



QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR CCTV SUPERVISOR [PRIVATE SECURITY SECTOR]

What are Occupational Standards(OS)?

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

Contact Us:

Security Sector Skill
Development Council
Ph: 0124 - 4937450

E-mail:

principal.sga@sssdcc.in



Contents

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

Introduction

Qualifications Pack – CCTV Supervisor

SECTOR: PRIVATE SECURITY SECTOR

SUB-SECTOR: 1. COMMERCIAL
2. INDUSTRIAL

OCCUPATION: SUPERVISORY (SURVEILLANCE)

REFERENCE ID: SSS/Q0501

A **CCTV Supervisor** in the Private Security Sector is an important job-role. He/she provides protection against threats and risks through surveillance and early warning. As threat and risks to modern living and businesses multiply, the requirement of CCTV surveillance systems and their operators is also increasing. Nowadays, most of the commercial and industrial deployments are equipped with such systems.

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.



Qualifications Pack Code	SSS/Q0501		
Job Role	CCTV Supervisor		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	20 May 2013
Sub-sector	1. Commercial 2. Industrial	Last reviewed on	28 May 2013
Occupation	Supervisory (Surveillance)	Next review date	20 May 2015
Job Role	CCTV Supervisor		
Role Description	A CCTV Supervisor is entrusted with carrying out surveillance of designated premises using CCTV systems to pick up signs of threat and risks and warn the stakeholder well in time to safeguard life, property and premises.		
NVEQF / NVQF level	5		
Minimum Educational Qualifications	XII Class		
Maximum Educational Qualifications	NA		
Training	Training for subjects stipulated in Private Security Agencies (Regulation) Act – 2005 and applicable technical skills and abilities.		
Applicable National Occupational Standards	Click on the hyperlink to read/download the required NOS 1. SSS/N0501 - Monitor a security unit 2. SSS/N0502 - Supervise CCTV operations to secure premises 3. SSS/N0503 - Maintain operational performance of CCTV system 4. SSS/N0504 - Observe health and safety while monitoring security operations 5. SSS/N0101 - Security tasks in accordance with basic security practices 6. SSS/N0102 - Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act – 2005 while undertaking security tasks 7. SSS/N0109 - Security in commercial deployments 8. SSS/N0110 - Security in industrial deployments 9. SSS/N0111 - Positive projection of self and the organisation		
Performance Criteria	As described in the relevant OS units		



Definitions

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



Acronyms	Keywords /Terms	Description
	OS	Occupational Standard(s)
	NOS	National Occupational Standard(s)
	QP	Qualifications Pack
	NVEQF	National Vocational Education Qualifications Framework
	NVQF	National Vocational Qualifications Framework
	PSARA	The Private Security Agencies Regulation Act (PSARA) 2005



National Occupational Standard



Overview

This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities for supervision of a security unit and its operations.



SSS/N0501 - Monitor a security unit

Unit Code	SSS/N0501
Unit Title (Task)	Monitor a security unit
Description	This unit specifies Performance Criteria, Knowledge & Understanding and Skills & Abilities for monitoring of a security unit and its operations.
Scope	<ul style="list-style-type: none"> • Guarding Operations. • Security Documents. Muster roll, shift report, duty roster, incident reporting log, equipment maintenance log, personnel entry/ exit register, keys control register, training register, archive handling register • Site Instructions. Site layout - perimeter, details of entry, exit and emergency exits; work shifts; guard posts, deployment of CCTV camera, guard and posts, patrols, routine of the premises • Operational Effectiveness. Pre-shift briefing, checking, surprise checks • Equipment. Basic operational checks, non-functional equipment, errors/ erratic output • Leadership and Supervision. Training, motivation, personal example, impartiality, honest reporting, punctuality and welfare
	Performance Criteria (PC) w.r.t the Scope
Element	Performance Criteria
Supervise security unit operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Commence operations at a new or existing site, as instructed</p> <p>PC2. Follow organizational procedures and site instructions</p> <p>PC3. Receive briefing from superiors</p> <p>PC4. Receive shift report from outgoing supervisor</p> <p>PC5. Assume charge of an assigned premises/ area of responsibility</p> <p>PC6. Check functioning of equipment and report</p> <p>PC7. Take attendance of personnel and report about deficiency, if any</p> <p>PC8. Plan and organize manpower and equipment resources</p> <p>PC9. Prepare shift duty roster</p> <p>PC10. Brief and assign tasks to team members</p> <p>PC11. Issue security and safety equipments to team members, as required</p> <p>PC12. Organise collection of intelligence and information, as instructed</p> <p>PC13. Check work of team members</p> <p>PC14. Control entry/ exit to control room</p> <p>PC15. Liaise with fire and maintenance personnel</p> <p>PC16. Be available to resolve concerns/ grievances of team members</p> <p>PC17. Resolve issues and report problems to superiors</p> <p>PC18. Motivate team through personal example and involvement</p> <p>PC19. Report on performance standards of personnel</p>



