Assignment Manager

QP Code: MEP/Q7203

Version: 1.0

NSQF Level: 6

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/Q7203: Assignment Manager

Brief Job Description

Assignment Managers carry out site-specific threats and risks assessment, plan and organize security, help clients in developing Standard Operating Procedures (SOP) and site instructions. They are responsible for development of a security plan and deployment of manpower and equipment for executing a security plan. Assignment Managers assess the efficacy of security units guarding operations, training standards and preparedness to deal with emergencies through security officers. Planning, training, deployment, administration, documentation, reporting and liaison are some of the important tasks of assistant managers.

Personal Attributes

An Assignment Manager should be intelligent, educated, experienced and capable of handling security operations at site(s). He should possess good communication skills and be able to liaise effectively with the clients and stakeholders. He should establish effective communication channel with site(s) in-charge to monitor security operations.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. MEP/N7213: Conform to legal requirements while undertaking security operations

2. MEP/N7214: Manage the operations of security unit

3. MEP/N7215: Organise training of multiple security unit

4. MEP/N7216: Administer multiple security units

5. MEP/N7217: Manage security operations of units in different deployment contexts

6. MEP/N7218: Deal with emergencies and security incidents involving security units.

7. MEP/N7219: Occupational health and safety at workplaces

8. MEP/N7220: Maintain effective communication with stakeholders

9. MEP/N7221: Plan and manage operations of security units at multiple sites

Qualification Pack (QP) Parameters

Sector	Management

Sub-Sector	Security
Occupation	Personal Security
Country	India
NSQF Level	6
Credits	NA
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5414.0102
Minimum Educational Qualification & Experience	Graduate with 3-5 Years of experience as Security Officer and MEPSC certified Security Officerâ€™s course
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	250 hours of training on under mentioned subjects
Minimum Job Entry Age	28 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/00979
NQR Version	1.0

MEP/N7213: Conform to legal requirements while undertaking security operations

Description

Conform to legal requirements while undertaking security operations

Elements and Performance Criteria

Conform to legal requirements while undertaking security operations

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

PC1. comply with legal provisions as applicable to security operations

PC2. obtain clarifications in case of doubt

PC3. take cognizance of offences and report to superiors/police

PC4. assist client in lodging complaint and FIR

PC5. cordon off place of incident/accident

PC6. preserve evidence, if possible

PC7. report and record details of security incident/accident accurately

PC8. co-operate in investigations

PC9. give evidence in court, if required by law

PC10. sensitize subordinates on legal provisions affecting their roleLegal Provisions: The Indian Penal Code, 1860: General Exceptions (Sections 76, 79 81, 87 89 and 91 - 95), Of the Right to Private Defence (Sections 96 106), ImportantProperty & Bodily Offenses and their Punishments, Cognisable and Noncognisable OffensesThe Code of Criminal Procedure, 1973: Aid to Magistrate and Police (Sections 37 40), Public to Inform on Certain Offences (Section 39), Arrest by PrivatePerson and Procedure on such Arrest (Section 43), No Unnecessary Restraint (Section 49), Power to Seize Offensive Weapons (Section 52), Lodging ofComplaint and First Information Report (FIR) with Police, Summons and WarrantsSpecial and Local Laws: The Arms Act, 1959: Power to demand production of license, etc. (Section 19), Arrest of persons conveying arms under suspicious circumstances (Section 20), Deposit of arms, etc. on possession on ceasing to be lawful (Section 21), Seizure and detention under orders of the Central Government (Section 24), Offencesand penalties (Sections 25-33)Explosive Act, 1884 and The Explosive Substances Act, 1908:The Private Security Agencies Regulation Act (PSARA) 2005: Para 4 Verification, Para 5 Security training, Para 6 Physical standards, Para 15Photo identity card, Para 16 Miscellaneous Private Security Agencies Regulation Rules: Rules concerning security training;educational qualifications; physical standards of security personnel Relevant provisions of Acts: Concerning Human Rights, minimum wages,equal remuneration, payment of wages, bonus, gratuity, employees provident fund, employees state insurance, prevention of child labour,prevention of sexual harassment of women at workplace and juvenile justice act

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. responsibilities and limitations of the assigned role

KU2. personnel to be contacted for necessary clarifications

KU3. procedures to be followed in situations having legal implications

KU4. communication protocol for reporting incidents to client and police

KU5. legal aspects of private security functions

KU6. difference between legal and illegal actions

KU7. reporting and recording of events

KU8. procedure for co-operating with investigations

KU9. cordoning off area of incident and preservation of evidence

Generic Skills (GS)

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

GS1. document instructions and tasks

GS2. document activities/reports in a chronological order

GS3. document occurrence book and fire report

GS4. write duty register and leave register

GS5. prepare shift schedule

GS6. prepare work permits - hot/cold permits

GS7. operate basic computer applications

GS8. document operations in control room

GS9. write in English and at least in one vernacular language Reading Skills

GS10. user manuals and operating instructions of equipments and machinery

GS11. read signages and notices

GS12. read standing orders and standing instructions Oral Communication (Listening and Speaking skills)

GS13. raise alarm/make announcement/speak over phone/radio

GS14. receive fire emergency call

GS15. speak clearly and coherently

GS16. comprehend instructions and ask relevant queries

GS17. give clear instructions to co-workers

GS18. instruct and guide people at the premises

GS19. interact with other fire and emergency service

GS20. assess and decide level of emergencies endangering life and property

GS21. select proper equipment and extinguishing mediums to control and isolate

GS22. size, assess and resize a situation

GS23. undertake ventilation of flame, heat and smoke

GS24. undertake salvage Plan and Organize

GS25. plan timely reporting and briefing

GS26. plan and organize assigned duties, training and maintenance schedule

GS27. brief the reliever Customer Centricity

GS28. manage relationships with all stakeholders

GS29. debrief seniors and stakeholders after tackling emergency situation

GS30. prepare fire report in chronological order

GS31. replace/replenish used fire equipment/material Problem Solving

GS32. think through an emergency situation, evaluate the possible option(s) and adopt a best possible approach to minimize/eliminate risk/emergency Analytical Thinking

GS33. analyse potential risk and threats and take suitable actions Critical Thinking

GS34. recognize and identify risk/emergency and make preliminary decisions to perform corrective actions

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Conform to legal requirements while undertaking security operations	**21**	**9**	**-**	**-**
PC1. comply with legal provisions as applicable to security operations	2	1	-	-
PC2. obtain clarifications in case of doubt	2	1	-	-
PC3. take cognizance of offences and report to superiors/police	3	-	-	-
PC4. assist client in lodging complaint and FIR	2	1	-	-
PC5. cordon off place of incident/accident	2	1	-	-
PC6. preserve evidence, if possible	2	1	-	-
PC7. report and record details of security incident/accident accurately	2	1	-	-
PC8. co-operate in investigations	2	1	-	-
PC9. give evidence in court, if required by law	2	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. sensitize subordinates on legal provisions affecting their roleLegal Provisions: The Indian Penal Code, 1860: General Exceptions (Sections 76, 79 81, 87 89 and 91 - 95), Of the Right to Private Defence (Sections 96 106), ImportantProperty & Bodily Offenses and their Punishments, Cognisable and Noncognisable OffensesThe Code of Criminal Procedure, 1973: Aid to Magistrate and Police (Sections 37 40), Public to Inform on Certain Offences (Section 39), Arrest by PrivatePerson and Procedure on such Arrest (Section 43), No Unnecessary Restraint (Section 49), Power to Seize Offensive Weapons (Section 52), Lodging ofComplaint and First Information Report (FIR) with Police, Summons and WarrantsSpecial and Local Laws: The Arms Act, 1959: Power to demand production of license, etc. (Section 19), Arrest of persons conveying arms under suspicious circumstances (Section 20), Deposit of arms, etc. on possession on ceasing to be lawful (Section 21), Seizure and detention under orders of the Central Government (Section 24), Offencesand penalties (Sections 25-33)Explosive Act, 1884 and The Explosive Substances Act, 1908:The Private Security Agencies Regulation Act (PSARA) 2005: Para 4 Verification, Para 5 Security training, Para 6 Physical standards, Para 15Photo identity card, Para 16 Miscellaneous Private Security Agencies Regulation Rules: Rules concerning security training;educational qualifications; physical standards of security personnel Relevant provisions of Acts: Concerning Human Rights, minimum wages,equal remuneration, payment of wages, bonus, gratuity, employees provident fund, employees state insurance, prevention of child labour,prevention of sexual harassment of women at workplace and juvenile justice act	2	1	-	-
NOS Total	**21**	**9**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7213
NOS Name	Conform to legal requirements while undertaking 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

