CCTV Supervisor

QP Code: MEP/Q7104

Version: 1.0

NSQF Level: 5

Management & Entrepreneurship and Professional Skills Council || Management & Entrepreneurship and Professional Skills Council (MEPSC), 20th Floor, Amba Deep, 14 Kasturba Gandhi Marg New Delhi - 110001. || email:ssaxena@mepsc.in

Contents

MEP/Q7104: CCTV Supervisor

Brief Job Description

A CCTV Supervisor needs to know the basics of private security, supervision of security unit operations and spectrum of threats and risks to security and safety. CCTV Supervisors observe designated premises through CCTV systems, pick up early indications of problems pertaining to security and safety and respond appropriately by alerting various agencies.

Personal Attributes

CCTV Supervisors should be well-versed with the private security operations and have basic technical aptitude. Proficiency in communication and keen observation would help in thwarting threat and risks to life, property and premises.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. MEP/N7101: Perform security tasks in accordance with basic security practices

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

3. MEP/N7109: Security in commercial deployments

4. MEP/N7110: Perform security tasks in industrial deployments

5. MEP/N7111: Project positive image of self and the organisation

6. MEP/N7126: Monitor a security unit

7. MEP/N7127: Supervise CCTV operations to secure premises

8. MEP/N7128: Maintain operational performance of CCTV system

9. MEP/N7129: Observe health and safety while monitoring security operations

Qualification Pack (QP) Parameters

Sector	Management
Sub-Sector	Security
Occupation	Surveillance

Country	India
NSQF Level	5
Credits	NA
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5414.0121
Minimum Educational Qualification & Experience	12th Class OR Certificate (Qualified MEPSC recognized CCTV Supervisor Course)
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Training for subjects stipulated in Private Security Agencies (Regulation) Act - 2005 and applicable technical skills and abilities.
Minimum Job Entry Age	22 Years
Last Reviewed On	27/03/2018
Next Review Date	31/03/2022
Deactivation Date	09/08/2023
NSQC Approval Date	09/04/2018
Version	1.0
Reference code on NQR	2015/SEC/MEPSC/00471
NQR Version	1.0

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

Description

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

Scope

This unit/task covers the following:

- Carry out assigned security tasks

Elements and 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 to risks and threats as per organisational and legal protocolsRisks and Threats: 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

PC3. respond and report about hazards and emergencies

PC4. report accurately and clearly, conveying relevant information as per organisational policies, procedures and templates

PC5. provide accurate information and access to premises, records and other resources to the police as per organisation protocol

PC6. identify rank by recognising the badge of rank of police and military personnel

PC7. identify various arms commonly used by the police and perpetrators

PC8. identify improvised explosive devices as per established protocol

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisational procedures and reporting systems within the organization andworkplace

KU2. current rules and regulations relevant to Private Security Agencies Regulation:eg. Private Security Agencies (Regulation) Act 2005, etc.

KU3. importance of security for society, institutions, corporate and individuals

KU4. risks and threats to society, corporate and other organisations or institutions

KU5. organisations provided with the authority and responsibilities towardssecurity of the public/societySecurity Organizations: Armed Forces - Army; Navy; Air Force, Central ArmedPolice Forces - CISF; CRPF; BSF; RPF, Civil Police

KU6. organisation of the private security sector

KU7. different domains of the private security sectorPrivate Security Sector: Commercial and industrial domains

KU8. role of private security sectorRole of Private Security Sector: To provide guarding services to society;commerce and industry, to assist law enforcement agencies

KU9. types of hazards, accidents, disasters and emergenciesHazards/Disasters: Floods; storms; earthquake; fire incidents, etc.Accidents: Road accidents, industrial accidents, building collapse, etc.Emergencies Medical emergencies; emergencies arising due to disasters;crime and accidents

KU10. organisations dealing with hazards, accidents, disasters and emergencies

KU11. different types of arms commonly used by police and perpetratorsArms: Gun; rifle; pistol; revolver, bomb; grenade; improvised explosive device; explosive material, knife; sword; spear; baton; lathi

KU12. types of improvised explosive devices, their features and the established protocol for identifying them

KU13. badges of rank in police and military

Generic Skills (GS)

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

GS1. document instructions and prepare task lists accurately and clearly

GS2. document activities in a chronological order

GS3. prepare security passes accurately and clearly

GS4. record visitor and vehicle arrival and departure accurately and clearly

GS5. write at least in one vernacular language

GS6. read and assimilate correctly organizational procedures and instructions, as applicable

GS7. read identity papers and passes accurately

GS8. read signage and notices to interpret them accurately

GS9. speak clearly to communicate effectively

GS10. ask relevant queries to comprehend instructions

GS11. give clear instructions to co-workers

GS12. reply to queries from visitors and guide them accurately and clearly

GS13. ask relevant questions from visitors in the correct tone of voice

GS14. raise alarm and warn others clearly, emphatically and accurately

GS15. make announcements directly to audiences, speak over phone/radio clearly and accurately

GS16. take decisions pertaining to security and emergency situations that endanger life, property, health and/or safety in order to avoid or reduce risks, loss and damage

GS17. plan activities in order to report on time for briefings and duty

GS18. plan and organize assigned task in order to perform it effectively and efficiently as per instructions

GS19. ensure guard post is not left until relieved from duty

GS20. work and communicate in a manner such that positive relationships are established with visitors and other stakeholders

GS21. state the problem and relevant considerations, list and evaluate the possible solution(s) and select a best possible solution(s) to achieve desired outcome

GS22. identify potential risk and threats and take suitable actions in order to reduce or mitigate these

GS23. observe people, activities and movements keenly to identify risks and threats

GS24. analyze and evaluate information gathered from observation and experience, to arrive at most plausible, and accurate interpretations and take appropriate action to reduce risks, loss or damage

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Carry out assigned security tasks	**19**	**28**	**-**	**-**
PC1. carry out assigned security duties in line with procedures and instructions	4	4	-	-
PC2. respond to risks and threats as per organisational and legal protocolsRisks and Threats: 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	2	3	-	-
PC3. respond and report about hazards and emergencies	2	3	-	-
PC4. report accurately and clearly, conveying relevant information as per organisational policies, procedures and templates	2	2	-	-
PC5. provide accurate information and access to premises, records and other resources to the police as per organisation protocol	3	4	-	-
PC6. identify rank by recognising the badge of rank of police and military personnel	2	4	-	-
PC7. identify various arms commonly used by the police and perpetrators	2	4	-	-
PC8. identify improvised explosive devices as per established protocol	2	4	-	-
NOS Total	**19**	**28**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7101
NOS Name	Perform security tasks in accordance with basic security practices
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	31/03/2022
NSQC Clearance Date	09/04/2018

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

Description

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

Scope

This unit/task covers the following:

