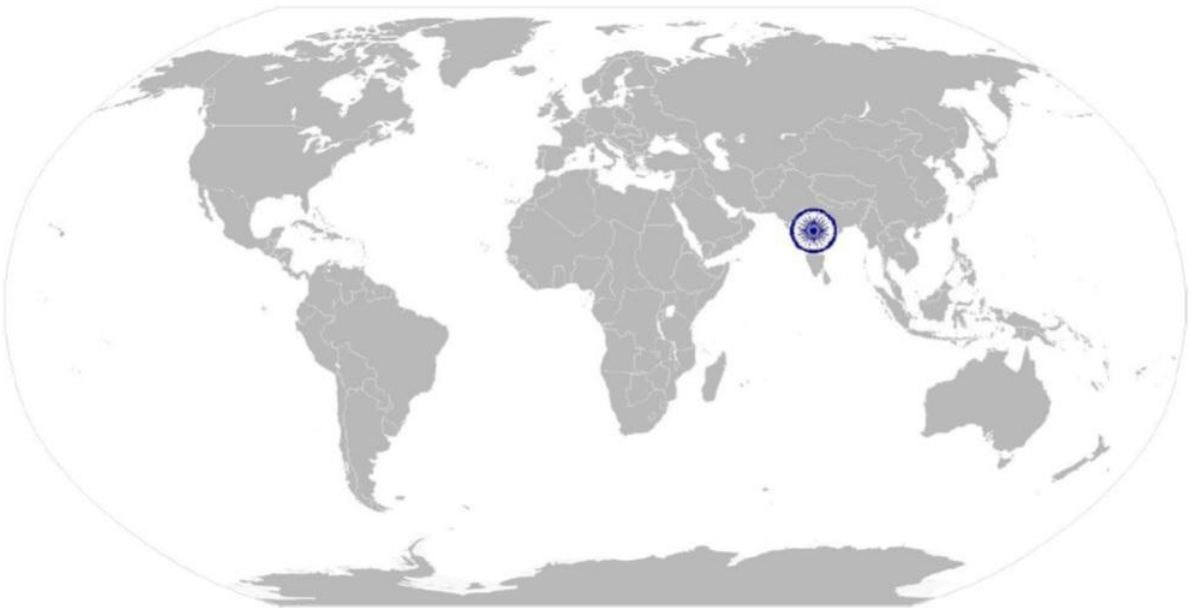
NOS Code	SSS/N0103		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	20 February 2013
Sub-sector	1. Commercial 2. Industrial	Last reviewed on	1 March 2013
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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in carrying out access control to the assigned premises, manually or assisted by equipment in line with organisational procedures and guidelines.



SSS/N0104 Control access to the assigned premises

National Occupational Standard

Unit Code	SSS/N 0104
Unit Title (Task)	Control access to the assigned premises
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in carrying out access control to the assigned premises, manually or assisted by equipment in line with organisational procedures and guidelines.
Scope	<p>Category of People and Vehicles.</p> <ul style="list-style-type: none"> • Employee – staff, permanent, temporary, contract, support staff, intern/ apprentices and trainees • Visitors– customers, vendors , regulatory officials, union, community leaders and public • Vehicles – light, heavy & specialist vehicles of company, employees, visitors, essential & emergency services and government officials <p>Personal Identification and Authorisation Documents. Employees identity card, temporary identity card, entry permit and visitors’ pass, vehicle registration number</p> <p>Documents for Material Movement. Gate pass (returnable and non-returnable), invoice, purchase order, delivery challan, any other authorisation regarding movement of stores and machinery</p> <p>Situations Faced During Access Control Operations.</p> <ul style="list-style-type: none"> • Identification documents, passes and permits – lost, expired, defaced, forged and unauthorised • Surreptitious entry, impersonation, forced entry, tailing, queue and crowd and aggressive behaviour • Vehicular traffic, communication, visitors expecting/ demanding preferential treatment <p>Designated Authorities for Reporting. Immediate superior</p> <p>Access Control Equipment.</p> <ul style="list-style-type: none"> • Gates, bollards and barriers • Turnstile, locks, electronically operated systems – access card, biometrics and attendance recorder <p>Postal Mail and Couriers.</p> <ul style="list-style-type: none"> • Letters, parcels, Fax messages, hand-delivered notes • Suspicious Packages
Performance Criteria (PC) w.r.t the Scope	
Element	Performance Criteria
Performance Criteria for the	To be competent, the user/individual on the job must be able to:



SSS/N0104 Control access to the assigned premises

unit	PC1. Comply with organisational procedures related to access control in the premises with or without use of equipment
Control entry and exit from premises	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Establish identity, purpose and authorisation of different categories of people/ vehicles/ material seeking to enter or exit from the premises</p> <p>PC2. Check and prevent entry to and exit of people/ vehicles/ material without valid authorisation</p> <p>PC3. Direct visitors to designated areas and inform concerned staff/ department</p> <p>PC4. Prepare passes/ permits for people/ vehicles entering the premises</p> <p>PC5. Collect passes/ permits from people/ vehicles exiting the premises</p> <p>PC6. Check relevant documents for movement of goods/ materials</p> <p>PC7. Inform concerned department on arrival of consignments</p> <p>PC8. Handle different situations faced during access control operations</p> <p>PC9. Maintain basic security registers as per instructions</p> <p>PC10. Report irregularities to superior</p>
Use access control equipment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Operate access control equipment in accordance with laid down procedures</p> <p>PC2. Check and report functioning/ malfunctioning of access control equipment</p> <p>PC3. Respond to signals from access control equipment</p> <p>PC4. Carry out access control operations manually in case of a breakdown</p>
Handle postal mail and couriers	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Receive postal mail and couriers after office hours, if assigned</p> <p>PC2. Report about delivery of suspicious package/s</p> <p>PC3. Secure and store letters and packages as per procedures</p> <p>PC4. Deliver letters and packages to the designated person</p>