SSS/N0501 - Monitor a security unit

	<p>PC20. Report on training needs of personnel</p> <p>PC21. Carry out/ facilitate on-the-job-training for personnel</p> <p>PC22. Report and record incidents</p> <p>PC23. Carry out routine and surprise checks</p> <p>PC24. Participate in rehearsals as per instructions and report about the standard of response of security personnel and stakeholders</p> <p>PC25. Communicate with superiors/ team members and other stakeholders</p> <p>PC26. Comply with organisation's standards of grooming, conduct and performance</p> <p>PC27. Prepare shift report and handover to the reliever</p>
Optimal use of resources	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Plan and arrange personnel and equipment in line with the site instructions</p> <p>PC2. Report suitability of personnel and equipment provided for specific tasks</p> <p>PC3. Cater for anticipated threat/ risks</p> <p>PC4. Prioritise emergent situations</p> <p>PC5. Take proactive measures against possible threat/ risks to the people, property and premises</p> <p>PC6. Record and report status and issues related to personnel and equipment</p>
Deal with emergencies	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Operate as part of organisation's response team</p> <p>PC2. Liaise with on-site emergency team, if constituted</p> <p>PC3. Participate in periodic rehearsals with the team on various emergency scenario</p> <p>PC4. Anticipate emergencies/ contingencies to the assigned premises</p> <p>PC5. Take support from stakeholders and other departments</p> <p>PC6. Report to designated superior and other agencies during an emergency</p> <p>PC7. Assist in evacuation of the premises</p> <p>PC8. Assist in on-site briefing and guidance for fire fighters, rescue workers and medical teams</p> <p>PC9. Cooperate with in-house or police investigation</p> <p>PC10. Report and record incidents</p>
Carry out administration and welfare of personnel	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Coordinate and liaise with stakeholders</p> <p>PC2. Know the team members</p> <p>PC3. Listen to and address grievance of team members</p> <p>PC4. Intimate management about grievances</p> <p>PC5. Facilitate resolution of HR/ administration-related problems of team members</p> <p>PC6. Motivate team members through personal example and concern</p> <p>PC7. Be impartial in performance of duties</p> <p>PC8. Ensure health and safety of team members in workplace</p>



SSS/N0501 - Monitor a security unit

	PC9. Recommend achievers for reward/ recognition
Knowledge and Understanding (K)	
A. Organisational Context	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none">KA1. The site instructionsKA2. Details of deployment of personnel and equipmentKA3. Organizational standards of performance and methods of monitoringKA4. Channel of reporting and communication with stakeholdersKA5. Contact details of emergency servicesKA6. Organizational procedure and practices related to trainingKA7. Security documentation formats and procedureKA8. Organization's expectations on grooming, conduct and performanceKA9. Leadership and management fundamentals
B. Technical/ Domain Knowledge	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none">KB1. Deployment of CCTV systemKB2. Basic testing and functionality checks for available CCTV system and reportingKB3. Suitability of personnel providedKB4. Duties specific to fresh inductees and on-the-job-training personnelKB5. Pre-induction training for fresh inducteeKB6. Use of communication and security equipmentKB7. Communication channel for reporting incidentsKB8. Operating knowledge of computers
Skills (S)	
A. Core Skills/ Generic Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none">SA1. Read, write and prepare shift reportsSA2. Manage and motivate a teamSA3. Communicate effectivelySA4. Manage stakeholdersSA5. Impart instructions to teamSA6. Collect information and intelligenceSA7. Report on performances of team members
B. Professional Skills	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none">SB1. Ability to conduct basic tests of security and communication equipmentSB2. Ability to visualize site specific threat/risks