- Carry out security duties with in basic legal provisions

Elements and Performance Criteria

Carry out security duties with in basic legal provisions

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

GS1. document instructions and prepare task lists clearly and accurately

GS2. write a complaint/statement clearly and accurately

GS3. prepare security passes accurately and clearly

GS4. record visitor and vehicle arrival and departure clearly and accurately

GS5. write clearly and accurately at least in one vernacular language

GS6. read and assimilate correctly organizational procedures and instructions, as applicable

GS7. read identity papers and passes accurately

GS8. read signage and notices accurately

GS9. read documents to interpret them correctly, before signing

GS10. speak clearly to communicate effectively

GS11. ask relevant queries to comprehend instructions correctly

GS12. give clear instructions to co-workers

GS13. reply to queries from visitors and guide them accurately and clearly

GS14. raise alarm and warn others clearly, emphatically and accurately

GS15. make announcements directly to audiences, speak over phone/radio clearly and accurately

GS16. take decisions pertaining to security and emergency situations that endanger life, property, health and/or safety in order to avoid or reduce risks, loss and damage

GS17. plan activities in order to report on time for briefings and duty

GS18. plan and organize assigned task in order to perform it effectively and efficiently as per instructions

GS19. ensure guard post is not left until relieved from duty

GS20. work and communicate in a manner such that positive relationships are established with visitors and other stakeholders

GS21. state the problem and relevant considerations, list and evaluate the possible solution(s) and select a best possible solution(s) to achieve desired outcome

GS22. identify potential risk and threats and take suitable actions in order to reduce or mitigate these

GS23. observe people, activities and movements keenly to identify risks and threats

GS24. analyze and evaluate information gathered from observation and experience, to arrive at most plausible, and accurate interpretations and take appropriate action to reduce risks, loss or damage

Assessment Criteria

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

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7102
NOS Name	Conform to regulatory and legal requirements governing security tasks
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	31/03/2022
NSQC Clearance Date	09/04/2018

MEP/N7109: Security in commercial deployments

Description

This unit deals in detail with the requirements of carrying out security tasks incommercial deployments as per set standards.

Elements and Performance Criteria

Carry out security tasks in commercial domains

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

PC1. carry out security duties as per organisations procedures and instructions General security duties: Respond to risks and threats, Control entry and exit,Control traffic and parking, Check material movement, Surveillance, Report to superiors, Basic security registers, Operate security equipment

PC2. respond to domain-specific risks and threats as per organisational and professional standards, within limits of authority

PC3. operate security equipment correctly and effectively, as per manufacturer guidelines

PC4. communicate clearly and effectively with concerned stakeholders

PC5. follow good behavioural standards Behavioural Standards: Alert and vigilant, Well-groomed and courteous,Responsive and helpful, Respectful and caring towards elderly, women and children, Communicate effectively and assertively, Responsible and cooperative

PC6. maintain security registers accurately and up-to-date, as per organisational procedures

PC7. report incidents to superiors as per organisational standards in a timely and accurate manner

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisations and commercial domain where security personnel are deployed Commercial Domain: houses; parks and public utilities, Schools; colleges; university and hostels, Banks and ATMs, Business parks; offices; shops and warehouses, malls, theatre; amusement parks, sports complexes and stadiums, Tourist spots and monuments, etc.

KU2. security procedures and instructions where deployed

KU3. reporting procedure relevant to own duties and responsibilities in the organisation where deployed

KU4. risks and threats specific to domain/ organisation where deployedRisks and threats: 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;

KU5. security equipment in use where deployed

KU6. communication methods and equipment used in security deployments

Generic Skills (GS)

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

GS1. documentinstructionsandtasklists
TaskList:Teamcomposition,Detailsofvehicle(s)andconsignment,Route;alternateroutes;halts;trafficconditions,Contactdetailsofconcernedagencies,Timings,Threat/risksinvolved,Reportingprocedure

GS2. documentactivitiesinachronologicalorder

GS3. preparesecuritypasses

GS4. recordvisitorandvehiclearrivalanddeparture

GS5. writeatleastinonevernacularlanguage

GS6. readandassimilateorganizationalproceduresandinstructions,asapplicable

GS7. readidentitypapersandpasses

GS8. readsignagesandnotices

GS9. recognizebadgesofrank

GS10. speakclearlyandemphatically

GS11. comprehendinstructionsandaskrelevantqueries

GS12. giveclearinstructionstoco-workers,ifrequired

GS13. replytoqueriesfromvisitorsandguidethem

GS14. askquestionsfromvisitors

GS15. raisealarm/makeannouncement/speakoverphone/radio

GS16. takedecisionspertainingtosecurityandemergencysituationsendangering life&propertyandhealth&safety

GS17. reportontimeandtakebriefing

GS18. planandorganizeassignedtask

GS19. leaveguardpostoncerelieved

GS20. managerelationshipswithvisitorsandstakeholders

GS21. thinkthroughtheproblem,evaluatethepossiblesolution(s)andadoptabest possiblesolution(s)

GS22. identifypotentialriskandthreatsandtakesuitableactions

GS23. observepeople,activitiesandmovementskeenly

GS24. analyzeandevaluateinformationgatheredfromobservationandexperience,andtakeappropriateaction

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Carry out security tasks in commercial domains	**16**	**25**	**-**	**-**
PC1. carry out security duties as per organisations procedures and instructions General security duties: Respond to risks and threats, Control entry and exit,Control traffic and parking, Check material movement, Surveillance, Report to superiors, Basic security registers, Operate security equipment	2	2	-	-
PC2. respond to domain-specific risks and threats as per organisational and professional standards, within limits of authority	3	3	-	-
PC3. operate security equipment correctly and effectively, as per manufacturer guidelines	2	4	-	-
PC4. communicate clearly and effectively with concerned stakeholders	2	4	-	-
PC5. follow good behavioural standards Behavioural Standards: Alert and vigilant, Well-groomed and courteous,Responsive and helpful, Respectful and caring towards elderly, women and children, Communicate effectively and assertively, Responsible and cooperative	2	4	-	-
PC6. maintain security registers accurately and up-to-date, as per organisational procedures	3	4	-	-
PC7. report incidents to superiors as per organisational standards in a timely and accurate manner	2	4	-	-
NOS Total	**16**	**25**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7109
NOS Name	Security in commercial deployments
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	31/03/2022
NSQC Clearance Date	19/05/2015

MEP/N7110: Perform security tasks in industrial deployments

Description

This unit deals in detail with the requirements of carrying out security tasks in industrial deployments as per set standards.