SSS/N0104 Control access to the assigned premises

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. Organisational procedures related to access control operations</p> <p>KA2. Reporting procedure</p> <p>KA3. People debarred entry</p> <p>KA4. Types of identity/ authorisation documents carried by people, vehicle and material seeking entry/ exit</p> <p>KA5. Areas within the premises having restricted/ controlled entry</p> <p>KA6. Procedure for receipt of postal mail and couriers after office hours, if assigned</p> <p>KA7. Actions to be taken in case of delivery of suspicious letter/ package</p> <p>KA8. Securing and storage of letter and packages received</p>
<p>B. Technical/ Domain Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Modus operandi of people/ criminals for gaining entry/exit from the premises</p> <p>KB2. Basic knowledge of access control equipment installed in the premises</p> <p>KB3. Capability and limitations of the access control equipment in use</p> <p>KB4. Common faults occurring in the access control equipment</p> <p>KB5. Procedure for carrying out access control operations manually</p> <p>KB6. How to read and write</p> <p>KB7. About suspicious letters and packages</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. Efficiently use access control equipment</p> <p>SA2. Respond effectively to situations arising during access control</p> <p>SA3. Ability to document/ register</p> <p>SA4. Deliver letters and packages to designated person</p>
<p>B. Professional Skills</p>	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Recognize and read different kinds of identification papers</p> <p>SB2. Analyse and infer the signals emanating from access control equipment and decide on further checks / screening</p> <p>SB3. Process receipt in the prescribed manner</p> <p>SB4. Basic communication skills and courtesy</p>

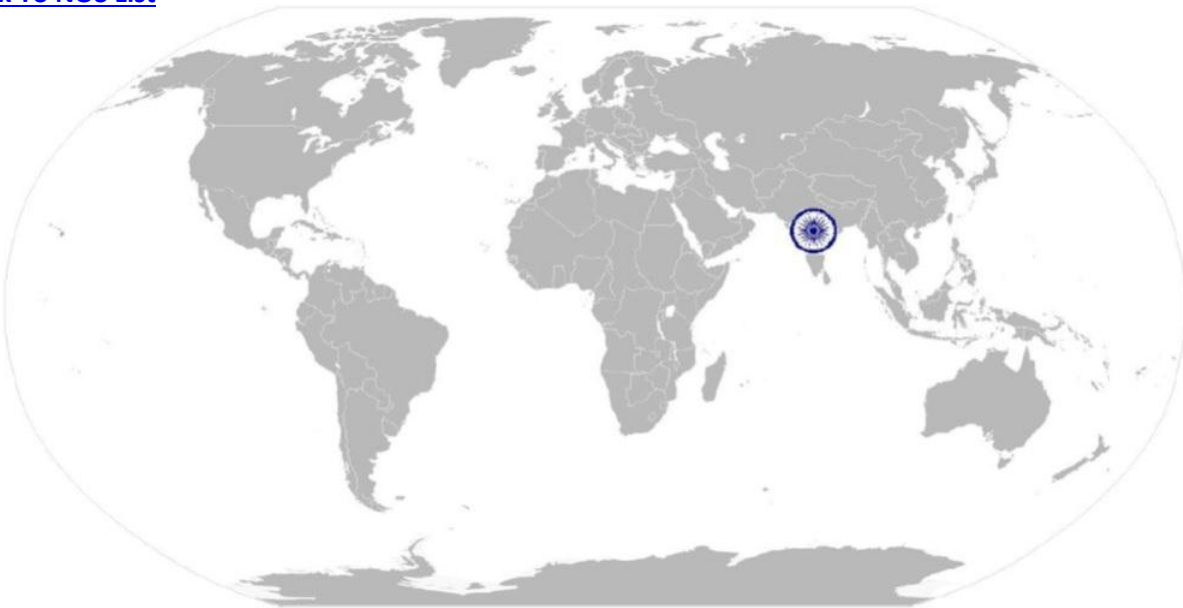


SSS/N0104 Control access to the assigned premises

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NOS Code	SSS/N0104		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	20 February 2013
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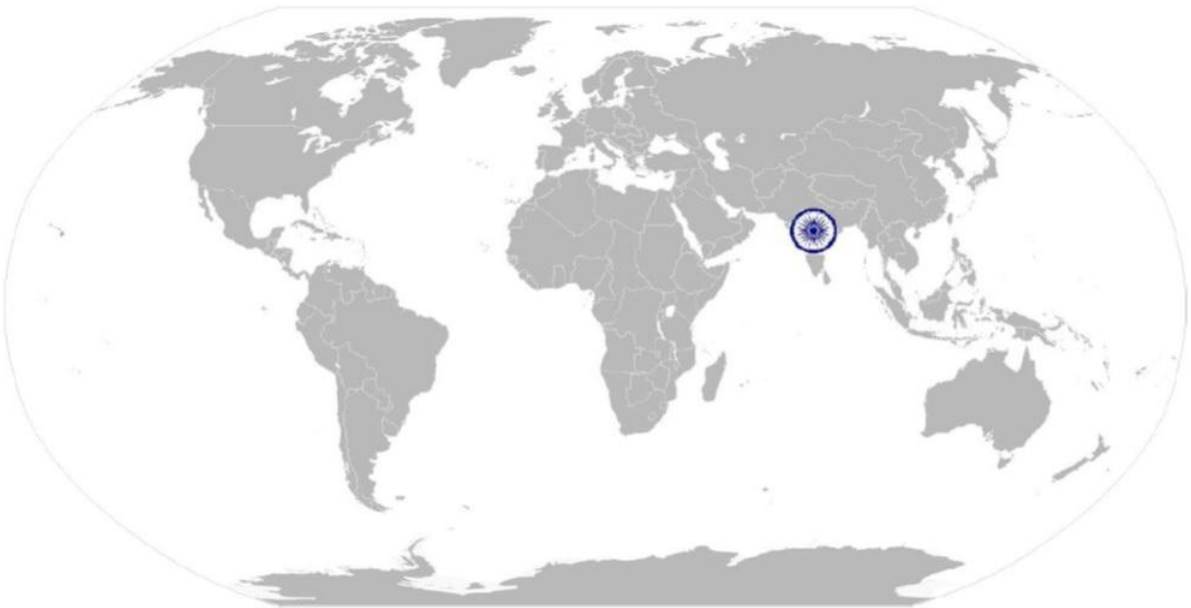
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SSS/N0105 Carry out screening and search activities to maintain security

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities for carrying out screening and search of people, baggage and vehicle at assigned premises, manually or assisted by provided equipment in line with organisational procedures and guidelines.