MEP/N7214: Manage the operations of security unit

Description

Manage the operations of security units

Scope

This unit/task covers the following:

- Prepare for managing the operations
- Manage resources of a security unit
- Organize guarding operations
- Control entry to and exit from premises
- Control screening and search operations
- Organise traffic control and parking

Elements and Performance Criteria

Prepare for managing the operations

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

PC1. comply with organisational procedures related to security operationsSecurity Operations: Access control, screening & search, escort, duties by unarmed & armed security guards and personal security officers (PSO), observation & surveillance, control room operations, traffic control, parking management, information gathering, key-control, dealing with emergencies, investigations, security equipment operation, documentation and reporting

PC2. plan operations as per site instructions and availability of resourcesSite Instructions: Instructions covering the details of deployment and operations at a particular site

PC3. deploy personnel and resources in an efficient and economical manner

PC4. review functioning of teams and shifts and carry out improvements

PC5. assess training and performance standards of security unitTraining Requirements: Training required for security unit members

PC6. check and report functioning of provided security equipmentSecurity Equipment: Equipment to facilitate access control, search and screening, parking, surveillance and smoke & fire detection

PC7. check and report functioning of personal protection equipment

PC8. initiate actions to have faulty equipment rectified

PC9. organise security operations manually in the event of equipment malfunction

PC10. carry out periodic/surprise inspections and checksChecks and Inspections: Periodic and surprise checks and inspections

PC11. communicate effectively with team members and stakeholders

PC12. take report and feedback from team members

PC13. coordinate, organize, train and rehearse emergency response teams (ERT)

PC14. respond to emergencies and irregular situationsEmergencies and Emergency Response: Response to emergencies by security unit members

PC15. take preventive actions and call for assistance to control irregular situations

PC16. maintain personal safety and safety of team members and stakeholders

PC17. maintain documents and reports

PC18. listen to grievances of team members and resolve problems

PC19. report to designated superior(s)

Manage resources of a security unit

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

PC20. plan and organize required personnel and equipment as per site instructions

PC21. assess and report suitability of provided personnel and equipment

PC22. carry out adjustments in deployment to cover deficiency of personnel and equipment

PC23. record and report status and issues related to personnel and equipment

Organize guarding operations

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

PC24. organise security and guarding operations against likely threats and risksThreats and Risks: Situations arising from crimes, incidents, accidents, emergencies, crowd/mob control, aggressive behaviour and other natural or manmade causes

PC25. organise briefing of guards and supervisors between the shifts

PC26. carry out periodic review of the deployment and operations

PC27. control functioning and operations of CCTV control room, if provided

PC28. follow the laid down procedure of key control

PC29. institute a system of supervision, periodic/surprise checks/inspections and reporting

PC30. prepare, issue and monitor patrolling plan

PC31. debrief guards/patrols/supervisors after the tasks

PC32. take feedback

PC33. deal with lost and found property

Control entry to and exit from premises

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

PC34. identify likely threats and risks to premises from outside

PC35. summarize access control procedure and functioning of the equipment in use

PC36. train team members in operation of the equipment

PC37. brief team members regarding people/vehicles/material authorized to enter/leave premises

PC38. identify papers, passes, permission and documentation to facilitate entry and exit of people/vehicles/material to and from the premises

PC39. organise receipt of postal mail and couriers, if assigned

Control screening and search operations

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

PC40. identify procedure of screening and search operations and the functioning of equipment in use

PC41. train team members in operation of the equipment

PC42. sensitize subordinates to respect persons right to dignity, privacy and gender/religious/cultural sensitivitySensitivities: Religious, cultural, privacy, gender and status

PC43. deal with persons and vehicles violating laid down procedures

PC44. identify presence of prohibited/unauthorised items

PC45. segregate material containing prohibited/unauthorised items

Organise traffic control and parking

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

PC46. identify procedures for traffic control, parking and operation of the equipment in use

PC47. train team members in operation of the equipment

PC48. ensure vehicular traffic in the premises is regulated

PC49. organise parking operations

PC50. deal with irregular situations

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. procedures and site instructions related to security operations

KU2. reporting procedures

KU3. category of authorized people/people debarred entry

KU4. types of identity/authorisation documents in use

KU5. areas within the premises having restricted/controlled entry

KU6. details of unauthorised/prohibited items

KU7. action to be taken in case of recovery of unauthorised/prohibited items

KU8. procedure for receipt of postal mail and couriers

KU9. action to be taken in case of delivery of a suspicious package

KU10. method of securing and storing letters and packages

KU11. methods and techniques adopted by miscreants to defeat security measures and equipment

KU12. knowledge of security equipment installed in the premises

KU13. capability and limitations of the security equipment in use

KU14. understanding of signals emanating from equipment

KU15. common faults occurring in the equipment

KU16. procedure for carrying out operations manually, in case of equipment failure

KU17. indications regarding suspicious packages

KU18. items that cannot be put through screening and search equipment

KU19. procedure for vehicle search

KU20. personal protective gear required for security operations

KU21. layout of the parking areas and traffic plan in the premises

KU22. suitability of prevailing conditions for parking

KU23. traffic signals, signage and markings

KU24. category of vehicles

KU25. untoward situations faced during security operations

KU26. procedure for dealing with untoward situations

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 operations, training, administration and emergency situations

GS16. plan security operations as per site instructions and resources available

GS17. assess and assign tasks to teams and individuals

GS18. conduct training, rehearsals and mock drills

GS19. manage relationships with stakeholders and visitors

GS20. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s)

GS21. handle disruption in security operations

GS22. anticipate and identify potential risk and threats and take suitable action

GS23. observe people, activities and movements keenly

GS24. analyze and evaluate a situation and available information to take appropriate action