Elements and Performance Criteria

Carry out security tasks in industrial domains

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

PC1. carry out security duties as per organisations procedures and instructions General Security Duties: Respond to risks and threats, Control entry and exit,Control traffic and parking, Check material movement, Surveillance, Report to superiors, Basic security registers, Operate security equipment

PC2. respond to domain-specific risks and threats as per organisational standards, within limits of authority Risks and threats: unauthorised entry and trespass, aggressive and drunken behaviour, eve teasing and molestation, robbery; theft, pilferage and shoplifting; loitering and littering; violence and assault; murder and suicide kidnapping; accidents; medical emergency, public demonstration; labour unrest and crowd control, fire accidents, natural & manmade hazards

PC3. operate security equipment correctly and effectively, as per manufacturers instructions

PC4. communicate clearly and effectively with all stakeholders at work

PC5. follow good behavioural standards at the workplace at all timesBehavioural standards: Alert and vigilant, well-groomed and courteous, responsive and helpful, communicate effectively and assertively, responsible and co-operative

PC6. maintain security registers accurately and up-to-date as per organisational procedure

PC7. report incidents to superiors accurately and in a timely manner as per organisational procedures

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. basic knowledge of organisation and domain where deployed Industrial Domains: Factories and workshops, Plants, Mines, Refineries and pipe lines, sea ports and air ports, SEZs, Container yards and warehouses, transport and logistics, Infrastructure

KU2. security procedures and instructions where deployed

KU3. reporting procedure where deployed

KU4. risks and threats specific to domain/organisation where deployed

KU5. security equipment in use where deployed

KU6. communication methods and equipment used

Generic Skills (GS)

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

GS1. documentinstructionsandtasklists
TaskList:Teamcomposition,Detailsofvehicle(s)andconsignment,Route;alternateroutes;halts;trafficconditions,Contactdetailsofconcernedagencies,Timings,Threat/risksinvolved,Reportingprocedure

GS2. documentactivitiesinachronologicalorder

GS3. preparesecuritypasses

GS4. recordvisitorandvehiclearrivalanddeparture

GS5. writeatleastinonevernacularlanguage

GS6. readandassimilateorganizationalproceduresandinstructions,asapplicable

GS7. readidentitypapersandpasses

GS8. readsignagesandnotices

GS9. recognizebadgesofrank

GS10. speakclearlyandemphatically

GS11. comprehendinstructionsandaskrelevantqueries

GS12. giveclearinstructionstoco-workers,ifrequired

GS13. replytoqueriesfromvisitorsandguidethem

GS14. askquestionsfromvisitors

GS15. raisealarm/makeannouncement/speakoverphone/radio

GS16. takedecisionspertainingtosecurityandemergencysituationsendangering life&propertyandhealth&safety

GS17. reportontimeandtakebriefing

GS18. planandorganizeassignedtask

GS19. leaveguardpostoncerelieved

GS20. managerelationshipswithvisitorsandstakeholders

GS21. thinkthroughtheproblem,evaluatethepossiblesolution(s)andadoptabest possiblesolution(s)

GS22. identifypotentialriskandthreatsandtakesuitableactions

GS23. observepeople,activitiesandmovementskeenly

GS24. analyzeandevaluateinformationgatheredfromobservationandexperience, andtakeappropriateaction

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Carry out security tasks in industrial domains	**16**	**25**	**-**	**-**
PC1. carry out security duties as per organisations procedures and instructions General Security Duties: Respond to risks and threats, Control entry and exit,Control traffic and parking, Check material movement, Surveillance, Report to superiors, Basic security registers, Operate security equipment	2	2	-	-
PC2. respond to domain-specific risks and threats as per organisational standards, within limits of authority Risks and threats: unauthorised entry and trespass, aggressive and drunken behaviour, eve teasing and molestation, robbery; theft, pilferage and shoplifting; loitering and littering; violence and assault; murder and suicide kidnapping; accidents; medical emergency, public demonstration; labour unrest and crowd control, fire accidents, natural & manmade hazards	3	3	-	-
PC3. operate security equipment correctly and effectively, as per manufacturers instructions	2	4	-	-
PC4. communicate clearly and effectively with all stakeholders at work	2	4	-	-
PC5. follow good behavioural standards at the workplace at all timesBehavioural standards: Alert and vigilant, well-groomed and courteous, responsive and helpful, communicate effectively and assertively, responsible and co-operative	2	4	-	-
PC6. maintain security registers accurately and up-to-date as per organisational procedure	3	4	-	-
PC7. report incidents to superiors accurately and in a timely manner as per organisational procedures	2	4	-	-
NOS Total	**16**	**25**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7110
NOS Name	Perform security tasks in industrial deployments
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	31/03/2022
NSQC Clearance Date	09/04/2018

MEP/N7111: Project positive image of self and the organisation

Description

This unit deals in detail with a positive image of self and the organisation as per the standards.

Scope

This unit/ task covers the following:

- Conform to the organisation's standards of grooming and behaviour
- Execute tasks as per organisation's standards

Elements and Performance Criteria

Conform to the organisations standards of grooming and behaviour

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

PC1. maintain good health, personal hygiene & sanitation by following good grooming and hygiene practices

PC2. maintain a professional appearance by following organisation's standards of grooming and personal behaviour

PC3. abstain from using or being under the influence of intoxicants at work at all times (alcohol, tobacco and drugs)

PC4. wear organisations uniform with name tag correctly and neatly

PC5. wear, carry and use personal protection gear and equipment at all times at work Necessary equipment: Baton, pen, guards notebook, whistle, torch, clothing as per the weather, communication equipment, if provided

PC6. demonstrate good team work practices at work at all times Good team work practices: offer to assist and provide guidance when team members appear to need support, seek assistance when support required, share information openly within limits of authority, do not ridicule team members, do no use foul language, communicate politely, etc

PC7. adhere to organisations Meet and Greet Procedure when interacting with others at the workplace Meet and Greet procedures: alert and vigilant, well-groomed and courteous,responsive and helpful, respectful and caring towards elderly; women and children, communicate politely and firmly, responsible and co-operative

PC8. maintain decorum of the workplace and professional standards by following organisational standards with respect to discipline and timeliness

Execute tasks as per organisations standards

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

PC9. carry out assigned tasks and duties as per instructions and organisational standards

PC10. maintain confidentiality of information as per organisational and professional standards

PC11. co-operate with team members

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. importance and elements of organisations work culture and what contributes importance and elements of personal grooming and behaviour to development of work culture

KU2. importance of maintaining good physical fitness and mental robustness and techniques for the same

KU3. good grooming and hygiene practices to maintain good health, personal hygiene & sanitation

KU4. use of communication equipment

KU5. organisation and site structure, layout and other details relevant to safety and security of these

Generic Skills (GS)

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

GS1. documentinstructionsandtasklists
TaskList:Teamcomposition,Detailsofvehicle(s)andconsignment,Route;alternateroutes;halts;trafficconditions,Contactdetailsofconcernedagencies,Timings,Threat/risksinvolved,Reportingprocedure