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

National Occupational Standard	Unit Code	SSS/N0105
	Unit Title (Task)	Carry out screening and search activities to maintain security
	Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities for carrying out screening and search of people, baggage and vehicle at assigned premises, manually or assisted by provided equipment in line with organisational procedures and guidelines.
	Scope	<p>Organisational Procedure.</p> <ul style="list-style-type: none"> On search and screening In case of refusal from visitor to undergo search On people’s right to privacy and gender sensitivity during search <p>Prohibited Items.</p> <ul style="list-style-type: none"> Weapons, firearms, ammunition, explosive, firecrackers, inflammable materials and gases; Any other item that is prohibited by the government or organisation <p>Unauthorised Items.</p> <ul style="list-style-type: none"> Organisation’s property Any other item specified by the organisation <p>Screening and Search Equipment.</p> <ul style="list-style-type: none"> Metal detectors – handheld, doorframe (stationery and portable) Scanners – body, baggage/ cargo and vehicle Under vehicle inspection mirror Any other equipment provided by organisation <p>Sensitivities Involved. Religious, cultural, privacy, gender and status</p> <p>Potential Risks and Threats.</p> <ul style="list-style-type: none"> Aggressive behaviour by person being searched or people denied entry/ exit Violent behaviour by person(s) from whom prohibited/ unauthorised items have been detected Shooting by cornered criminals/ miscreants at the search point
	Performance Criteria (PC) w.r.t the Scope	
	Element	Performance Criteria
	Performance Criteria for the unit	To be competent, the user/individual on the job must be able to:
		PC1. Comply with organisational procedures with respect to screening and search of people/ vehicle/ material seeking to enter/ exit from the premises



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

	<p>PC2. Organise queue to manage people at the screening and search point</p> <p>PC3. Respond to situations arising during screening and search</p> <p>PC4. Carry out screening and search manually/ with equipment</p> <p>PC5. Report irregularities to superior</p> <p>PC6. Maintain personal safety during screening and search</p>
Carry out screening and search on people and material passing through the area of control	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Respect persons' right to dignity, privacy and gender/ religious/ cultural sensitivity</p> <p>PC2. Segregate persons violating laid down procedures</p> <p>PC3. Segregate material containing prohibited/ unauthorised items</p>
Carry out screening and search on vehicles passing through the area of control	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Carry out screening and search using provided equipment</p> <p>PC2. Carry out physical search of vehicle as per laid down procedures</p> <p>PC3. Segregate suspected vehicle for detailed search</p>
Use screening and search equipment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Operate provided equipment in line with organisation's instructions</p> <p>PC2. Report malfunctioning of equipment to superior</p> <p>PC3. Be vigilant of people trying to defeat the process/ equipment</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. Organisational instructions and procedures for screening and search</p> <p>KA2. Organisation's reporting procedure</p> <p>KA3. Unauthorised/ prohibited items</p> <p>KA4. Persons exempted from search</p> <p>KA5. Response in case of specific situations</p>
B. Technical/ Domain Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Capabilities and limitations of screening and search equipment</p> <p>KB2. Common faults occurring in the screening and search equipment</p> <p>KB3. Understanding of signals emanating from equipment</p> <p>KB4. Items that cannot be put through screening and search equipment</p> <p>KB5. Procedure for checking the vehicle in a systematic manner</p> <p>KB6. Common methods and techniques adopted by people to defeat the screening and search equipment</p>
Skills (S)	
A. Core Skills / Generic Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Deal with people seeking entry in a courteous yet firm manner</p> <p>SA2. Understand religious and gender sensitivities</p>



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

	SA3. Reporting procedures
B. Professional Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Conduct screening and search efficiently</p> <p>SB2. Recognise different kinds of identification/ authorisation documents</p>

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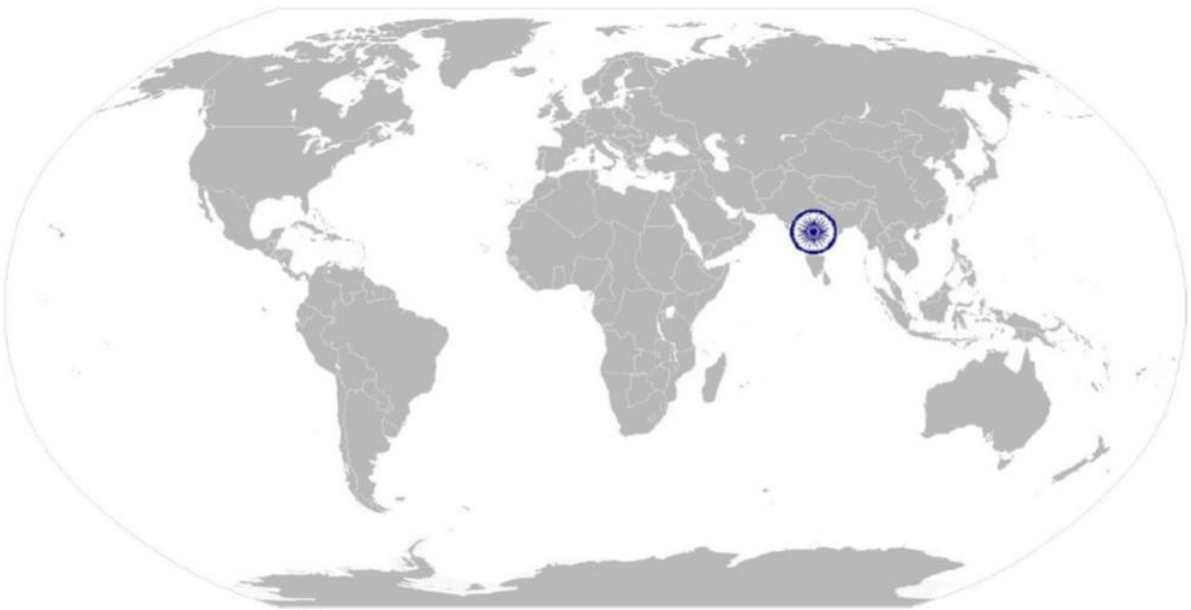
NOS Code	SSS/N0105		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	20 February 2013
Sub-sector	1. Commercial 2. Industrial	Last reviewed on	1 March 2013
		Next review date	1 January 2015

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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required of an Unarmed Security Guard for controlling parking in a designated area.



SSS/N0106 Control parking in designated areas

National Occupational Standard

Unit Code	SSS/N0106
Unit Title (Task)	Control parking in designated areas
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required of an Unarmed Security Guard for controlling parking in a designated area.
Scope	<p>Parking Conditions.</p> <ul style="list-style-type: none"> • Surface conditions • Lighting • Visibility • Traffic conditions <p>Layout and Traffic Plan.</p> <ul style="list-style-type: none"> • Traffic Plan – Entry/ exit , search & screening points, ticketing, routes, waiting areas, traffic flow, alternate and emergency routes • Parking – Parking areas with capacity <p>Irregular Situations. Traffic congestion, vehicles violating instructions, unsecured vehicles, wrongly parked vehicles, vehicle alarms, abandoned vehicles, accidents, vehicle on fire, children and animals left in the vehicles, vehicles/ persons carrying prohibited items, person/s likely to misuse parking area for prohibited activity, persons behaving suspiciously/ aggressively</p> <p>Assistance From. Security team, sub-unit and superiors</p> <p>Hazards and Defects.</p> <ul style="list-style-type: none"> • Missing/ damaged lighting, signage and defaced markings • Defective access control barrier/ equipment • Electrical short circuits, power failure, spillages of fuels/ liquids and dangerous surfaces <p>Equipment. Personnel & vehicle search; screening & access control; lighting, barriers, card readers, ticketing & revenue collection machines; alarms and sensors</p> <p>Category of Vehicles. Cars, jeeps, SUVs, vans, goods vehicles and two/ three wheelers</p>
Performance Criteria (PC) w.r.t the Scope	
Element	Performance Criteria
Conduct parking in designated areas	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Identify entry and exit routes to available parking areas</p> <p>PC2. Check prevailing conditions within the parking areas</p> <p>PC3. Observe correct positioning of signage for guiding drivers</p> <p>PC4. Guide drivers to the available parking areas</p>