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Prepare for managing the operations	**38**	**19**	**-**	**-**
PC1. comply with organisational procedures related to security operationsSecurity Operations: Access control, screening & search, escort, duties by unarmed & armed security guards and personal security officers (PSO), observation & surveillance, control room operations, traffic control, parking management, information gathering, key-control, dealing with emergencies, investigations, security equipment operation, documentation and reporting	2	1	-	-
PC2. plan operations as per site instructions and availability of resourcesSite Instructions: Instructions covering the details of deployment and operations at a particular site	2	1	-	-
PC3. deploy personnel and resources in an efficient and economical manner	2	1	-	-
PC4. review functioning of teams and shifts and carry out improvements	2	1	-	-
PC5. assess training and performance standards of security unitTraining Requirements: Training required for security unit members	2	1	-	-
PC6. check and report functioning of provided security equipmentSecurity Equipment: Equipment to facilitate access control, search and screening, parking, surveillance and smoke & fire detection	2	1	-	-
PC7. check and report functioning of personal protection equipment	2	1	-	-
PC8. initiate actions to have faulty equipment rectified	2	1	-	-
PC9. organise security operations manually in the event of equipment malfunction	2	1	-	-
PC10. carry out periodic/surprise inspections and checksChecks and Inspections: Periodic and surprise checks and inspections	2	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. communicate effectively with team members and stakeholders	2	1	-	-
PC12. take report and feedback from team members	2	1	-	-
PC13. coordinate, organize, train and rehearse emergency response teams (ERT)	2	1	-	-
PC14. respond to emergencies and irregular situationsEmergencies and Emergency Response: Response to emergencies by security unit members	2	1	-	-
PC15. take preventive actions and call for assistance to control irregular situations	2	1	-	-
PC16. maintain personal safety and safety of team members and stakeholders	2	1	-	-
PC17. maintain documents and reports	2	1	-	-
PC18. listen to grievances of team members and resolve problems	2	1	-	-
PC19. report to designated superior(s)	2	1	-	-
Manage resources of a security unit	**8**	**4**	**-**	**-**
PC20. plan and organize required personnel and equipment as per site instructions	2	1	-	-
PC21. assess and report suitability of provided personnel and equipment	2	1	-	-
PC22. carry out adjustments in deployment to cover deficiency of personnel and equipment	2	1	-	-
PC23. record and report status and issues related to personnel and equipment	2	1	-	-
Organize guarding operations	**12**	**10**	**-**	**-**
PC24. organise security and guarding operations against likely threats and risksThreats and Risks: Situations arising from crimes, incidents, accidents, emergencies, crowd/mob control, aggressive behaviour and other natural or manmade causes	2	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. organise briefing of guards and supervisors between the shifts	2	1	-	-
PC26. carry out periodic review of the deployment and operations	1	1	-	-
PC27. control functioning and operations of CCTV control room, if provided	1	1	-	-
PC28. follow the laid down procedure of key control	1	1	-	-
PC29. institute a system of supervision, periodic/surprise checks/inspections and reporting	1	1	-	-
PC30. prepare, issue and monitor patrolling plan	1	1	-	-
PC31. debrief guards/patrols/supervisors after the tasks	1	1	-	-
PC32. take feedback	1	1	-	-
PC33. deal with lost and found property	1	1	-	-
Control entry to and exit from premises	**6**	**6**	**-**	**-**
PC34. identify likely threats and risks to premises from outside	1	1	-	-
PC35. summarize access control procedure and functioning of the equipment in use	1	1	-	-
PC36. train team members in operation of the equipment	1	1	-	-
PC37. brief team members regarding people/vehicles/material authorized to enter/leave premises	1	1	-	-
PC38. identify papers, passes, permission and documentation to facilitate entry and exit of people/vehicles/material to and from the premises	1	1	-	-
PC39. organise receipt of postal mail and couriers, if assigned	1	1	-	-
Control screening and search operations	**6**	**6**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC40. identify procedure of screening and search operations and the functioning of equipment in use	1	1	-	-
PC41. train team members in operation of the equipment	1	1	-	-
PC42. sensitize subordinates to respect persons right to dignity, privacy and gender/religious/cultural sensitivitySensitivities: Religious, cultural, privacy, gender and status	1	1	-	-
PC43. deal with persons and vehicles violating laid down procedures	1	1	-	-
PC44. identify presence of prohibited/unauthorised items	1	1	-	-
PC45. segregate material containing prohibited/unauthorised items	1	1	-	-
Organise traffic control and parking	**5**	**5**	**-**	**-**
PC46. identify procedures for traffic control, parking and operation of the equipment in use	1	1	-	-
PC47. train team members in operation of the equipment	1	1	-	-
PC48. ensure vehicular traffic in the premises is regulated	1	1	-	-
PC49. organise parking operations	1	1	-	-
PC50. deal with irregular situations	1	1	-	-
NOS Total	**75**	**50**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7214
NOS Name	Manage the operations of security unit
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

MEP/N7215: Organise training of multiple security unit

Description

Organise training of multiple security units

Scope

This unit/ task covers the following:

- Assess the training requirements
- Organise training for security unit
- Organise training for stakeholders

Elements and Performance Criteria

Assess the training requirements

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

PC1. identify relevant legislation/ regulations, organizational requirements relating to standards of training in the Private Security Sector (PSS)

PC2. assess site-specific training requirements for security personnel and stakeholdersTraining Requirements: Pre-induction training, on-the-job training (OJT), specialized training, training on security equipment(s), assessment of training standards, formation of emergency response teams (ERT), training of stakeholders, holding of mock-drill and rehearsals, training aids and simulators and documentation

PC3. assess the standards of training of security unit personnel

PC4. report to superiors on existing training standards and additional training required

PC5. assess time required for conduct of training

PC6. decide on learning objectives of the training

PC7. maintain environmental and situational awareness to upgrade training standards

Organise training for security unit

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

PC8. decide on the type and method of training keeping in view availability of time and resources

PC9. chalk out training programme(s)

PC10. arrange for required trainers and training infrastructureTraining Infrastructure: Training areas, trainers, curriculum/ course content, classrooms, equipment, aids and simulators

PC11. brief security unit on training schedule

PC12. carry out/ facilitate pre-induction training

PC13. carry out/ facilitate on-the-job training

PC14. train team members in the operation of security and communication equipment

PC15. carry out routine checks to assess training efficacy

PC16. conduct mock-drills/ rehearsals for security unit as per site instructions

PC17. assess and report on standards of training and performance

PC18. carry out training related documentationDocuments: Muster roll, personal training state, attendance sheet, training and rehearsal register

PC19. enforce organisation's standards of grooming, conduct and behaviour

PC20. motivate security team through personal example and involvement

Organise training for stakeholders

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

PC21. organise stakeholders into emergency response teams (ERT)

PC22. decide on the type and method of training to be imparted

PC23. chalk out training programme(s)

PC24. arrange for required trainers and training infrastructure

PC25. brief stakeholders on training schedule

PC26. carry out/ facilitate training

PC27. carry out routine assessment of training efficacy

PC28. conduct mock-drills/ rehearsals as per site instructions

PC29. record and report the standards of preparedness and response of stakeholders/ ERTsStakeholders: Principal employer, superior(s), own management, security unit personnel, visitors and tenants/ residents

PC30. encourage stakeholders participation through personal example and involvement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant legislation/ regulations, organizational guidelines on training

KU2. desired standards of training and response from security unit personnel and stakeholders

KU3. training documentation formats

KU4. reporting procedure

KU5. organizations training infrastructure and capability

KU6. leadership and management fundamentals

KU7. organizational protocol for pre-induction and on-the-job training

KU8. management information system

KU9. performance management system

KU10. accounting and issue procedure for training stores, material and equipment

KU11. methods of training security personnel and stakeholders

KU12. assessment of training standards of personnel and stakeholders

KU13. learning objectives of the training

KU14. requirement of trainers and training infrastructure

KU15. conduct of assessment

KU16. conduct of mock-drills and rehearsals

KU17. training documentation

KU18. basic operating knowledge of computers

Generic Skills (GS)

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

GS1. document instructions, itinerary and task lists

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

GS3. document activities and incidents in a chronological order

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 operations, training, administration and emergency situations

GS16. plan security operations as per site instructions and resources available

GS17. assess and assign tasks to teams and individuals

GS18. conduct training, rehearsals and mock drills

GS19. manage relationships with stakeholders and visitors

GS20. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s)

GS21. handle disruption in security operations

GS22. anticipate and identify potential risk and threats and take suitable action

GS23. observe people, activities and movements keenly

GS24. analyze and evaluate a situation and available information to take appropriate action