GS2. documentactivitiesinachronologicalorder

GS3. preparesecuritypasses

GS4. recordvisitorandvehiclearrivalanddeparture

GS5. writeatleastinonevernacularlanguage

GS6. readandassimilateorganizationalproceduresandinstructions,asapplicable

GS7. readidentitypapersandpasses

GS8. readsignagesandnotices

GS9. recognizebadgesofrank

GS10. speakclearlyandemphatically

GS11. comprehendinstructionsandaskrelevantqueries

GS12. giveclearinstructionstoco-workers,ifrequired

GS13. replytoqueriesfromvisitorsandguidethem

GS14. askquestionsfromvisitors

GS15. raisealarm/makeannouncement/speakoverphone/radio

GS16. takedecisionspertainingtosecurityandemergencysituationsendangering life&propertyandhealth&safety

GS17. reportontimeandtakebriefing

GS18. planandorganizeassignedtask

GS19. leaveguardpostoncerelieved

GS20. managerelationshipswithvisitorsandstakeholders

GS21. thinkthroughtheproblem,evaluatethepossiblesolution(s)andadoptabest possiblesolution(s)

GS22. identifypotentialriskandthreatsandtakesuitableactions

GS23. observepeople,activitiesandmovementskeenly

GS24. analyzeandevaluateinformationgatheredfromobservationandexperience, andtakeappropriateaction

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Conform to the organisations standards of grooming and behaviour	**19**	**28**	**-**	**-**
PC1. maintain good health, personal hygiene & sanitation by following good grooming and hygiene practices	2	3	-	-
PC2. maintain a professional appearance by following organisation's standards of grooming and personal behaviour	2	4	-	-
PC3. abstain from using or being under the influence of intoxicants at work at all times (alcohol, tobacco and drugs)	2	3	-	-
PC4. wear organisations uniform with name tag correctly and neatly	2	5	-	-
PC5. wear, carry and use personal protection gear and equipment at all times at work Necessary equipment: Baton, pen, guards notebook, whistle, torch, clothing as per the weather, communication equipment, if provided	4	4	-	-
PC6. demonstrate good team work practices at work at all times Good team work practices: offer to assist and provide guidance when team members appear to need support, seek assistance when support required, share information openly within limits of authority, do not ridicule team members, do no use foul language, communicate politely, etc	2	5	-	-
PC7. adhere to organisations Meet and Greet Procedure when interacting with others at the workplace Meet and Greet procedures: alert and vigilant, well-groomed and courteous,responsive and helpful, respectful and caring towards elderly; women and children, communicate politely and firmly, responsible and co-operative	3	2	-	-
PC8. maintain decorum of the workplace and professional standards by following organisational standards with respect to discipline and timeliness	2	2	-	-
Execute tasks as per organisations standards	**5**	**7**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. carry out assigned tasks and duties as per instructions and organisational standards	2	2	-	-
PC10. maintain confidentiality of information as per organisational and professional standards	2	2	-	-
PC11. co-operate with team members	1	3	-	-
NOS Total	**24**	**35**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7111
NOS Name	Project positive image of self and the organisation
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	31/03/2022
NSQC Clearance Date	09/04/2018

MEP/N7126: Monitor a security unit

Description

This unit specifies Skills & Abilities required for monitoring of a security unit and its operations as per the specified standards.

Scope

This unit/task covers the following:

- Supervise security unit operations
- Optimal use of resources
- Deal with emergencies
- Carry out administration and welfare of personnel

Elements and Performance Criteria

Supervise security unit operations

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

PC1. commence operations at a new or existing site, as instructed

PC2. follow organizational procedures and site instructions

PC3. receive briefing from superiors

PC4. receive shift report from outgoing supervisor

PC5. assume charge of an assigned premises/area of responsibility

PC6. take attendance of personnel and report about deficiency, if any

PC7. plan and organize manpower and equipment resources

PC8. prepare duty roster for the shift

PC9. assign tasks to team members

PC10. issue security and safety equipments to team members, as required

PC11. deploy personnel and equipment as per site instructions

PC12. organise collection of intelligence and information

PC13. check work of team members

PC14. control entry/ exit to control room

PC15. liaise with fire, maintenance personnel

PC16. be available to resolve concerns/ grievances of team members

PC17. resolve issues and report problems to superiors

PC18. motivate security team through personal example and involvement

PC19. report on performance standards of personnel

PC20. report on training needs of personnel

PC21. carry out/ facilitate on-the-job-training for personnel

PC22. report and record incidents

PC23. carry out routine and surprise checks

PC24. participate in rehearsals as per instructions and report about the standard of response of security personnel and stakeholders

PC25. communicate with superiors/ team members and other stakeholders

PC26. comply with organisation's standards of grooming, conduct and performance

PC27. prepare shift report and handover to the reliever

Optimal use of resources

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

PC28. plan and arrange personnel and equipment in line with the site instructions

PC29. report suitability of personnel and equipment provided for specific tasks

PC30. cater for anticipated threat/ risks

PC31. prioritise emergent situations

PC32. take proactive measures against possible threat/ risks to the people, property and premises

PC33. record and report status and issues related to personnel and equipment

Deal with emergencies

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

PC34. operate as part of organisations response team

PC35. liaise with on-site emergency team, if constituted

PC36. participate in periodic rehearsals with the team on various emergency scenario

PC37. anticipate emergencies/ contingencies to the assigned premises

PC38. take support from stakeholders and other departments

PC39. report to designated superior and other agencies during an emergency

PC40. assist in evacuation of the premises

PC41. assist in on-site briefing and guidance for fire fighters, rescue workers and medical teams

PC42. cooperate with in-house or police investigation

PC43. report and record incidents

Carry out administration and welfare of personnel

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

PC44. coordinate and liaise with stakeholders

PC45. know your team members

PC46. listen to and address grievance of team members

PC47. intimate management about grievances

PC48. facilitate resolution of HR/ administration-related problems of team members

PC49. motivate team members through personal example and concern

PC50. be impartial in performance of duties

PC51. ensure health and safety of team members in workplace

PC52. recommend achievers for reward/ recognition

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the site instructions

KU2. details of deployment of personnel and equipment

KU3. organizational standards of performance and methods of monitoring

KU4. channel of reporting and communication with stakeholders

KU5. contact details of emergency services

KU6. organizational procedure and practices related to training

KU7. security documentation formats and procedure

KU8. Security Documents: Muster roll, shift report, duty roster, incident reporting

KU9. log, equipment maintenance log, personnel entry/ exit register, keys control register, training register, archive handling registers

KU10. organizations expectations on grooming, conduct and performance

KU11. leadership and management fundamentals Leadership and Supervision: Training; motivation; personal example; impartiality; honest reporting; punctuality and welfare

KU12. deployment of CCTV system

KU13. basic testing and functionality checks for available CCTV system and reporting

KU14. suitability of personnel provided

KU15. duties specific to fresh inductees and on-the-job-training personnel

KU16. pre-induction training for fresh inductee

KU17. use of communication and security equipment

KU18. communication channel for reporting incidents

KU19. operating knowledge of computers

Generic Skills (GS)