SSS/N0106 Control parking in designated areas

	<p>PC5. Use provided traffic and protective gear</p> <p>PC6. Ensure drivers leave the area after parking as per laid down instructions</p>
Deal with irregularities in parking areas	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Identify and respond to irregular situations in accordance with organisation's procedures and guidelines</p> <p>PC2. Call for assistance and take preventive steps</p> <p>PC3. Report irregular situations immediately to superior</p>
Monitor hazards and conditions of parking areas	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Report hazards and defects to superior</p> <p>PC2. Respond as per organisational procedure</p> <p>PC3. Ensure own safety</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. Organisational procedures on parking</p> <p>KA2. Incident reporting procedure</p>
B. Technical / Domain Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Layout and traffic plan of the parking areas</p> <p>KB2. Suitability of prevailing conditions for parking</p> <p>KB3. Traffic control and protective gear</p> <p>KB4. Traffic signals, signage and markings</p> <p>KB5. Irregular situations arising during parking</p> <p>KB6. Procedures for dealing with irregular situations</p> <p>KB7. Category of vehicles</p> <p>KB8. Use of communication equipment</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. Control and guide traffic</p> <p>SA2. Identify hazards and defects</p> <p>SA3. Communicate effectively</p>
B. Professional Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Conduct parking in a safe and efficient manner.</p> <ul style="list-style-type: none"> • Be visible to drivers to control traffic



SSS/N0106 Control parking in designated areas

	<ul style="list-style-type: none"> • Observe area of responsibility • Use of traffic signals and equipment <p>SB2. Identify and report irregular situations to superior</p> <p>SB3. Respond as per instructions</p>
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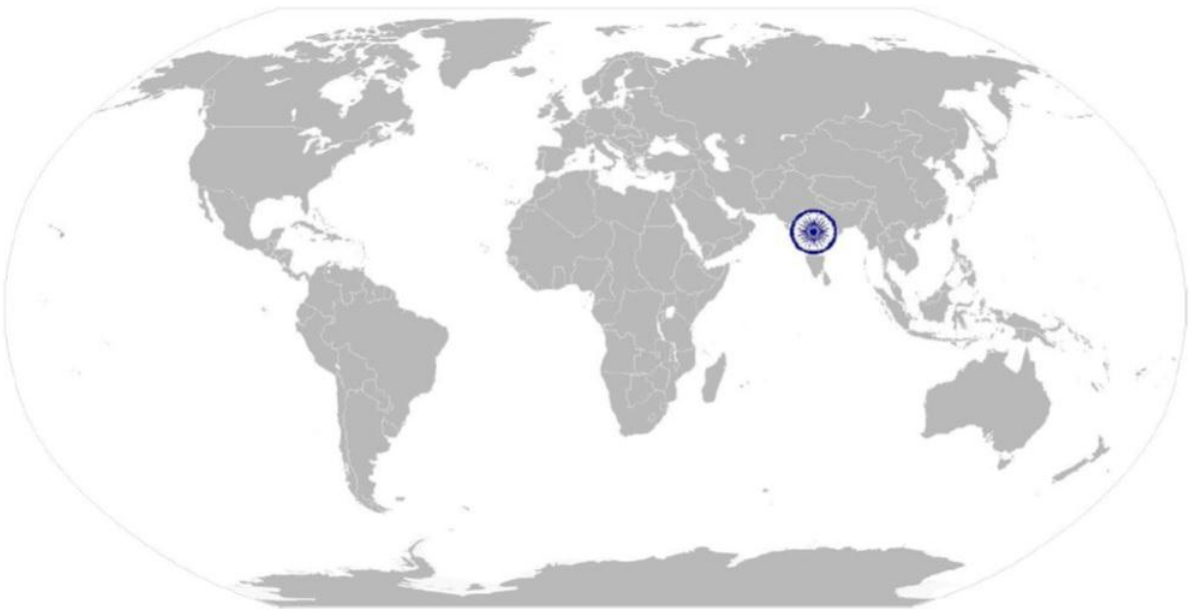
NOS Code	SSS/N0106		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	20 February 2013
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National Occupational Standard



Overview

This unit lays down Performance Criteria, Knowledge & Understanding and Skills & Abilities for undertaking security escort duties.



SSS/N0107 Security escort

National Occupational Standard

Unit Code	SSS/N0107
Unit Title (Task)	Security escort
Description	This unit lays down Performance Criteria, Knowledge & Understanding and Skills & Abilities for undertaking security escort duties.
Scope	<p>Suitability and Readiness.</p> <ul style="list-style-type: none"> • The driver is conversant with route(s) and destination(s) • The driver is not in an inebriated condition • Checking of the vehicle - body, boot and bonnet, to ensure safety • First-aid kit • Fire extinguisher • Distress alarm <p>Task-related Details.</p> <ul style="list-style-type: none"> • Number of people (male/female) being escorted • Itinerary • Routes <p>Equipment and Aids.</p> <ul style="list-style-type: none"> • Route map • Contact details of person/s being escorted and concerned agencies • Cell phone, walkie-talkie • Torch • Duty slip • Provided non-lethal weapon <p>Concerned Agencies. Controlling headquarter/superiors, transport supervisor, police, ambulance service, road patrol, medical and hospital services</p> <p>Risks.</p> <ul style="list-style-type: none"> • Breakdown • Road accidents • Fire • Miscreants <p>Response.</p> <ul style="list-style-type: none"> • Raise distress alarm • Deter and resist miscreants • Inform superior/ concerned agencies
Performance Criteria (PC) w.r.t the Scope	
Element	Performance Criteria
Carry out security escort duty	To be competent, the user/individual on the job must be able to: PC1. Receive task and briefing related to the vehicular security escort