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Assess the training requirements	**7**	**7**	**-**	**-**
PC1. identify relevant legislation/ regulations, organizational requirements relating to standards of training in the Private Security Sector (PSS)	1	1	-	-
PC2. assess site-specific training requirements for security personnel and stakeholdersTraining Requirements: Pre-induction training, on-the-job training (OJT), specialized training, training on security equipment(s), assessment of training standards, formation of emergency response teams (ERT), training of stakeholders, holding of mock-drill and rehearsals, training aids and simulators and documentation	1	1	-	-
PC3. assess the standards of training of security unit personnel	1	1	-	-
PC4. report to superiors on existing training standards and additional training required	1	1	-	-
PC5. assess time required for conduct of training	1	1	-	-
PC6. decide on learning objectives of the training	1	1	-	-
PC7. maintain environmental and situational awareness to upgrade training standards	1	1	-	-
Organise training for security unit	**13**	**13**	**-**	**-**
PC8. decide on the type and method of training keeping in view availability of time and resources	1	1	-	-
PC9. chalk out training programme(s)	1	1	-	-
PC10. arrange for required trainers and training infrastructureTraining Infrastructure: Training areas, trainers, curriculum/ course content, classrooms, equipment, aids and simulators	1	1	-	-
PC11. brief security unit on training schedule	1	1	-	-
PC12. carry out/ facilitate pre-induction training	1	1	-	-
PC13. carry out/ facilitate on-the-job training	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. train team members in the operation of security and communication equipment	1	1	-	-
PC15. carry out routine checks to assess training efficacy	1	1	-	-
PC16. conduct mock-drills/ rehearsals for security unit as per site instructions	1	1	-	-
PC17. assess and report on standards of training and performance	1	1	-	-
PC18. carry out training related documentationDocuments: Muster roll, personal training state, attendance sheet, training and rehearsal register	1	1	-	-
PC19. enforce organisation's standards of grooming, conduct and behaviour	1	1	-	-
PC20. motivate security team through personal example and involvement	1	1	-	-
Organise training for stakeholders	**16**	**4**	**-**	**-**
PC21. organise stakeholders into emergency response teams (ERT)	2	-	-	-
PC22. decide on the type and method of training to be imparted	2	-	-	-
PC23. chalk out training programme(s)	2	-	-	-
PC24. arrange for required trainers and training infrastructure	2	-	-	-
PC25. brief stakeholders on training schedule	2	-	-	-
PC26. carry out/ facilitate training	2	-	-	-
PC27. carry out routine assessment of training efficacy	1	1	-	-
PC28. conduct mock-drills/ rehearsals as per site instructions	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC29. record and report the standards of preparedness and response of stakeholders/ ERTsStakeholders: Principal employer, superior(s), own management, security unit personnel, visitors and tenants/ residents	1	1	-	-
PC30. encourage stakeholders participation through personal example and involvement	1	1	-	-
NOS Total	**36**	**24**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7215
NOS Name	Organise training of multiple security unit
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

MEP/N7216: Administer multiple security units

Description

Administer multiple security units

Scope

This unit/ task covers the following:

- Implement security unit processes
- Administer a security unit

Elements and Performance Criteria

Implement security unit processes

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

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

PC2. assess site-specific administrative requirementsAdministrative Requirements: Accommodation, transportation, food, medical, hygiene & sanitation, support staff, shift timings, working hours, rest, leave, entitlement of salary/ allowances, payment to staff, documentation, addressing grievances, welfare, security of female guards and handling of petty cash

PC3. inform superiors about the requirements

PC4. issue identity cards to team members

PC5. inform superior about complaints/ suggestion received from principal employer

PC6. interact with team members frequently

PC7. resolve grievances of staff

PC8. maintain confidentiality of information

PC9. receive/ issue/ account for stores meant for security unit

PC10. prepare attendance sheet, overtime details and MIS reports

PC11. oversee documentation of new entrants/ those leaving the siteDocuments: Muster roll, attendance sheet, pay roll, site assignment document, individuals verification & identification documents, personnel movement control documents, duty roster, leave & absence register, medical register

PC12. handle and account for petty cash

PC13. pursue pending issues of security unit and agency with principal employer

Administer a security unit

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

PC14. identify and address important administrative concerns

PC15. arrange for accommodation, transportation and food for the unit

PC16. issue uniforms and accoutrements to the unit

PC17. enforce dress code

PC18. maintain discipline

PC19. liaise with own agency/ principal employer to resolve issues

PC20. ensure privacy and personal safety of the unit, especially of female staff

PC21. motivate team through personal example and concern

PC22. be impartial in dealings

PC23. assess performance and standards of team members

PC24. counsel team members on their performance and conduct

PC25. recommend deserving personnel for promotion and rewards

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the site instruction

KU2. details of personnel and equipment required

KU3. channel of reporting and communication with stakeholdersStakeholders: Principal employer, superior, own management, subordinates, visitors and residents/tenants

KU4. contact details of stakeholders, superiors and team members

KU5. documentation formats

KU6. reporting procedure

KU7. organizational standards on grooming, conduct, behaviour and performance

KU8. leadership and management fundamentalsLeadership: Administration, discipline, motivation, impartiality, punctuality, concern for subordinates, welfare and leading by example

KU9. organizational protocol for resolution of concerns/ grievances

KU10. management information system

KU11. performance management system

KU12. compensation management

KU13. accounting and issue procedure for stores, material and equipment

KU14. procedure for organizing administration in assigned premises

KU15. suitability of provided personnel and equipment

KU16. roles and responsibility of team members

KU17. communication channel and formats

KU18. basic operating knowledge of computers

Generic Skills (GS)

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

GS1. document instructions, itinerary and task lists

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

GS3. document activities and incidents in a chronological order

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 operations, training, administration and emergency situations

GS16. plan security operations as per site instructions and resources available

GS17. assess and assign tasks to teams and individuals

GS18. conduct training, rehearsals and mock drills

GS19. manage relationships with stakeholders and visitors

GS20. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s)

GS21. handle disruption in security operations

GS22. anticipate and identify potential risk and threats and take suitable action

GS23. observe people, activities and movements keenly

GS24. analyze and evaluate a situation and available information to take appropriate action

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Implement security unit processes	**30**	**14**	**-**	**-**
PC1. commence operations at a new or existing site, as per site instructions	2	1	-	-
PC2. assess site-specific administrative requirementsAdministrative Requirements: Accommodation, transportation, food, medical, hygiene & sanitation, support staff, shift timings, working hours, rest, leave, entitlement of salary/ allowances, payment to staff, documentation, addressing grievances, welfare, security of female guards and handling of petty cash	2	1	-	-
PC3. inform superiors about the requirements	2	1	-	-
PC4. issue identity cards to team members	2	1	-	-
PC5. inform superior about complaints/ suggestion received from principal employer	2	1	-	-
PC6. interact with team members frequently	2	1	-	-
PC7. resolve grievances of staff	2	1	-	-
PC8. maintain confidentiality of information	2	1	-	-
PC9. receive/ issue/ account for stores meant for security unit	2	1	-	-
PC10. prepare attendance sheet, overtime details and MIS reports	3	1	-	-
PC11. oversee documentation of new entrants/ those leaving the siteDocuments: Muster roll, attendance sheet, pay roll, site assignment document, individuals verification & identification documents, personnel movement control documents, duty roster, leave & absence register, medical register	3	1	-	-
PC12. handle and account for petty cash	3	1	-	-
PC13. pursue pending issues of security unit and agency with principal employer	3	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Administer a security unit	**20**	**21**	-	-
PC14. identify and address important administrative concerns	2	2	-	-
PC15. arrange for accommodation, transportation and food for the unit	2	2	-	-
PC16. issue uniforms and accoutrements to the unit	2	2	-	-
PC17. enforce dress code	1	2	-	-
PC18. maintain discipline	1	2	-	-
PC19. liaise with own agency/ principal employer to resolve issues	1	2	-	-
PC20. ensure privacy and personal safety of the unit, especially of female staff	1	2	-	-
PC21. motivate team through personal example and concern	2	2	-	-
PC22. be impartial in dealings	2	2	-	-
PC23. assess performance and standards of team members	2	1	-	-
PC24. counsel team members on their performance and conduct	2	1	-	-
PC25. recommend deserving personnel for promotion and rewards	2	1	-	-
NOS Total	**50**	**35**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7216
NOS Name	Administer multiple security units
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

MEP/N7217: Manage security operations of units in different deployment contexts

Description

Manage security operations of units in different deployment contexts.