SSS/N0501 - Monitor a security unit

NOS Version Control

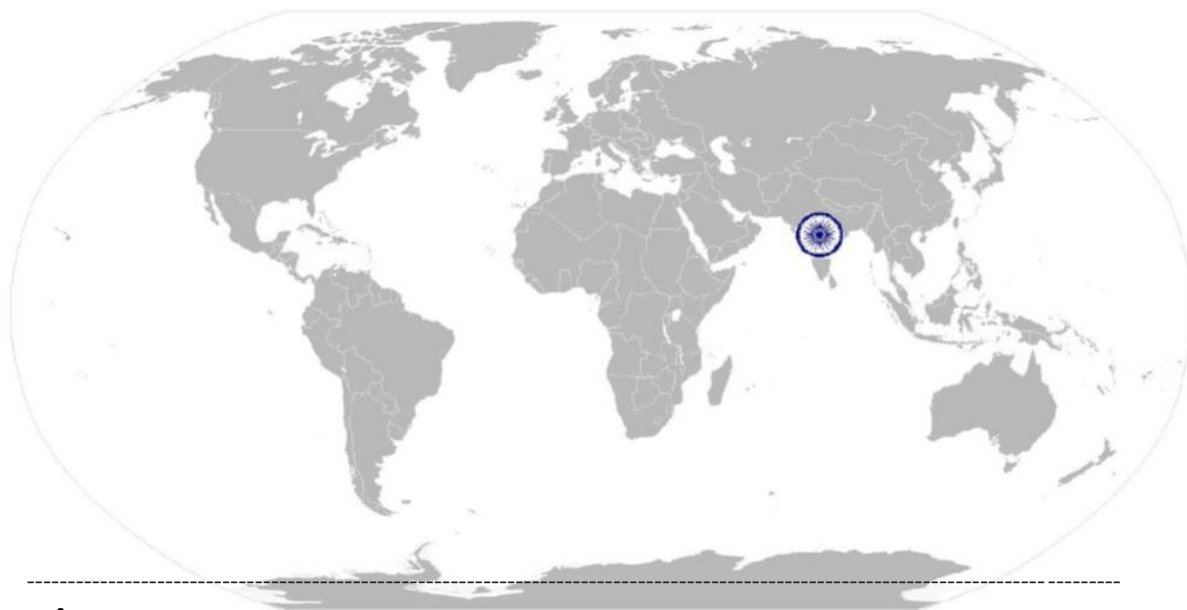
NOS Code	SSS/N0501		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	20 May 2013
Sub-sector	1. Commercial 2. Industrial	Last reviewed on	28 May 2013
		Next review date	20 May 2015

[Back To NOS List](#)





National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities specifications for monitoring of assigned premises through the use of CCTV and responding to security and safety breaches.



SSS/N0502 - Supervise CCTV operations to secure premises

Unit Code	SSS/N0502
Unit Title (Task)	Supervise CCTV operations to assist in securing premises
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities for monitoring of assigned premises through the use of CCTV and responding to security and safety breaches.
Scope	<p>Physical Security Measures. Guarding duties and details</p> <p>Security and Safety Incidents. Criminal activity, accidents, fire, losses, medical emergency, breakdown of services, crowd build up, stampede, traffic violations, trespass</p> <p>Irregular Situations. Trespass, shop-lifting, car-jacking, stealing, loot, arson, brawls/ quarrels, intrusion, loitering, eve-teasing, abandoned baggage, unaccompanied children, suspicious movement, suicide attempt, consumption of alcohol/ drugs, accidents</p> <p>CCTV, Analog, Digital, Internet Protocol Surveillance Systems.</p> <p>Surveillance Techniques/ Patterns. Pan-tilt-zoom (PTZ), video analytics, continuous/ frequency based monitoring</p> <p>Non-coverage/ Inadequate Coverage of CCTV System. Incorrect positioning of cameras, inadequate lighting, weather conditions, bad maintenance, system failure</p>
Performance Criteria (PC) w.r.t the Scope	
Element	Performance Criteria
Manage control room operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Familiarise with the layout and coverage of a CCTV system in the assigned premises</p> <p>PC2. Take over shift duty from the predecessor</p> <p>PC3. Receive briefing and instructions from a designated superior</p> <p>PC4. Control access to the CCTV control room in line with organizational procedure</p> <p>PC5. Cover an on-going security situation, if any</p> <p>PC6. Monitor CCTV and pay equal attention to all monitors</p> <p>PC7. Ensure recording of CCTV footage for archival/ evidence purpose</p> <p>PC8. Preserve footage, as per instruction</p> <p>PC9. Maintain confidentiality as per organizational procedure</p> <p>PC10. Record and report events as per procedure</p> <p>PC11. Brief the reliever and hand over shift duties</p>
Monitor premises using CCTV	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Familiarise with the area of responsibility</p> <p>PC2. Appreciate premises-specific threat/ risks</p> <p>PC3. Scan and monitor premises as per site instructions</p> <p>PC4. Monitor designated premises with the use of CCTV as per site</p>