SSS/N0107 Security escort

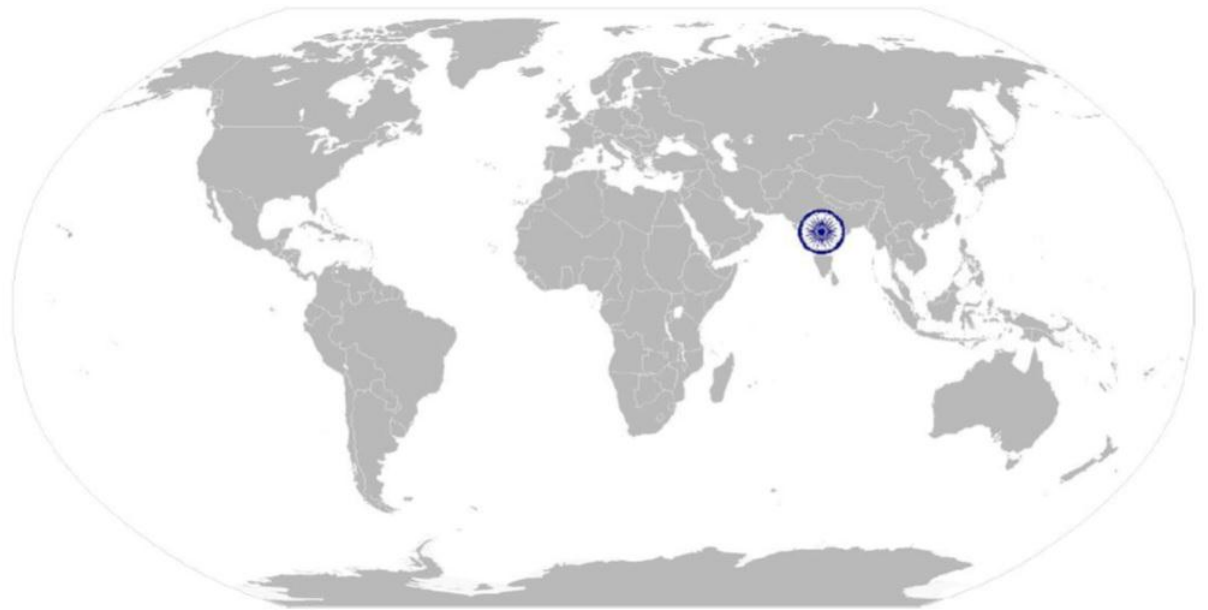
	<p>duty from superior</p> <p>PC2. Ascertain readiness of driver</p> <p>PC3. Ensure necessary equipment and aids are carried</p> <p>PC4. Maintain communication as per instructions</p> <p>PC5. Carry documents as per instructions</p>
Respond to incidents affecting security and safety	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Respond to risks</p> <p>PC2. Communicate and seek assistance</p> <p>PC3. Assist person/s being escorted</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. Organisation’s procedures for security escort duty</p> <p>KA2. Route charts</p> <p>KA3. Task-related details</p> <p>KA4. Contact details of concerned agencies</p> <p>KA5. Reporting procedure</p>
B. Technical / Domain Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Security and safety requirements for security escort duty</p> <p>KB2. Details of provided equipment/ aids</p> <p>KB3. Likely risks</p> <p>KB4. Means of communication</p>
Skills (S)	
A. Core Skills / Generic Skills	<p>The user/ individual on the job needs to know and understand:</p> <p>SA1. Situational awareness</p> <p>SA2. Use of communication equipment</p>
B. Professional Skills	<p>The user/ individual on the job needs to:</p> <p>SB1. Understand the task</p> <p>SB2. Respond quickly</p>

NOS Version Control

NOS Code	SSS/N0107		
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		Next review date	1 January 2015



National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities to maintain personal health & hygiene and observe/respond to basic workplace safety requirements.



SSS/N0108 Health and safety

National Occupational Standard

Unit Code	SSS/N0108
Unit Title (Task)	Health and safety
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities to maintain personal health & hygiene and observe/ respond to basic workplace safety requirements.
Scope	<p>Hazards and Risks:</p> <ul style="list-style-type: none"> • Fire • Electric short circuit, electric shock and electrocution • Medical emergency • Inflammable & toxic liquid/ gases • Accidents • Flooding • Malfunctioning elevators, escalators, staircase and ladders • Ventilation and suffocation • Improper use of safety gear and non-adherence to safety norms • Hygiene and sanitation <p>Organisational Procedures.</p> <p>Training and Drills.</p> <p>Personal Health, Hygiene and Habits.</p> <p>Services and Organisations. Security team and sub-unit; police and emergency services</p> <p>Devices and Safety Gears. Sensors & alarms, communication equipment, fire fighting equipment, personal safety gears, ladders, chutes, ropes and emergency lighting</p> <p>Reporting. Description of incident, time, date, place, casualties and action taken</p> <p>Causes of Fire.</p> <p>Types of Fire.</p> <p>Fire-fighting Equipment.</p> <p>Medical Emergencies.</p> <p>First-aid.</p> <p>Evacuation of Premises.</p> <p>Evacuation of Casualty.</p>
Performance Criteria (PC) w.r.t the Scope	
Element	Performance Criteria
Contribute to maintaining a safe workplace	To be competent, the user/individual on the job must be able to: PC1. Carry out safety of workplace in line with organisational procedures



SSS/N0108 Health and safety

	<p>PC2. Keep emergency and escape routes free from obstructions and report violation</p> <p>PC3. Wear personal safety gear and clothing as per organisational procedure</p> <p>PC4. Check violators of defined safety and security instructions and report violations</p> <p>PC5. Report to superiors and emergency service organisations for assistance in the event of emergencies</p>
Maintain personal health, hygiene and habits	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Undertake physical exercises and activities (commensurate with age)</p> <p>PC2. Maintain personal hygiene and good habits</p> <p>PC3. Refrain from alcohol, tobacco, drugs and other intoxicants</p> <p>PC4. Guard against sexually transmitted diseases and HIV</p> <p>PC5. Take precautions against common ailments</p>
Respond to fire accidents	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Identify and report fire hazards</p> <p>PC2. Carry out fire-fighting in line with organisational training and procedures</p> <p>PC3. Report fire incidents to superiors and emergency service organisations</p> <p>PC4. Participate in evacuation of casualty and premises</p>
Deal with medical emergency	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Render first-aid</p> <p>PC2. Use available basic first-aid equipment</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. Organization's procedure relating to safety in the workplace</p> <p>KA2. Details of emergency exits, alarm, signage and other safety equipment</p> <p>KA3. Reporting procedure for incidents and emergencies</p> <p>KA4. Details of local emergency service</p> <p>KA5. The requirements of maintaining physical fitness, personal hygiene and good habits</p> <p>KA6. Organization's procedure/ guidelines relating to fire safety</p> <p>KA7. Details of floor plans, emergency exits, alarm, signage and other fire-fighting equipment</p> <p>KA8. Reporting procedure for fire incidents</p> <p>KA9. Training and mock drills</p> <p>KA10. Details of emergency exits, alarm, signage and location of first-aid and</p>