Scope

This unit/ task covers the following:

- Manage security in different deployment contexts
- knowledge & use of appropriate symbols

Elements and Performance Criteria

Manage security in different deployment contexts

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

PC1. manage security operations as per organisations procedures and site instructions

PC2. assess and lay down plans for addressing site/domain-specific threats and risksThreats and Risks: Crime and non-crime, Terror, Accidents and incidents, Medical emergency, Unrest and disruptions, Fire accidents, Natural & manmade hazards and disasters

PC3. assess deployment-specific training requirements for personnelDeployment contexts: Commercial deployments, Industrial deployments

PC4. provide pre-induction/ on-the-job training to the security unit

PC5. deploy personnel and equipment as per site instruction

PC6. employ armed security guards and personal security officers

PC7. brief the unit and appointments on their assigned tasks

PC8. assess and communicate any bomb threat calls received through emails, letters and telephone calls to management and other agencies

PC9. prepare to execute contingency plans for effective situational response to bomb threat calls

PC10. assist and coordinate with police and bomb search and disposal squads

PC11. execute evacuation of premises, if required

PC12. control response of the security unit to other domain-specific risks and threats

PC13. handle other emergencies effectively

PC14. carry out routine/ surprise checks and inspections

PC15. communicate effectively with stakeholders

PC16. report and record details related to security operations

PC17. review efficacy of security plan and performance of security unit periodically

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. deployment-specific details

KU2. security procedures, contingency plans and site instructions

KU3. organizing pre-induction and on-the-job training

KU4. requirement of formation of ERT

KU5. reporting procedure

KU6. likely risks and threats specific to premises and operation

KU7. types of bombs and improvised explosive devices

KU8. situational response to specific threats

KU9. coordination with other agencies

KU10. deployment of man power and equipment as per plan

KU11. operation of security equipment in use

KU12. reporting and recording formats

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. write letters/ memos, feedback and reports

GS4. write in English and at least in one vernacular language proficiently

GS5. read and assimilate organizational procedures, site and security instructions and correspondence, as applicable

GS6. read security registers, documents, feedback, reports and applications

GS7. speak clearly and emphatically

GS8. receive briefings and instructions from superiors and ask queries

GS9. reply to the queries from stakeholders

GS10. ask questions from visitors

GS11. raise alarm/ make announcements/ speak over phone/ radio

GS12. take decisions pertaining to security operations, training, administration and emergency situations

GS13. plan security operations as per site instructions and resources available

GS14. assess and assign tasks to teams and individuals

GS15. conduct training, rehearsals and mock drills

GS16. manage relationships with stakeholders and visitors

GS17. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s)

GS18. handle disruption in security operations

GS19. anticipate and identify potential risk and threats and take suitable actions

GS20. observe people, activities and movements keenly

GS21. analyze and evaluate a situation and available information to take appropriate action

GS22. analyzeandevaluateinformationgatheredfromobservationandexperience, andtakeappropriateaction

Assessment Criteria

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

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

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7217
NOS Name	Manage security operations of units in different deployment contexts
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

MEP/N7218: Deal with emergencies and security incidents involving security units.

Description

Deal with emergencies and security incidents involving security units.

Scope

This unit/ task covers the following:

- Deal with emergencies and security incidents at different sites

Elements and Performance Criteria

Deal with emergencies and security incidents at different sites

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

PC1. follow organisational procedures while responding to emergencies and security incidentsSecurity Incidents: Crime, aggressive behaviour, mob violence, vandalism, arson and industrial unrest

PC2. review organizational procedure periodicallyProcedures: Laid down SOPs for dealing with accidents, emergency or untoward security situation

PC3. train and prepare security unit to respond to emergencies and security incidents

PC4. take appropriate actionAppropriate Actions: Respond with equipment/ aid at hand, Request for qualified assistance, Evacuate people; isolate area; inform and brief relevant authorities and maintain order, Maintain safety of self and others

PC5. identify and investigate causes of alarmsAlarm and Sensors: Against intrusion & forced entry, for heat, smoke & fire, SOS from residents, medical emergencies, elevator/ escalator crisis, gas leak, electrical short circuit, other alarms from building management system, environmental hazards, and CCTV

PC6. communicate information and seek assistance

PC7. ensure health and safety while responding to risks and threats

PC8. issue clear instructions to security unit in the event of emergencies

PC9. protect casualties and affected people from further risk

PC10. evacuate premises to a safe location, as per plan

PC11. retrieve property and valuables

PC12. cordon off the area and preserve evidence

PC13. participate in post-incident process of identifying victims, witnesses and suspects

PC14. record and report incident-related details

PC15. participate in investigation process

PC16. sensitize security unit on findings of the investigation

PC17. maintain the security and confidentiality of information

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1.   organizational procedure for responding to emergencies

KU2.   role and responsibilities of the security unit

KU3.   training format and frequency for security personnel and other stakeholders

KU4.   details of superior and concerned agencies

KU5.   procedure for reporting emergencies and security incidents to stakeholders and concerned agencies

KU6.   procedure for in-house investigation into the incident

KU7.   procedure for preservation of evidence

KU8.   site-specific threats/risks

KU9.   site-specific personal protective equipment to be used

KU10.   actions and procedure to be followed on alarm activationAlarm Activations: Forced entry, environmental, criminal activity, user error, false alarm, systems failure, heat, fire, fumes, smoke and gas leak

KU11.   procedure for dealing with accidents and emergenciesAccidents and Emergencies: Involving vehicles, machines, elevators/ escalators, buildings, chemicals, fires, blast, electricity, water, animal, medical and other manmade or natural causes

KU12.   importance of maintaining safety and security of self and others while dealing with security incidents

KU13.   casualty handling and evacuation of premises

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

GS6.   read and assimilate organizational procedures, site and security instructions and correspondence, as applicable

GS7.   read security registers, documents, feedback, reports and applications

GS8.   speak clearly and emphatically

GS9.   receive briefings and instructions from superiors and ask queries

GS10.   brief and instruct subordinates and receive debriefings

GS11.   reply to the queries from stakeholdersStakeholders: Security team, medical first-aider, emergency response team, police, emergency services

GS12.   ask questions from visitors

GS13.   raise alarm/ make announcements/ speak over phone/ radio

GS14.   take decisions pertaining to security operations, training, administration and emergency situations

GS15. plan security operations as per site instructions and resources available

GS16. assess and assign tasks to teams and individuals

GS17. conduct training, rehearsals and mock drills

GS18. manage relationships with stakeholders and visitors

GS19. think through the problem, evaluate the possible solution(s) and adopt a best possible solution(s)

GS20. handle disruption in security operations

GS21. anticipate and identify potential risk and threats and take suitable actions

GS22. observe people, activities and movements keenly

GS23. analyze and evaluate a situation and available information to take appropriate action

GS24. analyzeandevaluateinformationgatheredfromobservationandexperience, andtakeappropriateaction