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

GS1. documentinstructionsandtasklists
TaskList:Teamcomposition,Detailsofvehicle(s)andconsignment,Route;alternateroutes;halts;trafficconditions,Contactdetailsofconcernedagencies,Timings,Threat/risksinvolved,Reportingprocedure

GS2. documentactivitiesinachronologicalorder

GS3. preparesecuritypasses

GS4. recordvisitorandvehiclearrivalanddeparture

GS5. writeatleastinonevernacularlanguage

GS6. readandassimilateorganizationalproceduresandinstructions,asapplicable

GS7. readidentitypapersandpasses

GS8. readsignagesandnotices

GS9. recognizebadgesofrank

GS10. speakclearlyandemphatically

GS11. comprehendinstructionsandaskrelevantqueries

GS12. giveclearinstructionstoco-workers,ifrequired

GS13. replytoqueriesfromvisitorsandguidethem

GS14. askquestionsfromvisitors

GS15. raisealarm/makeannouncement/speakoverphone/radio

GS16. takedecisionspertainingtosecurityandemergencysituationsendangering life&propertyandhealth&safety

GS17. reportontimeandtakebriefing

GS18. planandorganizeassignedtask

GS19. leaveguardpostoncerelieved

GS20. managerelationshipswithvisitorsandstakeholders

GS21. thinkthroughtheproblem,evaluatethepossiblesolution(s)andadoptabest possiblesolution(s)

GS22. identifypotentialriskandthreatsandtakesuitableactions

GS23. observepeople,activitiesandmovementskeenly

GS24. analyzeandevaluateinformationgatheredfromobservationandexperience, andtakeappropriateaction

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Supervise security unit operations	**44**	**30**	**-**	**-**
PC1. commence operations at a new or existing site, as instructed	1	1	-	-
PC2. follow organizational procedures and site instructions	1	1	-	-
PC3. receive briefing from superiors	1	1	-	-
PC4. receive shift report from outgoing supervisor	1	1	-	-
PC5. assume charge of an assigned premises/area of responsibility	1	1	-	-
PC6. take attendance of personnel and report about deficiency, if any	1	1	-	-
PC7. plan and organize manpower and equipment resources	1	2	-	-
PC8. prepare duty roster for the shift	2	1	-	-
PC9. assign tasks to team members	1	2	-	-
PC10. issue security and safety equipments to team members, as required	1	2	-	-
PC11. deploy personnel and equipment as per site instructions	2	1	-	-
PC12. organise collection of intelligence and information	2	1	-	-
PC13. check work of team members	2	1	-	-
PC14. control entry/ exit to control room	2	1	-	-
PC15. liaise with fire, maintenance personnel	2	1	-	-
PC16. be available to resolve concerns/ grievances of team members	2	1	-	-
PC17. resolve issues and report problems to superiors	2	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC18. motivate security team through personal example and involvement	2	1	-	-
PC19. report on performance standards of personnel	2	1	-	-
PC20. report on training needs of personnel	2	1	-	-
PC21. carry out/ facilitate on-the-job-training for personnel	2	1	-	-
PC22. report and record incidents	2	1	-	-
PC23. carry out routine and surprise checks	2	1	-	-
PC24. participate in rehearsals as per instructions and report about the standard of response of security personnel and stakeholders	2	1	-	-
PC25. communicate with superiors/ team members and other stakeholders	2	1	-	-
PC26. comply with organisation's standards of grooming, conduct and performance	1	1	-	-
PC27. prepare shift report and handover to the reliever	2	1	-	-
Optimal use of resources	**12**	**6**	**-**	**-**
PC28. plan and arrange personnel and equipment in line with the site instructions	2	1	-	-
PC29. report suitability of personnel and equipment provided for specific tasks	2	1	-	-
PC30. cater for anticipated threat/ risks	2	1	-	-
PC31. prioritise emergent situations	2	1	-	-
PC32. take proactive measures against possible threat/ risks to the people, property and premises	2	1	-	-
PC33. record and report status and issues related to personnel and equipment	2	1	-	-
Deal with emergencies	**17**	**10**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC34. operate as part of organisations response team	2	1	-	-
PC35. liaise with on-site emergency team, if constituted	2	1	-	-
PC36. participate in periodic rehearsals with the team on various emergency scenario	1	1	-	-
PC37. anticipate emergencies/ contingencies to the assigned premises	1	1	-	-
PC38. take support from stakeholders and other departments	1	1	-	-
PC39. report to designated superior and other agencies during an emergency	2	1	-	-
PC40. assist in evacuation of the premises	2	1	-	-
PC41. assist in on-site briefing and guidance for fire fighters, rescue workers and medical teams	2	1	-	-
PC42. cooperate with in-house or police investigation	2	1	-	-
PC43. report and record incidents	2	1	-	-
Carry out administration and welfare of personnel	**17**	**9**	**-**	**-**
PC44. coordinate and liaise with stakeholders	2	1	-	-
PC45. know your team members	2	1	-	-
PC46. listen to and address grievance of team members	2	1	-	-
PC47. intimate management about grievances	2	1	-	-
PC48. facilitate resolution of HR/ administration-related problems of team members	2	1	-	-
PC49. motivate team members through personal example and concern	2	1	-	-
PC50. be impartial in performance of duties	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC51. ensure health and safety of team members in workplace	2	1	-	-
PC52. recommend achievers for reward/ recognition	2	1	-	-
NOS Total	**90**	**55**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7126
NOS Name	Monitor a security unit
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	31/03/2022
NSQC Clearance Date	09/04/2018

MEP/N7127: Supervise CCTV operations to secure premises

Description

Supervising CCTV operations in order to secure the premises and responding to security and safety breaches as per specified standards.

Scope

This unit/task covers the following:

- Manage control room operations
- Monitor premises using CCTV
- Respond to security and safety breaches

Elements and Performance Criteria

Manage control room operations

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

PC1. familiarise with the layout and coverage of a CCTV system in the assigned premises

PC2. take over shift duty from the predecessor

PC3. receive briefing and instructions from a designated superior

PC4. control access to the CCTV control room in line with organizational procedure

PC5. cover an on-going security situation, if any

PC6. monitor CCTV and pay equal attention to all monitors

PC7. ensure recording of CCTV footage for archival/evidence purpose

PC8. preserve footage, as per instruction

PC9. maintain confidentiality as per organizational procedure

PC10. .record and report events as per procedure

PC11. .brief the reliever and hand over shift duties

Monitor premises using CCTV

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

PC12. familiarise with the area of responsibility

PC13. .appreciate premises-specific threat/ risks

PC14. scan and monitor premises as per site instructions

PC15. monitor designated premises with the use of CCTV as per site instructions and laid down procedure

PC16. monitor the area of responsibility using approved surveillance techniques/ patterns and based on site instructions

PC17. report irregular situations to superior/ concerned agency

PC18. record details related to incidents/ operations in approved formats

Respond to security and safety breaches

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

PC19. scan the area of responsibility using approved surveillance techniques/ patterns and based on site instructions