SSS/N0108 Health and safety

	<p>evacuation equipment</p> <p>KA11. Reporting procedure in case of medical emergencies</p> <p>KA12. Contact details of local hospitals and ambulance services</p>
B. Technical / Domain Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Risks and hazards</p> <p>KB2. Personal safety equipment and clothing to be used</p> <p>KB3. Identify signage and warning</p> <p>KB4. Importance of sound health, hygiene and good habits</p> <p>KB5. Ill-effects of alcohol, tobacco and drugs</p> <p>KB6. The need to safeguard against sexually transmitted diseases and HIV</p> <p>KB7. Types of fire</p> <p>KB8. Causes of fire</p> <p>KB9. Fire alarms</p> <p>KB10. Types of fire-fighting equipment</p> <p>KB11. Fire-fighting procedure</p> <p>KB12. Personal safety equipment and clothing to be used</p> <p>KB13. First-aid</p> <p>KB14. Communicate effectively</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. Respond to emergencies</p> <p>SA2. Remain calm during emergencies</p> <p>SA3. Be an effective member of the team</p> <p>SA4. The value of physical fitness, personal hygiene and good habits</p> <p>SA5. Respond to fire incidents</p> <p>SA6. Remain calm</p> <p>SA7. Communicate effectively</p> <p>SA8. Identify medical emergency</p> <p>SA9. Rescue and evacuation of casualty</p>
B. Professional Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Raise alarm</p> <p>SB2. Respond with available equipment</p> <p>SB3. Report to senior / emergency service organisations for assistance</p> <p>SB4. Carry out periodic walk-throughs to keep work area free from hazards and obstructions, if assigned</p> <p>SB5. Withstand work environmental stress</p> <p>SB6. Carry out duties during day/ night and inclement weather</p> <p>SB7. Maintain a positive outlook</p> <p>SB8. Identify potential fire hazards</p> <p>SB9. Respond with available/ appropriate equipment</p>



SSS/N0108 Health and safety

	<p>SB10. Keep work area free from fire hazards</p> <p>SB11. Respond with available manpower and equipment</p> <p>SB12. Render first-aid</p> <p>SB13. Report to senior/ medical emergency service organisations for assistance</p>
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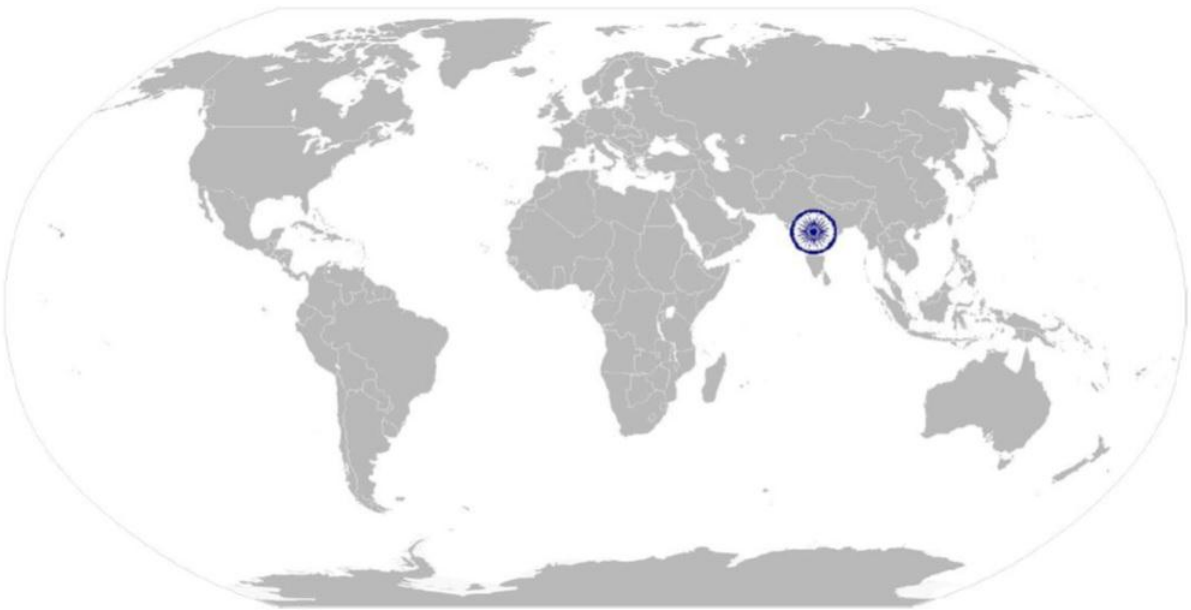
NOS Code	SSS/N0108		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	20 February 2013
Sub-sector	<p>1. Commercial</p> <p>2. Industrial</p> <p>3. Personal protection</p>	Last reviewed on	1 March 2013
		Next review date	1 January 2015

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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in carrying out security tasks in commercial deployments by Unarmed Security Guard.



SSS/N0109 Security in commercial deployments

National Occupational Standard	Unit Code	SSS/N0109
	Unit Title (Task)	Security in commercial deployments
	Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in carrying out security tasks in commercial deployments by Unarmed Security Guard.
	Scope	<p>Commercial Domains</p> <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, congregation and rallies • Transport hubs and mass rapid transit system • Religious places and shrines • Tourist spots and monuments <p>Risks and Threats.</p> <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 • Murder and suicide • Kidnapping • Accidents • Medical emergency • Public demonstration, labour unrest and crowd control • Fire accidents



SSS/N0109 Security in commercial deployments

	<ul style="list-style-type: none"> Natural & manmade hazards <p>Behavioural Standards.</p> <ul style="list-style-type: none"> Alert and vigilant Well-groomed and courteous Responsive and helpful Respectful and caring towards elderly, women and children Communicate effectively and assertively Responsible and co-operative <p>General Security Duties.</p> <ul style="list-style-type: none"> Respond to risks and threats Control entry and exit Control traffic and parking Check material movement Surveillance Report to superiors Basic security registers Operate security equipment
Performance Criteria (PC) w.r.t the Scope	
Element	Performance Criteria
Carry out security tasks in commercial domains	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Carry out security duties as per organisation's procedures and instructions</p> <p>PC2. Respond to domain-specific risks and threats</p> <p>PC3. Operate security equipment</p> <p>PC4. Communicate effectively with concerned stakeholders</p> <p>PC5. Follow good behavioural standards</p> <p>PC6. Maintain basic security registers as prescribed</p> <p>PC7. Report incidents to superiors</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. Basic knowledge of organisation and domain where deployed</p> <p>KA2. Security procedures and instructions where deployed</p> <p>KA3. Reporting procedure</p>
B. Technical / Domain Knowledge	<p>KB1. Risks and threats specific to domain/ organisation where deployed</p> <p>KB2. Security equipment in use where deployed</p> <p>KB3. Communication methods and equipment used</p>