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Deal with emergencies and security incidents at different sites	**20**	**20**	**-**	**-**
PC1. follow organisational procedures while responding to emergencies and security incidentsSecurity Incidents: Crime, aggressive behaviour, mob violence, vandalism, arson and industrial unrest	1	1	-	-
PC2. review organizational procedure periodicallyProcedures: Laid down SOPs for dealing with accidents, emergency or untoward security situation	1	1	-	-
PC3. train and prepare security unit to respond to emergencies and security incidents	2	1	-	-
PC4. take appropriate actionAppropriate Actions: Respond with equipment/ aid at hand, Request for qualified assistance, Evacuate people; isolate area; inform and brief relevant authorities and maintain order, Maintain safety of self and others	1	2	-	-
PC5. identify and investigate causes of alarmsAlarm and Sensors: Against intrusion & forced entry, for heat, smoke & fire, SOS from residents, medical emergencies, elevator/ escalator crisis, gas leak, electrical short circuit, other alarms from building management system, environmental hazards, and CCTV	1	1	-	-
PC6. communicate information and seek assistance	1	1	-	-
PC7. ensure health and safety while responding to risks and threats	1	1	-	-
PC8. issue clear instructions to security unit in the event of emergencies	1	1	-	-
PC9. protect casualties and affected people from further risk	1	1	-	-
PC10. evacuate premises to a safe location, as per plan	1	1	-	-
PC11. retrieve property and valuables	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. cordon off the area and preserve evidence	1	1	-	-
PC13. participate in post-incident process of identifying victims, witnesses and suspects	1	2	-	-
PC14. record and report incident-related details	2	1	-	-
PC15. participate in investigation process	1	1	-	-
PC16. sensitize security unit on findings of the investigation	1	2	-	-
PC17. maintain the security and confidentiality of information	2	1	-	-
NOS Total	**20**	**20**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7218
NOS Name	Deal with emergencies and security incidents involving security units.
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

MEP/N7219: Occupational health and safety at workplaces

Description

Maintain occupational health and safety at workplaces.

Scope

This unit/ task covers the following:

- Reduce risks to health and safety at the workplace

Elements and Performance Criteria

Reduce risks to health and safety at the workplace

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

PC1. carry out security operations in line with workplace health and safety norms

PC2. identify the main safety and health related threat/ risks within the premises Health and safety threat/ risks: Fires, Electric short circuit; electric shock and electrocution, Medical emergency, Inflammable & toxic chemicals gases, Falls; trips and slips, Natural calamities, Equipment malfunction, Poor ventilation and suffocation, Improper use of personal safety gear and non-adherence to safety norms, Ergonomic risks pertaining to long and static postures; prolonged use of computer and viewing of monitor, Poor hygiene and sanitation conditions, Extreme temperature conditions

PC3. participate in discussions/ training on safety and health issues

PC4. implement health and safety related procedures

PC5. enforce the use of personal protective equipment (PPE) by stake-holders

PC6. ensure safety of self and others while carrying out duties

PC7. identify key people for anchoring safety and health related roles

PC8. organize required equipment/ resources

PC9. organize awareness training for stakeholders

PC10. organize and train emergency response teams (ERT)

PC11. maintain the desired state of readiness for dealing with emergencies

PC12. ensure placement of equipment and signage as per plan

PC13. organize periodic mock drills/ rehearsals

PC14. deal with hazards and report based on operational procedures

PC15. report and record safety and health incidents

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. policy/ procedures/ guidelines related to workplace health and safety

KU2. responsibilities of the security function related to health and safety

KU3.	limits and responsibilities of the security unit
KU4.	organizational procedure for handling different levels of risks
KU5.	reporting protocol for health and safety matters
KU6.	communication protocol documentation formats and reports to be maintained
KU7.	practices/ precautions related to health and safety
KU8.	health and safety risks/ hazards in the area of responsibility
KU9.	process of implementing changes within working practices
KU10.	required equipment/ resources
KU11.	organizing training sessions mock drill and rehearsals

Generic Skills (GS)

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

GS1.	document instructions and tasks
GS2.	document activities/ reports in a chronological order
GS3.	document occurrence book and fire report
GS4.	write duty register and leave register
GS5.	prepare shift schedule
GS6.	prepare work permits - hot/ cold permits
GS7.	operate basic computer applications
GS8.	document operations in control room
GS9.	write in English and at least in one vernacular language Reading Skills
GS10.	user manuals and operating instructions of equipments and machinery
GS11.	read signages and notices
GS12.	read and assimilate applicable ERP and instructions
GS13.	read standing orders and standing instructions Oral Communication (Listening and Speaking skills)
GS14.	raise alarm/ make announcement/ speak over phone/ radio
GS15.	receive fire emergency call
GS16.	speak clearly and coherently
GS17.	comprehend instructions and ask relevant queries
GS18.	give clear instructions to co-workers
GS19.	instruct and guide people at the premises
GS20.	interact with other fire and emergency service
GS21.	assess and decide level of emergencies endangering life and property
GS22.	select proper equipment and extinguishing mediums to control and isolate
GS23.	size, assess and resize a situation
GS24.	undertake ventilation of flame, heat and smoke
GS25.	undertake salvage Plan and Organize
GS26.	plan timely reporting and briefing

GS27. plan and organize assigned duties, training and maintenance schedule

GS28. brief the reliever Customer Centricity

GS29. manage relationships with all stakeholders

GS30. debrief seniors and stakeholders after tackling emergency situation

GS31. prepare fire report in chronological order

GS32. replace/replenish used fire equipment/material Problem Solving

GS33. think through an emergency situation, evaluate the possible option(s) and adopt a best possible approach to minimize/ eliminate risk/ emergency Analytical Thinking

GS34. analyse potential risk and threats and take suitable actions Critical Thinking

GS35. recognize and identify risk/ emergency and make preliminary decisions to perform corrective actions

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Reduce risks to health and safety at the workplace	**31**	**19**	**-**	**-**
PC1. carry out security operations in line with workplace health and safety norms	2	1	-	-
PC2. identify the main safety and health related threat/ risks within the premises Health and safety threat/ risks: Fires, Electric short circuit; electric shock and electrocution, Medical emergency, Inflammable & toxic chemicals gases, Falls; trips and slips, Natural calamities, Equipment malfunction, Poor ventilation and suffocation, Improper use of personal safety gear and non-adherence to safety norms, Ergonomic risks pertaining to long and static postures; prolonged use of computer and viewing of monitor, Poor hygiene and sanitation conditions, Extreme temperature conditions	2	1	-	-
PC3. participate in discussions/ training on safety and health issues	2	1	-	-
PC4. implement health and safety related procedures	2	1	-	-
PC5. enforce the use of personal protective equipment (PPE) by stake-holders	2	1	-	-
PC6. ensure safety of self and others while carrying out duties	2	1	-	-
PC7. identify key people for anchoring safety and health related roles	2	1	-	-
PC8. organize required equipment/ resources	2	1	-	-
PC9. organize awareness training for stakeholders	2	1	-	-
PC10. organize and train emergency response teams (ERT)	2	2	-	-
PC11. maintain the desired state of readiness for dealing with emergencies	2	2	-	-
PC12. ensure placement of equipment and signage as per plan	2	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. organize periodic mock drills/ rehearsals	2	2	-	-
PC14. deal with hazards and report based on operational procedures	2	2	-	-
PC15. report and record safety and health incidents	3	1	-	-
NOS Total	**31**	**19**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7219
NOS Name	Occupational health and safety at workplaces
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

MEP/N7220: Maintain effective communication with stakeholders

Description

Maintain effective communication with stakeholders.