PC20. Look for irregular situations, exceptions and breaches to security and safety

PC21. respond to early indications of a security breach/ irregular situations

PC22. respond to security incidents based as per organizational instructions

PC23. report to designated superior

PC24. obtain help from security unit/ stakeholders/ concerned agencies as per organizational protocol

PC25. record and report details of exceptions, breaches, and irregular situations, as well as response, in line with organizational protocol

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. layout of the premises and area of responsibility

KU2. routine in the premises and area of responsibility

KU3. possible threat/ risks in the premises and area of responsibility

KU4. relevant legislation/ regulations and organizational procedures related to use of CCTV and surveillance equipment in private security

KU5. organizational procedures and guidelines for dealing with security situations

KU6. limits of your role and responsibility

KU7. organizational procedure for the security of the control room

KU8. list of authorized persons allowed into the control room and procedure for authorizing access for others

KU9. communication protocol and contact details of designated superior/ concerned agencies

KU10. procedures to be co-ordinated with team members and other stake-holders, in case of security or safety incidents

KU11. approved protocol for early warning communication and response followed in the organization

KU12. sources of evidence related to safety/ security incidents and importance of preserving them

KU13. layout and coverage of the CCTV system in the premises and area of responsibility

KU14. the details of the deployment of physical security and patrols in the area of responsibility Physical Security Measures: Guarding duties and details

KU15. types of suspicious activity, exceptions and breaches to safety and security that needs monitoring

KU16. types of threat/ risks that warrant immediate action

KU17. blind spots in the CCTV coverage

KU18. functioning of CCTV system

KU19. surveillance techniques and procedures for monitoring

KU20. reporting/ recording procedure and formats

KU21. functions, operating principles and limitations of the security and surveillance systems in use

KU22. modus operandi of criminals/ miscreants against life and property

Generic Skills (GS)

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

GS1. documentinstructionsandtasklists
TaskList:Teamcomposition,Detailsofvehicle(s)andconsignment,Route;alternateroutes;halts;trafficconditions,Contactdetailsofconcernedagencies,Timings,Threat/risksinvolved,Reportingprocedure

GS2. documentactivitiesinachronologicalorder

GS3. preparesecuritypasses

GS4. recordvisitorandvehiclearrivalanddeparture

GS5. writeatleastinonevernacularlanguage

GS6. readandassimilateorganizationalproceduresandinstructions,asapplicable

GS7. readidentitypapersandpasses

GS8. readsignagesandnotices

GS9. recognizebadgesofrank

GS10. speakclearlyandemphatically

GS11. comprehendinstructionsandaskrelevantqueries

GS12. giveclearinstructionstoco-workers,ifrequired

GS13. replytoqueriesfromvisitorsandguidethem

GS14. askquestionsfromvisitors

GS15. raisealarm/makeannouncement/speakoverphone/radio

GS16. takedecisionspertainingtosecurityandemergencysituationsendangering life&propertyandhealth&safety

GS17. reportontimeandtakebriefing

GS18. planandorganizeassignedtask

GS19. leaveguardpostoncerelieved

GS20. managerelationshipswithvisitorsandstakeholders

GS21. thinkthroughtheproblem,evaluatethepossiblesolution(s)andadoptabest possiblesolution(s)

GS22. identifypotentialriskandthreatsandtakesuitableactions

GS23. observepeople,activitiesandmovementskeenly

GS24. analyzeandevaluateinformationgatheredfromobservationandexperience, andtakeappropriateaction

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Manage control room operations	**22**	**11**	**-**	**-**
PC1. familiarise with the layout and coverage of a CCTV system in the assigned premises	2	1	-	-
PC2. take over shift duty from the predecessor	2	1	-	-
PC3. receive briefing and instructions from a designated superior	2	1	-	-
PC4. control access to the CCTV control room in line with organizational procedure	2	1	-	-
PC5. cover an on-going security situation, if any	2	1	-	-
PC6. monitor CCTV and pay equal attention to all monitors	2	1	-	-
PC7. ensure recording of CCTV footage for archival/evidence purpose	2	1	-	-
PC8. preserve footage, as per instruction	2	1	-	-
PC9. maintain confidentiality as per organizational procedure	2	1	-	-
PC10. .record and report events as per procedure	2	1	-	-
PC11. .brief the reliever and hand over shift duties	2	1	-	-
Monitor premises using CCTV	**14**	**10**	**-**	**-**
PC12. familiarise with the area of responsibility	2	1	-	-
PC13. .appreciate premises-specific threat/ risks	2	1	-	-
PC14. scan and monitor premises as per site instructions	2	1	-	-
PC15. monitor designated premises with the use of CCTV as per site instructions and laid down procedure	2	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC16. monitor the area of responsibility using approved surveillance techniques/ patterns and based on site instructions	2	2	-	-
PC17. report irregular situations to superior/ concerned agency	2	2	-	-
PC18. record details related to incidents/ operations in approved formats	2	2	-	-
Respond to security and safety breaches	**9**	**14**	**-**	**-**
PC19. scan the area of responsibility using approved surveillance techniques/ patterns and based on site instructions	2	2	-	-
PC20. Look for irregular situations, exceptions and breaches to security and safety	2	2	-	-
PC21. respond to early indications of a security breach/ irregular situations	1	2	-	-
PC22. respond to security incidents based as per organizational instructions	1	2	-	-
PC23. report to designated superior	1	2	-	-
PC24. obtain help from security unit/ stakeholders/ concerned agencies as per organizational protocol	1	2	-	-
PC25. record and report details of exceptions, breaches, and irregular situations, as well as response, in line with organizational protocol	1	2	-	-
NOS Total	**45**	**35**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7127
NOS Name	Supervise CCTV operations to secure premises
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	31/03/2022
NSQC Clearance Date	09/04/2018

MEP/N7128: Maintain operational performance of CCTV system

Description

Maintaining operational performance of CCTV system as per the specified standards.