SSS/N0502 - Supervise CCTV operations to secure premises

	<p>instructions and laid down procedure</p> <p>PC5. Monitor the area of responsibility using approved surveillance techniques/ patterns and based on site instructions</p> <p>PC6. Report irregular situations to superior/ concerned agency</p> <p>PC7. Record details related to incidents/ operations in approved formats</p>
Respond to security and safety breaches	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Scan the area of responsibility using approved surveillance techniques/ patterns and based on site instructions</p> <p>PC2. Look for irregular situations, exceptions and breaches to security and safety</p> <p>PC3. Respond to early indications of a security breach/ irregular situations</p> <p>PC4. Respond to security incidents based as per organizational instructions</p> <p>PC5. Report to designated superior</p> <p>PC6. Obtain help from security unit/ stakeholders/ concerned agencies as per organizational protocol</p> <p>PC7. Record and report details of exceptions, breaches, and irregular situations, as well as response, in line with organizational protocol</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Layout of the premises and area of responsibility</p> <p>KA2. Routine in the premises and area of responsibility</p> <p>KA3. Possible threat/ risks in the premises and area of responsibility</p> <p>KA4. Relevant legislation/ regulations and organizational procedures related to use of CCTV and surveillance equipment in private security</p> <p>KA5. Organizational procedures and guidelines for dealing with security situations</p> <p>KA6. Limits of your role and responsibility</p> <p>KA7. Organizational procedure for the security of the control room</p> <p>KA8. List of authorized persons allowed into the control room and procedure for authorizing access for others</p> <p>KA9. Communication protocol and contact details of designated superior/ concerned agencies</p> <p>KA10. Procedures to be co-ordinated with team members and other stakeholders, in case of security or safety incidents</p> <p>KA11. Approved protocol for early warning communication and response followed in the organization</p> <p>KA12. Sources of evidence related to safety/ security incidents and importance of preserving them</p>
B. Technical / Domain	<p>The user/individual on the job needs to know and understand:</p>



SSS/N0502 - Supervise CCTV operations to secure premises

Knowledge	<p>KB1. Layout and coverage of the CCTV system in the premises and area of responsibility</p> <p>KB2. The details of the deployment of physical security and patrols in the area of responsibility</p> <p>KB3. Types of suspicious activity, exceptions and breaches to safety and security that needs monitoring</p> <p>KB4. Types of threat/ risks that warrant immediate action</p> <p>KB5. Blind spots in the CCTV coverage</p> <p>KB6. Functioning of CCTV system</p> <p>KB7. Surveillance techniques and procedures for monitoring</p> <p>KB8. Reporting/ recording procedure and formats</p> <p>KB9. Functions, operating principles and limitations of the security and surveillance systems in use</p> <p>KB10. Modus operandi of criminals/ miscreants against life and property</p>
Skills (S)	
A. Core Skills / Generic Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Observe irregular situations keenly</p> <p>SA2. Anticipate threats/ risks</p> <p>SA3. Respond to a security situation</p> <p>SA4. Communicate with stakeholders effectively</p>
B. Professional Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Pay attention to detail concentrate on a situation</p> <p>SB2. Detect suspicious activity/ perceive abnormal movements and generate early warning</p> <p>SB3. Sift through CCTV information and archive</p> <p>SB4. Report and record incidents</p>