Elements and Performance Criteria

Communicate effectively with stakeholders

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

PC1. liaise and communicate effectively with stakeholders on security functions Stakeholders: Security unit/ sub-unit, residents, residents welfare association members, visitors, workers, staff, vendors, facility management, service providers and maintenance staff

PC2. institute a system of receiving feedback from stakeholders

PC3. enforce organisation's standards of communication, behaviour and courtesy within the security unitCommunication: Oral, written, electronic, broadcast, public address, radio, telephone, signage, notice, gesticulation, signals, instructions, body language, use of language

PC4. operate communication equipment effectivelyCommunication Equipment: Walkie-talkie, telephone, intercom, mobile phone, signage, whistle, light signals, hand signals, field signals

PC5. communicate security-related protocol to stakeholders

PC6. interact with stakeholders to understand their requirements

PC7. interact with media on instructions

PC8. resolve queries/ complaints of stakeholders as per procedure

PC9. train the security personnel in required communication etiquettes

PC10. educate security staff on gender, cultural and religious sensitivities

PC11. intervene and resolve instances of aggressive and unruly behaviour

PC12. identify essential documents to be completed and maintained by the security unit

PC13. finalise the format for recording information/ incidents as per organizationalprocedure Incidents: Routine, emergency, criminal, non-criminal

PC14. decide on timelines and frequency for submission of reports

PC15. use computers and other equipment to facilitate documentation

PC16. record and store documents as per organizational procedure

PC17. forward report/ feedback to designated superior

PC18. store and handle information/ media generated by the security equipment(s)

PC19. handle electronic media and archive to store information/ documents safely Information: Written, verbal, electronic, and public-address system

PC20. share information with authorized stakeholders on a need-to-know basis

PC21. maintain security and confidentiality of information

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures relating to communication

KU2. details of stakeholders/ concerned agencies

KU3. means of available communication

KU4. details of security functions that need employers approval

KU5. format and process for obtaining feedbackFormat: Written and electronic

KU6. organisation's standards of communication, behaviour and courtesy

KU7. resolution process for queries/ complaints of stakeholders

KU8. communication etiquette to be followed by the security unit

KU9. gender, cultural, religious and other sensitivities

KU10. organizational procedure for recording and sharing of information

KU11. timelines and periodicity for submission of reports/ documentationDocumentation: Relating to operations, training and administration

KU12. frequency for reviewing records maintained by security unit

KU13. storage and archival policy/ processes followed by the organization

KU14. details of stakeholders/ agencies authorized to receive information

KU15. importance of maintaining security and confidentiality of information

KU16. storage and handling of data generated by security equipment

KU17. use of computers for office functioning

KU18. means/ media for recording information

KU19. type and format of documentation/ reports

Generic Skills (GS)

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

GS1. document instructions and tasks

GS2. document activities/ reports in a chronological order

GS3. document occurrence book and fire report

GS4. write duty register and leave register

GS5. prepare shift schedule

GS6. prepare work permits - hot/ cold permits

GS7. operate basic computer applications

GS8. document operations in control room

GS9. write in English and at least in one vernacular language Reading Skills

GS10. user manuals and operating instructions of equipments and machinery

GS11. read signages and notices

GS12. read and assimilate applicable ERP and instructions

GS13. read standing orders and standing instructions Oral Communication (Listening and Speaking skills)

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

GS15. receive fire emergency call

GS16. speak clearly and coherently

GS17. comprehend instructions and ask relevant queries

GS18. give clear instructions to co-workers

GS19. instruct and guide people at the premises

GS20. interact with other fire and emergency service

GS21. assess and decide level of emergencies endangering life and property

GS22. select proper equipment and extinguishing mediums to control and isolate

GS23. size, assess and resize a situation

GS24. undertake ventilation of flame, heat and smoke

GS25. undertake salvage Plan and Organize

GS26. plan timely reporting and briefing

GS27. plan and organize assigned duties, training and maintenance schedule

GS28. brief the reliever Customer Centricity

GS29. manage relationships with all stakeholders

GS30. debrief seniors and stakeholders after tackling emergency situation

GS31. prepare fire report in chronological order

GS32. replace/replenish used fire equipment/material Problem Solving

GS33. think through an emergency situation, evaluate the possible option(s) and adopt a best possible approach to minimize/ eliminate risk/ emergency Analytical Thinking

GS34. analyse potential risk and threats and take suitable actions Critical Thinking

GS35. recognize and identify risk/ emergency and make preliminary decisions to perform corrective actions

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Communicate effectively with stakeholders	**37**	**23**	**-**	**-**
PC1. liaise and communicate effectively with stakeholders on security functions Stakeholders: Security unit/ sub-unit, residents, residents welfare association members, visitors, workers, staff, vendors, facility management, service providers and maintenance staff	2	1	-	-
PC2. institute a system of receiving feedback from stakeholders	2	1	-	-
PC3. enforce organisation's standards of communication, behaviour and courtesy within the security unitCommunication: Oral, written, electronic, broadcast, public address, radio, telephone, signage, notice, gesticulation, signals, instructions, body language, use of language	2	1	-	-
PC4. operate communication equipment effectivelyCommunication Equipment: Walkie-talkie, telephone, intercom, mobile phone, signage, whistle, light signals, hand signals, field signals	2	1	-	-
PC5. communicate security-related protocol to stakeholders	2	1	-	-
PC6. interact with stakeholders to understand their requirements	2	1	-	-
PC7. interact with media on instructions	2	1	-	-
PC8. resolve queries/ complaints of stakeholders as per procedure	2	1	-	-
PC9. train the security personnel in required communication etiquettes	1	1	-	-
PC10. educate security staff on gender, cultural and religious sensitivities	1	1	-	-
PC11. intervene and resolve instances of aggressive and unruly behaviour	2	1	-	-
PC12. identify essential documents to be completed and maintained by the security unit	2	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. finalise the format for recording information/ incidents as per organizationalprocedure Incidents: Routine, emergency, criminal, non-criminal	2	1	-	-
PC14. decide on timelines and frequency for submission of reports	1	2	-	-
PC15. use computers and other equipment to facilitate documentation	2	1	-	-
PC16. record and store documents as per organizational procedure	2	1	-	-
PC17. forward report/ feedback to designated superior	1	1	-	-
PC18. store and handle information/ media generated by the security equipment(s)	1	2	-	-
PC19. handle electronic media and archive to store information/ documents safely Information: Written, verbal, electronic, and public-address system	2	1	-	-
PC20. share information with authorized stakeholders on a need-to-know basis	2	1	-	-
PC21. maintain security and confidentiality of information	2	1	-	-
NOS Total	**37**	**23**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7220
NOS Name	Maintain effective communication with stakeholders
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

MEP/N7221: Plan and manage operations of security units at multiple sites

Description

Maintain effective communication with stakeholders.

Scope

This unit/task covers the following:

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

Elements and Performance Criteria

Plan the security operations

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

PC1. assess threats and risks to the site(s)Threat and Risks: Situations arising from crimes, incidents, accidents, emergencies and other natural or manmade causes

PC2. draw up a security plan

PC3. present security plan to the employer(s)

PC4. incorporate organisational procedures in the security plan

PC5. discuss security unit operations with the employer(s) on behalf of the Agency

PC6. commence operations at assigned site(s)

PC7. arrange for requisite manpower, equipment and stores for the site(s) from the Agency and employer(s)

PC8. coordinate training for personnel being deployed

PC9. coordinate logistic support for the site(s)

PC10. establish a chain of reporting from the site(s)

PC11. prepare MIS and submit requisite report to parent Agency

PC12. deploy security personnel and equipment as per site instructions Site Instructions: Instructions covering the details of deployment and operations at a particular site

PC13. execute assigned tasks in line with client expectations

PC14. carry out periodic review of security operationsSecurity Operations: Access control, screening & search, guarding & patrolling, observation & surveillance, control room operations, traffic control, parking management, information gathering, key-control, dealing with emergencies, armed & unarmed guard duties, armed & unarmed escort duties, personal security officer duties, investigations, security equipmentoperation, documentation, liaison and reporting

PC15. implement procedural changes on as required basis

Manage the security operations

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

PC16. assign security officers and other appointments to site(s)

PC17. task security officers to organize security as per security plan

PC18. institute system of checks, inspections and reportingChecks and Inspections: Periodic and surprise checks and inspections on operations, training and response

PC19. visit site(s) and meet employer(s)

PC20. check state of training and performance

PC21. organise training of security personnel and stakeholdersTraining Requirement: Training required for security unit personnelStakeholders: Security unit members, management, employer and staff, visitors and residents