Scope

This unit/task covers the following:

- Maintain operational performance of CCTV system
- Manage recorded media and archive
- Respond to data and information request

Elements and Performance Criteria

Maintain operational performance of CCTV system

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

PC1.   operate CCTV system in line with manufacturer's instructions and organizational procedures

PC2.   ensure safety precautions and correct handling of equipment

PC3.   carry out basic operational checks / inspection to confirm that the equipment is in operational use

PC4.   report functioning/ malfunctioning to designated superior as per organizational procedure

PC5.   secure the assigned equipment

PC6.   respond to signals/ alarms from equipment as per organizational procedure

PC7.   communicate system breakdown to designated superior so that back-up security process can be initiated

PC8.   maintain records and media pertaining to operations in the prescribed format

Manage recorded media and archive

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

PC9.   handle surveillance equipment (hardware/ software) in line with manufacturer's instructions and organizational procedure

PC10.   handle recorded media as per organizational procedure

PC11.   store and secure the recorded media as per organizational procedure

PC12.   share the recorded media with authorized person (s) on instructions from designated superior

PC13.   maintain security and confidentiality of recorded media

PC14.   maintain documentation pertaining to events and recorded media in the prescribed format

Respond to data and information request

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

PC15.   share the recorded media with authorized person(s) only on instructions from designated superior

PC16.   obtain clarifications and approval from designated superior before sharing data and information

PC17. retrieve recorded media from archives as per approved procedure

PC18. operate equipment/ take assistance from technical personnel to identify, isolate and copy footage from archives

PC19. hand over recorded media in accordance with organisational procedure

PC20. complete process-related documentation

PC21. maintain security and confidentiality

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant legislation/ regulations, organisational procedure with regard to installation and use of CCTV surveillance equipment in private security

KU2. various domain-specific deployments supported by CCTV surveillance equipment

KU3. basic functional and operating knowledge of CCTV surveillance equipment installed in the premises

KU4. capability and limitations of the CCTV surveillance equipment

KU5. common faults occurring in the CCTV surveillance equipment

KU6. procedure to deal with common faults/ malfunctions

KU7. communication protocol and back-up security processes in case of equipment break-down

KU8. documentation formats used in surveillance operations

KU9. layout of the premises and area of responsibility

KU10. routine in the premises and area of responsibility

KU11. organizational procedures and guidelines for dealing with security situations

KU12. limits of your role and responsibility

KU13. organizational procedure for the security of the control room, equipment and information

KU14. procedure for authorizing access to persons in the control room

KU15. communication protocol and contact details of designated superior/ concerned agencies

KU16. approved protocol for early warning communication and response followed in the organization

KU17. sources of evidence related to safety/ security incidents and importance of preserving them

KU18. layout and coverage of the CCTV system in the premises and area of responsibility Layout and Coverage of CCTV System: Monitoring Techniques, Recording of Footage, Records and Documents, Authorizations, Basic Operational Checks, Preventive Maintenance, Media Archive

KU19. the details of the deployment of physical security and patrols in the area of responsibility

KU20. types of suspicious activity, exceptions and breaches to safety and security that needs monitoring

KU21. possible threat/ risks in the premises and area of responsibility

KU22. types of threat/ risks that warrant immediate action

KU23. procedure for reporting requirement of preventive maintenance and repair

KU24. blind spots in the CCTV coverage

KU25. functioning of CCTV system

KU26. surveillance techniques and procedures for monitoring

KU27. reporting/ recording procedure and formats

KU28. functions, operating principles and limitations of the security and surveillance systems in use

KU29. modus perandi of criminals/ miscreants against life and property

Generic Skills (GS)

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

GS1. documentinstructionsandtasklists
TaskList:Teamcomposition,Detailsofvehicle(s)andconsignment,Route;alternateroutes;halts;trafficconditions,Contactdetailsofconcernedagencies,Timings,Threat/risksinvolved,Reportingprocedure

GS2. documentactivitiesinachronologicalorder

GS3. preparesecuritypasses

GS4. recordvisitorandvehiclearrivalanddeparture

GS5. writeatleastinonevernacularlanguage

GS6. readandassimilateorganizationalproceduresandinstructions,asapplicable

GS7. readidentitypapersandpasses

GS8. readsignagesandnotices

GS9. recognizebadgesofrank

GS10. speakclearlyandemphatically

GS11. comprehendinstructionsandaskrelevantqueries

GS12. giveclearinstructionstoco-workers,ifrequired

GS13. replytoqueriesfromvisitorsandguidethem

GS14. askquestionsfromvisitors

GS15. raisealarm/makeannouncement/speakoverphone/radio

GS16. takedecisionspertainingtosecurityandemergencysituationsendangering life&propertyandhealth&safety

GS17. reportontimeandtakebriefing

GS18. planandorganizeassignedtask

GS19. leaveguardpostoncerelieved

GS20. managerelationshipswithvisitorsandstakeholders

GS21. thinkthroughtheproblem,evaluatethepossiblesolution(s)andadoptabest possiblesolution(s)

GS22. identifypotentialriskandthreatsandtakesuitableactions

GS23. observepeople,activitiesandmovementskeenly

GS24. analyzeandevaluateinformationgatheredfromobservationandexperience, andtakeappropriateaction

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain operational performance of CCTV system	**8**	**8**	**-**	**-**
PC1. operate CCTV system in line with manufacturer's instructions and organizational procedures	1	1	-	-
PC2. ensure safety precautions and correct handling of equipment	1	1	-	-
PC3. carry out basic operational checks / inspection to confirm that the equipment is in operational use	1	1	-	-
PC4. report functioning/ malfunctioning to designated superior as per organizational procedure	1	1	-	-
PC5. secure the assigned equipment	1	1	-	-
PC6. respond to signals/ alarms from equipment as per organizational procedure	1	1	-	-
PC7. communicate system breakdown to designated superior so that back-up security process can be initiated	1	1	-	-
PC8. maintain records and media pertaining to operations in the prescribed format	1	1	-	-
Manage recorded media and archive	**9**	**6**	**-**	**-**
PC9. handle surveillance equipment (hardware/ software) in line with manufacturer's instructions and organizational procedure	1	1	-	-
PC10. handle recorded media as per organizational procedure	1	1	-	-
PC11. store and secure the recorded media as per organizational procedure	1	1	-	-
PC12. share the recorded media with authorized person (s) on instructions from designated superior	2	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. maintain security and confidentiality of recorded media	2	1	-	-
PC14. maintain documentation pertaining to events and recorded media in the prescribed format	2	1	-	-
Respond to data and information request	**8**	**6**	**-**	**-**
PC15. share the recorded media with authorized person(s) only on instructions from designated superior	1	1	-	-
PC16. obtain clarifications and approval from designated superior before sharing data and information	1	1	-	-
PC17. retrieve recorded media from archives as per approved procedure	1	1	-	-
PC18. operate equipment/ take assistance from technical personnel to identify, isolate and copy footage from archives	1	1	-	-
PC19. hand over recorded media in accordance with organisational procedure	1	1	-	-
PC20. complete process-related documentation	2	-	-	-
PC21. maintain security and confidentiality	1	1	-	-
NOS Total	**25**	**20**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7128
NOS Name	Maintain operational performance of CCTV system
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	31/03/2022
NSQC Clearance Date	09/04/2018

MEP/N7129: Observe health and safety while monitoring security operations

Description

This unit specifies Skills & Abilities required for monitoring of a security unit and its operations as per the specified standards.