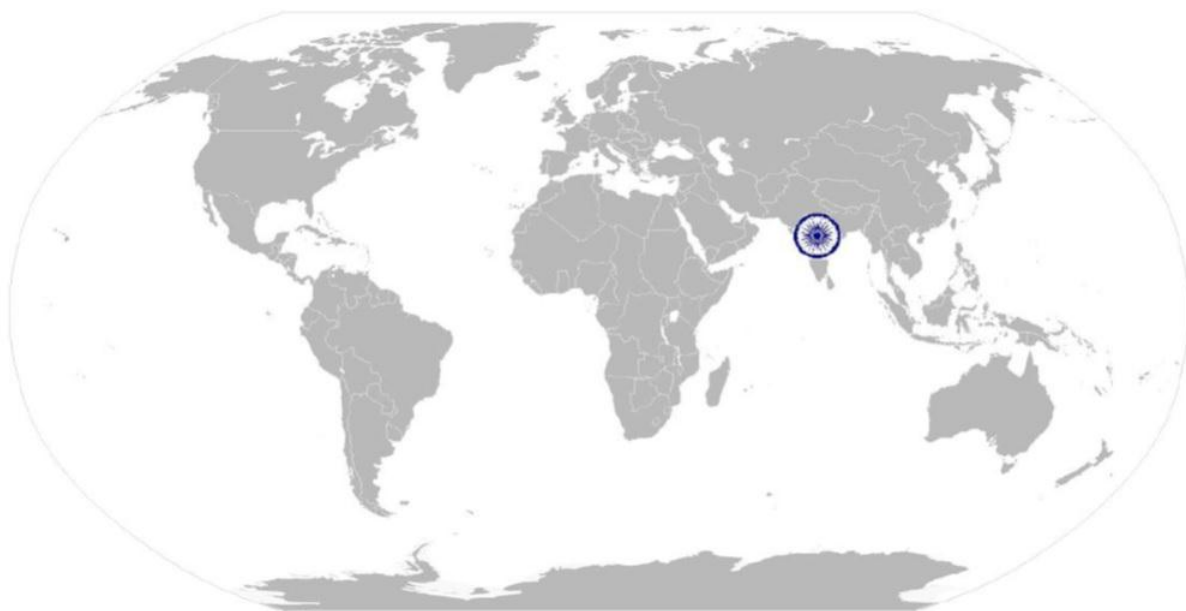
NOS Version Control

NOS Code	SSS/N0502		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	20 May 2013
Sub-sector	1. Commercial 2. Industrial	Last reviewed on	28 May 2013
		Next review date	20 May 2015

[Back To NOS List](#)



National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities specifications for maintaining operational performance of CCTV system.



SSS/N0503 Maintain operational performance of CCTV system

Unit Code	SSS/N0503
Unit Title (Task)	Maintain operational performance of CCTV system
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities specifications for maintaining operational performance of CCTV system.
Scope	<ul style="list-style-type: none">• Layout and Coverage of CCTV System.• Monitoring Techniques.• Recording of Footage.• Records and Documents.• Authorisations.• Basic Operational Checks.• Preventive Maintenance.• Media Archive.
Performance Criteria (PC) w.r.t the Scope	
Element	Performance Criteria
Maintain operational performance of CCTV system	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Operate CCTV system in line with manufacturer's instructions and organizational procedures</p> <p>PC2. Ensure safety precautions and correct handling of equipment</p> <p>PC3. Carry out basic operational checks / inspection to confirm that the equipment is in operational use</p> <p>PC4. Report functioning/ malfunctioning to designated superior as per organizational procedure</p> <p>PC5. Secure the assigned equipment</p> <p>PC6. Respond to signals/ alarms from equipment as per organizational procedure</p> <p>PC7. Communicate system breakdown to designated superior so that back-up security process can be initiated</p> <p>PC8. Maintain records and media pertaining to operations in the prescribed format</p>
Manage recorded media and archive	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Handle surveillance equipment (hardware/ software) in line with manufacturer's instructions and organizational procedure</p> <p>PC2. Handle recorded media as per organizational procedure</p> <p>PC3. Store and secure the recorded media as per organizational procedure</p>



SSS/N0503 Maintain operational performance of CCTV system

	<p>PC4. Share the recorded media with authorized person (s) on instructions from designated superior</p> <p>PC5. Maintain security and confidentiality of recorded media</p> <p>PC6. Maintain documentation pertaining to events and recorded media in the prescribed format</p>
Respond to data and information request	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Share the recorded media with authorized person(s) only on instructions from designated superior</p> <p>PC2. Obtain clarifications and approval from designated superior before sharing data and information</p> <p>PC3. Retrieve recorded media from archives as per approved procedure</p> <p>PC4. Operate equipment/ take assistance from technical personnel to identify, isolate and copy footage from archives</p> <p>PC5. Hand over recorded media in accordance with organisational procedure</p> <p>PC6. Complete process-related documentation</p> <p>PC7. Maintain security and confidentiality</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation/ regulations, organisational procedure with regard to installation and use of CCTV surveillance equipment in private security</p> <p>KA2. Various domain-specific deployments supported by CCTV surveillance equipment</p> <p>KA3. Basic functional and operating knowledge of CCTV surveillance equipment installed in the premises</p> <p>KA4. Capability and limitations of the CCTV surveillance equipment</p> <p>KA5. Common faults occurring in the CCTV surveillance equipment</p> <p>KA6. Procedure to deal with common faults/ malfunctions</p> <p>KA7. Communication protocol and back-up security processes in case of equipment break-down</p> <p>KA8. Documentation formats used in surveillance operations</p> <p>KA9. Layout of the premises and area of responsibility</p> <p>KA10. Routine in the premises and area of responsibility</p> <p>KA11. Organizational procedures and guidelines for dealing with security</p>