PC22. recruit/ readjust manpower between various site(s)

PC23. ensure maintenance of security documents by security officers

PC24. ensure compliance on health and safety aspects at site(s)

PC25. liaise with employer(s) to pursue pending operational, administrative, training and business-related issues

PC26. manage customer relations on behalf of parent Agency

PC27. maintain operational, administrative and training documents and reportsDocuments and Reporting: Documents to be maintained by security unit for operations, training, administration and reporting

PC28. prepare MIS reports

PC29. report security incidents to designated superiorDesignated Superior: Appointments at private security agency and employers end, whom issues are reported to

PC30. carry out or order investigations

PC31. cooperate with police in investigations

PC32. share periodic reports and feedback with parent Agency

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisational procedures and site instruction

KU2. types of assignment-related documentsAssignment-related Documents: Agreement with the client, Service Level Agreement (SLA), site instructions, deployment plan

KU3. SOPs and site instructions

KU4. reporting procedures for employer and to parent Agency

KU5. routine at the site(s)

KU6. authorized and unauthorized people/ items/ practices/ activities at the site(s)

KU7. types of identity, authorization and security documents in vogue at the site(s)

KU8. layout of the premises

KU9. security unit(s) related documentation and reports

KU10. billing procedure and payment realization from client(s)

KU11. clients organization hierarchy

KU12. organization specific communication protocol

KU13. obtaining feedback from employer(s)

KU14. threat and risk analysis

KU15. premises-specific threats and risks

KU16. security and safety equipment required/ installed in the premises Security Equipment: Equipment to facilitate security operations and prevention of fire and crime

KU17. personal protective equipment required/available for security operations

KU18. details of armed guards and personal security officers deployed in the premises

KU19. procedure for dealing with untoward situations and emergenciesEmergencies and Response: Response by security unit personnelUntoward Situations: Situations arising due to crime, aggressive behavior, violence, accidents, incidents and emergencies

Generic Skills (GS)

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

GS1. document instructions and tasks

GS2. document activities/ reports in a chronological order

GS3. document occurrence book and fire report

GS4. write duty register and leave register

GS5. prepare shift schedule

GS6. prepare work permits - hot/ cold permits

GS7. operate basic computer applications

GS8. document operations in control room

GS9. write in English and at least in one vernacular language Reading Skills

GS10. user manuals and operating instructions of equipments and machinery

GS11. read signages and notices

GS12. read and assimilate applicable ERP and instructions

GS13. read standing orders and standing instructions Oral Communication (Listening and Speaking skills)

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

GS15. receive fire emergency call

GS16. speak clearly and coherently

GS17. comprehend instructions and ask relevant queries

GS18. give clear instructions to co-workers

GS19. instruct and guide people at the premises

GS20. interact with other fire and emergency service

GS21. assess and decide level of emergencies endangering life and property

GS22. select proper equipment and extinguishing mediums to control and isolate

GS23. size, assess and resize a situation

GS24. undertake ventilation of flame, heat and smoke

GS25. undertake salvage Plan and Organize

GS26. plan timely reporting and briefing

GS27. plan and organize assigned duties, training and maintenance schedule

GS28. brief the reliever Customer Centricity

GS29. manage relationships with all stakeholders

GS30. debrief seniors and stakeholders after tackling emergency situation

GS31. prepare fire report in chronological order

GS32. replace/replenish used fire equipment/material Problem Solving

GS33. think through an emergency situation, evaluate the possible option(s) and adopt a best possible approach to minimize/ eliminate risk/ emergency Analytical Thinking

GS34. analyse potential risk and threats and take suitable actions Critical Thinking

GS35. recognize and identify risk/ emergency and make preliminary decisions to perform corrective actions

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Plan the security operations	**25**	**21**	**-**	**-**
PC1. assess threats and risks to the site(s)Threat and Risks: Situations arising from crimes, incidents, accidents, emergencies and other natural or manmade causes	1	2	-	-
PC2. draw up a security plan	1	2	-	-
PC3. present security plan to the employer(s)	1	2	-	-
PC4. incorporate organisational procedures in the security plan	1	2	-	-
PC5. discuss security unit operations with the employer(s) on behalf of the Agency	1	2	-	-
PC6. commence operations at assigned site(s)	2	1	-	-
PC7. arrange for requisite manpower, equipment and stores for the site(s) from the Agency and employer(s)	2	1	-	-
PC8. coordinate training for personnel being deployed	2	1	-	-
PC9. coordinate logistic support for the site(s)	2	1	-	-
PC10. establish a chain of reporting from the site(s)	2	1	-	-
PC11. prepare MIS and submit requisite report to parent Agency	2	1	-	-
PC12. deploy security personnel and equipment as per site instructions Site Instructions: Instructions covering the details of deployment and operations at a particular site	2	1	-	-
PC13. execute assigned tasks in line with client expectations	2	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. carry out periodic review of security operationsSecurity Operations: Access control, screening & search, guarding & patrolling, observation & surveillance, control room operations, traffic control, parking management, information gathering, key-control, dealing with emergencies, armed & unarmed guard duties, armed & unarmed escort duties, personal security officer duties, investigations, security equipmentoperation, documentation, liaison and reporting	2	2	-	-
PC15. implement procedural changes on as required basis	2	1	-	-
Manage the security operations	**35**	**19**	**-**	**-**
PC16. assign security officers and other appointments to site(s)	2	1	-	-
PC17. task security officers to organize security as per security plan	2	1	-	-
PC18. institute system of checks, inspections and reportingChecks and Inspections: Periodic and surprise checks and inspections on operations, training and response	2	1	-	-
PC19. visit site(s) and meet employer(s)	2	1	-	-
PC20. check state of training and performance	2	1	-	-
PC21. organise training of security personnel and stakeholdersTraining Requirement: Training required for security unit personnelStakeholders: Security unit members, management, employer and staff, visitors and residents	2	1	-	-
PC22. recruit/ readjust manpower between various site(s)	2	2	-	-
PC23. ensure maintenance of security documents by security officers	2	1	-	-
PC24. ensure compliance on health and safety aspects at site(s)	2	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. liaise with employer(s) to pursue pending operational, administrative, training and business-related issues	2	1	-	-
PC26. manage customer relations on behalf of parent Agency	2	1	-	-
PC27. maintain operational, administrative and training documents and reportsDocuments and Reporting: Documents to be maintained by security unit for operations, training, administration and reporting	2	1	-	-
PC28. prepare MIS reports	3	2	-	-
PC29. report security incidents to designated superiorDesignated Superior: Appointments at private security agency and employers end, whom issues are reported to	2	1	-	-
PC30. carry out or order investigations	2	1	-	-
PC31. cooperate with police in investigations	2	1	-	-
PC32. share periodic reports and feedback with parent Agency	2	1	-	-
NOS Total	**60**	**40**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	MEP/N7221
NOS Name	Plan and manage operations of security units at multiple sites
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/N7213.Conform to legal requirements while undertaking security operations	21	9	-	-	30	5
MEP/N7214.Manage the operations of security unit	75	50	-	-	125	21
MEP/N7215.Organise training of multiple security unit	36	24	-	-	60	10
MEP/N7216.Administer multiple security units	50	35	-	-	85	14
MEP/N7217.Manage security operations of units in different deployment contexts	30	20	-	-	50	8
MEP/N7218.Deal with emergencies and security incidents involving security units.	20	20	-	-	40	7
MEP/N7219.Occupational health and safety at workplaces	31	19	-	-	50	8
MEP/N7220.Maintain effective communication with stakeholders	37	23	-	-	60	10
MEP/N7221.Plan and manage operations of security units at multiple sites	60	40	-	-	100	17
Total	**360**	**240**	**-**	**-**	**600**	**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.