Scope

This unit/task covers the following:

- Supervise security unit operations
- Optimal use of resources
- Deal with emergencies
- Carry out administration and welfare of personnel

Elements and 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

PC2.   keep emergency and escape routes free from obstructions and report violation

PC3.   wear personal safety gear and clothing as per organisational procedureDevices and Safety Gears: Sensors & alarms, communication equipment, firefighting equipment, personal safety gears, ladders, chutes, ropes and emergency lighting

PC4.   check violators of defined safety and security instructions and report violations

PC5.   report to superiors and emergency service organisations for assistance in the event of emergencies. Services and Organisations: Security team and sub-unit; police and emergency services

Maintain personal health, hygiene and habits

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

PC6.   undertake physical exercises and activities (commensurate with age)

PC7.   maintain personal hygiene and good habits

PC8.   refrain from alcohol, tobacco, drugs and other intoxicants

PC9.   guard against sexually transmitted diseases and HIV

PC10. take precautions against common ailments

Respond to fire accidents

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

PC11. identify and report fire hazards

PC12. carry out fire-fighting in line with organisational training and procedures

PC13. report fire incidents to superiors and emergency service organisations

PC14. participate in evacuation of casualty and premises

Deal with medical emergency

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

PC15. render first-aid

PC16. use available basic first-aid equipment

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizations procedure relating to safety in the workplace

KU2. details of emergency exit, alarm, signage and other safety equipment

KU3. reporting procedure for incidents and emergencies Reporting: Description of incident; time; date; place; casualties and action taken while Fire Accidents, Medical Emergencies, First-aid, Evacuation of Premises and Casualty

KU4. details of local emergency service

KU5. the requirements of maintaining physical fitness, personal hygiene and good habits

KU6. organizations procedure/ guidelines relating to fire safety

KU7. details of floor plans, emergency exits, alarm, signage and other fire-fighting equipment

KU8. reporting procedure for fire incidents

KU9. training and mock drills

KU10. details of emergency exit, alarm, signage and location of first-aid and evacuation equipment

KU11. reporting procedure in case of medical emergencies

KU12. contact details of local hospitals and ambulance services

KU13. types of risks and hazards Hazards and Risks: 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, Watching monitors for prolonged duration, Ergonomic issues at work, Improper use of safety gear and non-adherence to safety norms, Hygiene and sanitation

KU14. personal safety equipment and clothing to be used

KU15. identify signage and warning

KU16. importance of sound health, hygiene and good habits

KU17. ill-effects of alcohol, tobacco and drugs

KU18. the need to safeguard against sexually transmitted diseases and HIV

KU19. types of fire

KU20. causes of fire

KU21. fire alarms

KU22. types of fire-fighting equipment

KU23. fire-fighting procedure

KU24. first-aid

KU25. communicate effectively

Generic Skills (GS)

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

GS1. document instructions, itinerary and task lists

GS2. maintain documents and reports pertaining to security operations,emergency response, personnel and equipment

GS3. document activities and incidents in a chronological order

GS4. write letters/ memos, feedback and reports

GS5. use computers to generate Management Information System (MIS), emails and other reports

GS6. write in English and at least in one vernacular language proficiently

GS7. read and assimilate organizational procedures, site and security instructions, and correspondence, as applicable

GS8. read security registers, documents, feedback, reports and applications

GS9. speak clearly and emphatically

GS10. receive briefings and instructions from superiors and ask queries

GS11. brief and instruct subordinates and receive debriefings

GS12. reply to the queries from stakeholders

GS13. ask questions from visitors

GS14. raise alarm/ make announcements/ speak over phone/ radio

GS15. take decisions pertaining to security and emergency situations that endanger life, property, health and/or safety in order to avoid or reduce risks, loss and damage

GS16. plan activities in order to report on time for briefings and duty

GS17. plan and organize assigned task in order to perform it effectively and efficiently as per instructions

GS18. ensure guard post is not left until relieved from duty

GS19. work and communicate in a manner such that positive relationships are established with visitors and other stakeholders

GS20. state the problem and relevant considerations, list and evaluate the possible solution(s) and select a best possible solution(s) to achieve desired outcome

GS21. identify potential risk and threats and take suitable actions in order to reduce or mitigate these

GS22. observe people, activities and movements keenly to identify risks and threats

GS23. analyze and evaluate information gathered from observation and experience, to arrive at most plausible, and accurate interpretations and take appropriate action to reduce risks, loss or damage

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Contribute to maintaining a safe workplace	**10**	**10**	-	-
PC1. Carry out safety of workplace in line with organisational procedures	2	2	-	-
PC2. keep emergency and escape routes free from obstructions and report violation	2	2	-	-
PC3. wear personal safety gear and clothing as per organisational procedureDevices and Safety Gears: Sensors & alarms, communication equipment, firefighting equipment, personal safety gears, ladders, chutes, ropes and emergency lighting	2	2	-	-
PC4. check violators of defined safety and security instructions and report violations	2	2	-	-
PC5. report to superiors and emergency service organisations for assistance in the event of emergencies. Services and Organisations: Security team and sub-unit; police and emergency services	2	2	-	-
Maintain personal health, hygiene and habits	**12**	**10**	-	-
PC6. undertake physical exercises and activities (commensurate with age)	2	2	-	-
PC7. maintain personal hygiene and good habits	2	2	-	-
PC8. refrain from alcohol, tobacco, drugs and other intoxicants	2	2	-	-
PC9. guard against sexually transmitted diseases and HIV	3	2	-	-
PC10. take precautions against common ailments	3	2	-	-
Respond to fire accidents	**9**	**11**	-	-
PC11. identify and report fire hazards	3	2	-	-
PC12. carry out fire-fighting in line with organisational training and procedures	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. report fire incidents to superiors and emergency service organisations	2	3	-	-
PC14. participate in evacuation of casualty and premises	2	3	-	-
Deal with medical emergency	**4**	**4**	**-**	**-**
PC15. render first-aid	2	2	-	-
PC16. use available basic first-aid equipment	2	2	-	-
NOS Total	**35**	**35**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7129
NOS Name	Observe health and safety while monitoring security operations
Sector	Management
Sub-Sector	Security
Occupation	Private Security
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	27/03/2018
Next Review Date	31/03/2022
NSQC Clearance Date	09/04/2018

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.

2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.

4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(**Please note**: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
MEP/N7101.Perform security tasks in accordance with basic security practices	19	28	-	-	47	8
MEP/N7102.Conform to regulatory and legal requirements governing security tasks	25	15	-	-	40	3
MEP/N7109.Security in commercial deployments	16	25	-	-	41	8
MEP/N7110.Perform security tasks in industrial deployments	16	25	-	-	41	8
MEP/N7111.Project positive image of self and the organisation	24	35	-	-	59	8
MEP/N7126.Monitor a security unit	90	55	-	-	145	15
MEP/N7127.Supervise CCTV operations to secure premises	45	35	-	-	80	22
MEP/N7128.Maintain operational performance of CCTV system	25	20	-	-	45	20
MEP/N7129.Observe health and safety while monitoring security operations	35	35	-	-	70	8
Total	**295**	**273**	**-**	**-**	**568**	**100**

Acronyms

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

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) 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 (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.