SSS/N0503 Maintain operational performance of CCTV system

	<p>situations</p> <p>KA12. Limits of your role and responsibility</p> <p>KA13. Organizational procedure for the security of the control room, equipment and information</p> <p>KA14. Procedure for authorizing access to persons in the control room</p> <p>KA15. Communication protocol and contact details of designated superior/ concerned agencies</p> <p>KA16. Approved protocol for early warning communication and response followed in the organization</p> <p>KA17. Sources of evidence related to safety/ security incidents and importance of preserving them</p>
B. Technical / Domain Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Layout and coverage of the CCTV system in the premises and area of responsibility</p> <p>KB2. The details of the deployment of physical security and patrols in the area of responsibility</p> <p>KB3. Types of suspicious activity, exceptions and breaches to safety and security that needs monitoring</p> <p>KB4. Possible threat/ risks in the premises and area of responsibility</p> <p>KB5. Types of threat/ risks that warrant immediate action</p> <p>KB6. Procedure for reporting requirement of preventive maintenance and repair</p> <p>KB7. Blind spots in the CCTV coverage</p> <p>KB8. Functioning of CCTV system</p> <p>KB9. Surveillance techniques and procedures for monitoring</p> <p>KB10. Reporting/ recording procedure and formats</p> <p>KB11. Functions, operating principles and limitations of the security and surveillance systems in use</p> <p>KB12. Modus operandi of criminals/ miscreants against life and property</p>
Skills (S)	
A. Core Skills / Generic Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Observe irregular situations keenly</p> <p>SA2. Examine and respond to a security situation</p> <p>SA3. Communicate with stakeholders effectively</p>
B. Professional Skills	<p>The user/ individual on the job needs to know and understand how to:</p>



SSS/N0503 Maintain operational performance of CCTV system_

	SB1.	Operate CCTV system as per organizational instructions
	SB2.	Pay attention to details and concentrate on a situation
	SB3.	Detect suspicious activity/ perceive abnormal movements and generate early warning
	SB4.	Prevent and rectify faults
	SB5.	Analyse/ sift through CCTV information and archive
	SB6.	Report and record incidents

NOS Version Control

NOS Code	SSS/N0503		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	20 May 2013
Sub-sector	1. Commercial 2. Industrial	Last reviewed on	28 May 2013
		Next review date	20 May 2015

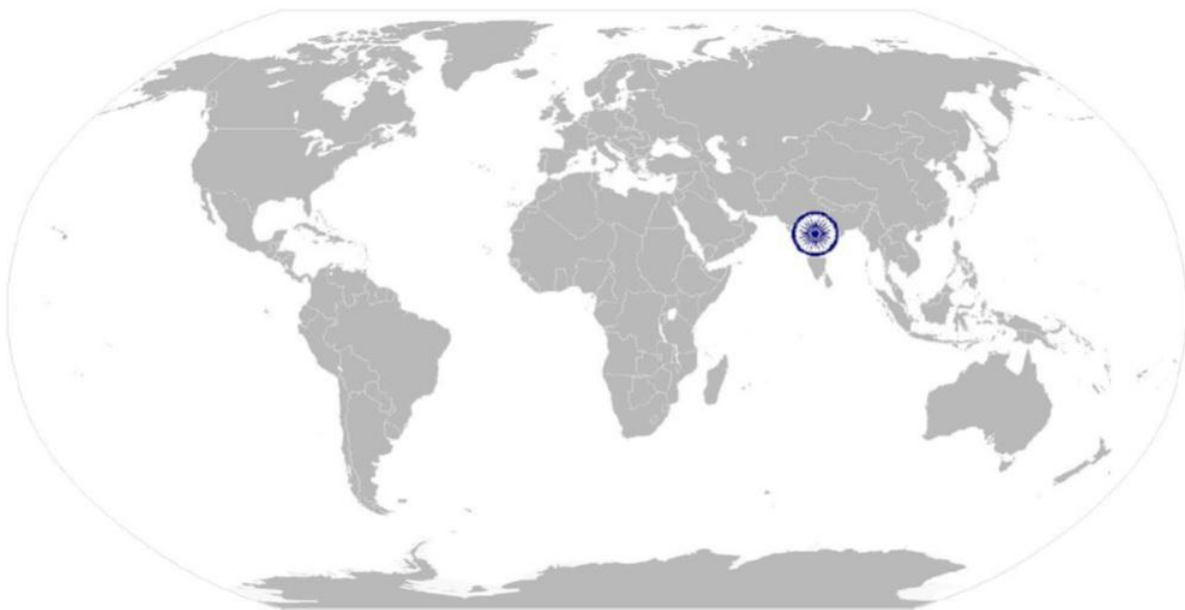
[Back To NOS List](#)