SSS/N0109 Security in commercial deployments

Skills (S)	
A. Core Skills / Generic Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Be alert and vigilant to guard against risks & threats and respond effectively</p> <p>SA2. Be courteous and helpful to customers / stakeholders</p> <p>SA3. Communicate effectively with customers / stakeholders</p>
B. Professional Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Carry out security duties in line with domain-specific pre-induction programme</p> <p>SB2. Communicate and report</p> <p>SB3. Respond to risks and threats</p> <p>SB4. Use security and communication equipment in the prescribed manner</p>

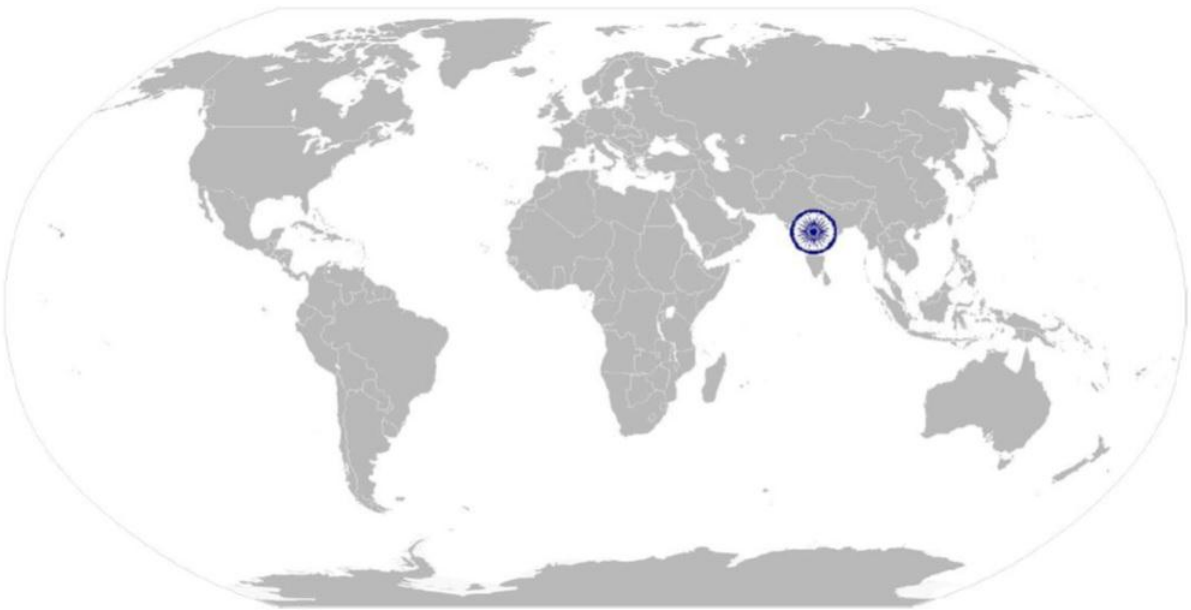
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NOS Code	SSS/N0109		
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Sector	Private Security	Drafted on	20 February 2013
Sub-sector	1. Commercial 2. Industrial	Last reviewed on	1 March 2013
		Next review date	1 January 2015

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National Occupational Standard




Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in carrying out security tasks in industrial deployments by Unarmed Security Guard.



SSS/N0110 Security in industrial deployments

National Occupational Standard	Unit Code	SSS/N0110
	Unit Title (Task)	Security in industrial deployments
	Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in carrying out security tasks in industrial deployments by Unarmed Security Guard.
	Scope	<p>Industrial Domains.</p> <ul style="list-style-type: none"> • Factories and workshops • Plants • Mines • Refineries and pipe lines • Sea ports and air ports • SEZs • Container yards and warehouses • Transport and logistics • Infrastructure  <p>Risks and Threats.</p> <ul style="list-style-type: none"> • Unauthorised entry and trespass • Aggressive and drunken behaviour • Eve teasing and molestation • Robbery, theft, pilferage and shoplifting • Violence and assault • Murder and suicide • Kidnapping • Accidents • Medical emergency • Public demonstration, labour unrest and crowd control • Fire accidents • Natural & manmade hazards <p>Behavioural Standards.</p> <ul style="list-style-type: none"> • Alert and vigilant • Well-groomed and courteous • Responsive and helpful • Communicate effectively and assertively • Responsible and co-operative <p>General Security Duties.</p>



SSS/N0110 Security in industrial deployments

	<ul style="list-style-type: none"> • Respond to risks and threats • Control entry and exit • Control traffic and parking • Check material movement • Surveillance • Report to superiors • Basic security registers • Operate security equipment
Performance Criteria (PC) w.r.t the Scope	
Element	Performance Criteria
Carry out security tasks in industrial domains	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Carry out security duties as per organisation's procedures and instructions</p> <p>PC2. Respond to domain-specific risks and threats</p> <p>PC3. Operate security equipment</p> <p>PC4. Communicate</p> <p>PC5. Follow good behavioural standards</p> <p>PC6. Maintain basic security registers as prescribed</p> <p>PC7. Report incidents to superiors</p>
Knowledge and Understanding (K)	
C. 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. Basic knowledge of organisation and domain where deployed</p> <p>KA2. Security procedures and instructions where deployed</p> <p>KA3. Reporting procedure</p>
D. Technical / Domain Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Risks and threats specific to domain/ organisation where deployed</p> <p>KB2. Security equipment in use where deployed</p> <p>KB3. Communication methods and equipment used</p>
Skills (S)	
C. Core Skills / Generic Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Be firm and assertive in dealings</p> <p>SA2. Be alert and vigilant to guard against risks & threats and respond effectively</p>



SSS/N0110 Security in industrial deployments

D. Professional Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Carry out security duties in line with pre-induction programme</p> <p>SB2. Communicate with the equipment provided</p> <p>SB3. Use security and safety equipment in the prescribed manner</p>
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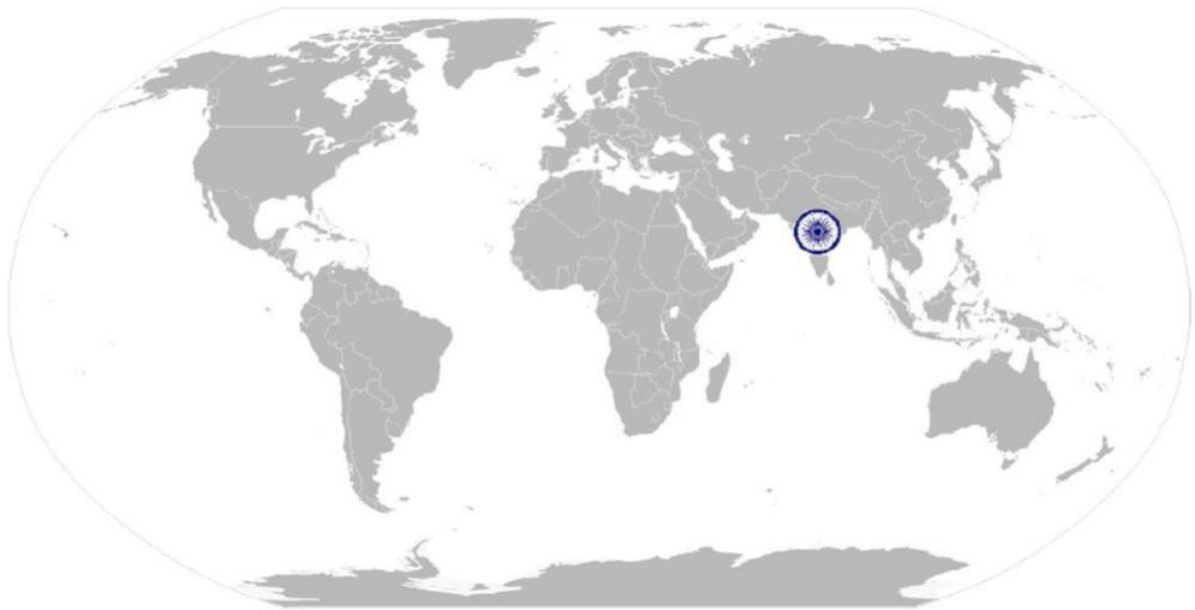
NOS Code	SSS/N0110		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	20 February 2013
Sub-sector	1. Commercial 2. Industrial	Last reviewed on	1 March 2013
		Next review date	1 January 2015

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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Communication Skills & Abilities to project a positive image of self and the organisation.



SSS/N0111 Positive projection of self and the organisation

National Occupational Standard

Unit Code	SSS/N0111
Unit Title (Task)	Positive projection of self and the organisation
Description	This unit provides Performance Criteria, Knowledge & Understanding and Communication Skills & Abilities to project a positive image of self and the organisation.
Scope	<p>Behavioural Standards/ 'Meet and Greet' Procedures.</p> <ul style="list-style-type: none"> • Alert and vigilant • Well-groomed and courteous • Responsive and helpful • Respectful and caring towards elderly, women and children • Communicate politely and firmly • Responsible and co-operative <p>Traits and Habits. Honesty, truthfulness, integrity, discipline and punctuality</p> <p>Necessary Equipment. Baton, pen, guard's notebook, whistle, torch, clothing as per the weather, communication equipment, if provided.</p> <p>Site-specific Information.</p> <p>Pre-induction Training.</p>
Performance Criteria (PC) w.r.t the Scope	
Element	Performance Criteria
Conform to the organisation's standards of grooming and behaviour	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Maintain good health, personal hygiene & sanitation</p> <p>PC2. Comply with organisation's standards of grooming and personal behaviour</p> <p>PC3. Stay free from intoxicants (alcohol, tobacco and drugs)</p> <p>PC4. Wear organisation's uniform with name tab correctly and smartly</p> <p>PC5. Wear, carry and use personal protection gear and equipment</p> <p>PC6. Co-operate with team members</p> <p>PC7. Observe organisation's 'Meet and Greet Procedure'</p> <p>PC8. Observe confidentiality as per organisational procedure</p> <p>PC9. Observe discipline and punctuality</p>
Execute tasks as per organisation's standards	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Carry out assigned tasks and duties diligently</p> <p>PC2. Co-operate with team members</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Personal grooming and behaviour</p>



SSS/N0111 Positive projection of self and the organisation

company / organisation and its processes)	KA2. Maintain good physical fitness and mental robustness KA3. Organisation's work culture
B. Technical/ Domain knowledge	The user/individual on the job needs to know and understand: KB1. Use of communication equipment KB2. Basic knowledge about the organisation and site
Skills (S)	
A. Core Skills / Generic Skills	The user/ individual on the job needs to understand: SA1. Organisation's 'Meet and Greet Procedure' SA2. Organisation's work culture SA3. Honesty and integrity
B. Professional Skills	The user/ individual on the job needs to be: SB1. Physically fit and mentally robust SB2. Turned out neatly and impressively SB3. Conversant with the site knowledge SB4. Alert and vigilant

NOS Version Control

NOS Code	SSS/N0111		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	20 February 2013
Sub-sector	1. Commercial 2. Industrial	Last reviewed on	1 March 2013
		Next review date	1 January 2015

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Criteria for Assessments for QP of Unarmed Security Guard

Criteria for Assessments for QP of Unarmed Security Guard						
Criteria for Assessment of Trainees						
Job Role		Unarmed Security Guard				
Qualification Pack		SSS/Q0101				
Sector Skill Council		Security Sector Skill Development Council				
Guidelines for Assessment:						
1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC						
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC						
3. 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 40% in overall test						
6. In case of failure, the trainee is eligible to appear for reassessment						
Sr. No.	Code		Total Marks (100)	Out of	Marks Allocation	
					Theory	Skills Practical
1.	SSS/N0101	Security tasks in accordance with basic security practices	100	8	3	5
2.	SSS/N0102	Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act - 2005 when undertaking security tasks		3	2	1
3.	SSS/N0103	Provide private guarding service to people, property and premises		14	4	10
4.	SSS/N0104	Control access to the assigned premises		6	2	4
5.	SSS/N0105	Carry out screening and search activities to maintain security		7	3	4
6.	SSS/N0106	Control parking in designated areas		5	2	3
7.	SSS/N0107	Security escort		5	2	3
8.	SSS/N0108	Health and safety		10	4	6
9.	SSS/N0109	Security in commercial deployments		7	2	5
10.	SSS/N0110	Security in industrial deployments		7	2	5
11.	SSS/N0111	Positive projection of self and the organisation		13	4	9
12.	Continuous Comprehensive Evaluation by Training				15	5



Criteria for Assessments for QP of Unarmed Security Guard

	Provider			
Total		100	35	65