SSS/N0504 - Observe health and safety while monitoring security operations

National Occupational Standard



Overview

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



SSS/N0504 - Observe health and safety while monitoring security operations

Unit Code	SSS/N0504
Unit Title (Task)	Observe health and safety while monitoring security operations
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Ability to maintain personal health & hygiene and observe/respond to basic workplace safety requirements.
Scope	<p>Hazards and Risks.</p> <ul style="list-style-type: none"> • Fire • Electric short circuit, electric shock and electrocution • Medical emergency • Inflammable & toxic liquid/ gases • Accidents • Flooding • Malfunctioning elevators, escalators, staircase and ladders • Ventilation and suffocation • Watching monitors for prolonged duration • Ergonomic issues at work • Improper use of safety gear and non-adherence to safety norms • Hygiene and sanitation <p>Organisational Procedures.</p> <p>Training and Drills.</p> <p>Personal Health, Hygiene and Habits.</p> <p>Services and Organisations. Security team and sub-unit; police and emergency services</p> <p>Devices and Safety Gears. Sensors & alarms, communication equipment, fire fighting equipment, personal safety gears, ladders, chutes, ropes and emergency lighting</p> <p>Reporting. Description of incident, time, date, place, casualties and action taken</p> <p>Causes of Fire.</p> <p>Types of Fire.</p> <p>Fire-fighting Equipment.</p> <p>Medical Emergencies.</p> <p>First-aid</p> <p>Evacuation of Premises</p> <p>Evacuation of Casualty</p>
Performance Criteria (PC) w.r.t the Scope	
Element	Performance Criteria
Contribute to	To be competent, the user/individual on the job must be able to:



SSS/N0504 - Observe health and safety while monitoring security operations

maintaining a safe workplace	<p>PC1. Carry out safety of workplace in line with organisational procedures</p> <p>PC2. Keep emergency and escape routes free from obstructions and report violation</p> <p>PC3. Wear personal safety gear and clothing as per organisational procedure</p> <p>PC4. Check violators of defined safety and security instructions and report violations</p> <p>PC5. Report to superiors and emergency service organisations for assistance in the event of emergencies</p>
Maintain personal health, hygiene and habits	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Undertake physical exercises and activities (commensurate with age)</p> <p>PC2. Maintain personal hygiene and good habits</p> <p>PC3. Refrain from alcohol, tobacco, drugs and other intoxicants</p> <p>PC4. Guard against sexually transmitted diseases and HIV</p> <p>PC5. Take precautions against common ailments</p>
Respond to fire accidents	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Identify and report fire hazards</p> <p>PC2. Carry out fire-fighting in line with organisational training and procedures</p> <p>PC3. Report fire incidents to superiors and emergency service organisations</p> <p>PC4. Participate in evacuation of casualty and premises</p>
Deal with medical emergency	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Render first-aid</p> <p>PC2. Use available basic first-aid equipment</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Organization's procedure relating to safety in the workplace</p> <p>KA2. Details of emergency exits, alarm, signage and other safety equipment</p> <p>KA3. Reporting procedure for incidents and emergencies</p> <p>KA4. Details of local emergency service</p> <p>KA5. The requirements of maintaining physical fitness, personal hygiene</p>



SSS/N0504 - Observe health and safety while monitoring security operations

	<p>and good habits</p> <p>KA6. Organization's procedure/ guidelines relating to fire safety</p> <p>KA7. Details of floor plans, emergency exits, alarm, signage and other fire-fighting equipment</p> <p>KA8. Reporting procedure for fire incidents</p> <p>KA9. Training and mock drills</p> <p>KA10. Details of emergency exits, alarm, signage and location of first-aid and evacuation equipment</p> <p>KA11. Reporting procedure in case of medical emergencies</p> <p>KA12. Contact details of local hospitals and ambulance services</p>
B. Technical / Domain Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Risks and hazards</p> <p>KB2. Personal safety equipment and clothing to be used</p> <p>KB3. Identify signage and warning</p> <p>KB4. Importance of sound health, hygiene and good habits</p> <p>KB5. Ill-effects of alcohol, tobacco and drugs</p> <p>KB6. The need to safeguard against sexually transmitted diseases and HIV</p> <p>KB7. Types of fire</p> <p>KB8. Causes of fire</p> <p>KB9. Fire alarms</p> <p>KB10. Types of fire-fighting equipment</p> <p>KB11. Fire-fighting procedure</p> <p>KB12. Personal safety equipment and clothing to be used</p> <p>KB13. First-aid</p> <p>KB14. Communicate effectively</p>
Skills (S)	
A. Core Skills / Generic Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Respond to emergencies</p> <p>SA2. Remain calm during emergencies</p> <p>SA3. Be an effective member of the team</p> <p>SA4. The value of physical fitness, personal hygiene and good habits</p> <p>SA5. Respond to fire incidents</p> <p>SA6. Remain calm</p> <p>SA7. Communicate effectively</p> <p>SA8. Identify medical emergency</p> <p>SA9. Rescue and evacuation of casualty</p>



SSS/N0504 - Observe health and safety while monitoring security operations

B. Professional Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Raise alarm</p> <p>SB2. Respond with available equipment</p> <p>SB3. Report to senior / emergency service organisations for assistance</p> <p>SB4. Carry out periodic walk-throughs to keep work area free from hazards and obstructions, if assigned</p> <p>SB5. Withstand work environmental stress</p> <p>SB6. Carry out duties during day/ night and inclement weather</p> <p>SB7. Maintain a positive outlook</p> <p>SB8. Identify potential fire hazards</p> <p>SB9. Respond with available/ appropriate equipment</p> <p>SB10. Keep work area free from fire hazards</p> <p>SB11. Respond with available manpower and equipment</p> <p>SB12. Render first-aid</p> <p>SB13. Report to senior/ medical emergency service organisations for assistance</p>
-------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

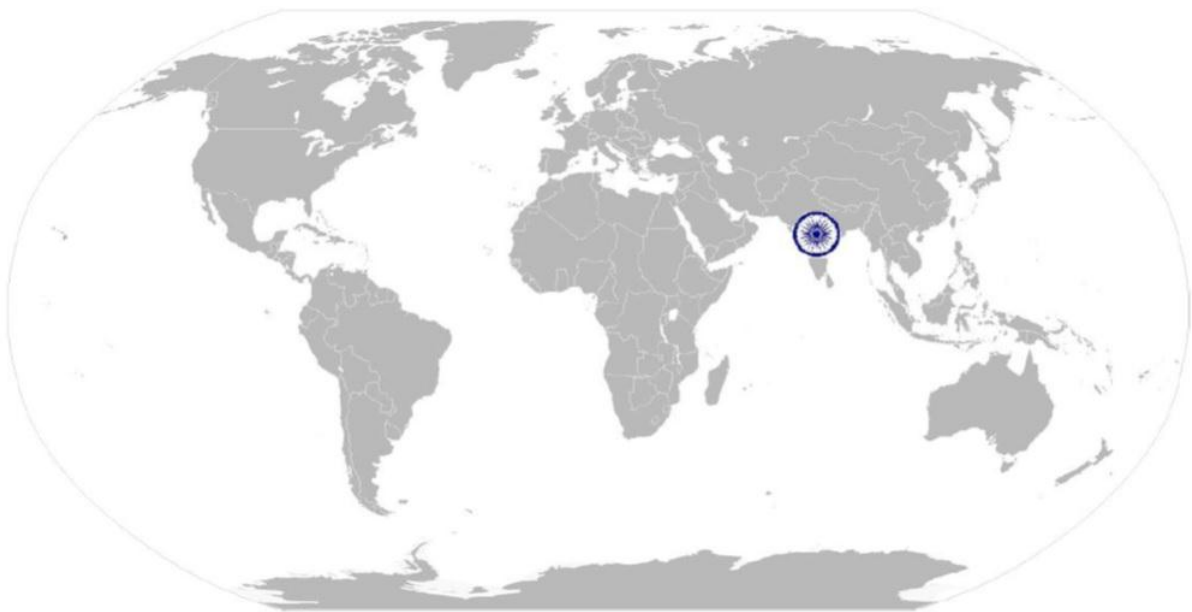
NOS Version Control

NOS Code	SSS/N0504		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	20 May 2013
Sub-sector	1. Commercial 2. Industrial	Last reviewed on	28 May 2013
		Next review date	20 May 2015

[Back To NOS List](#)



National Occupational Standard



Overview

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



SSS/N0101 Security tasks in accordance with basic security practices

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



SSS/N0101 Security tasks in accordance with basic security practices

	PC4. Assist police and other organisations, if required PC5. Recognise rank/ badge of rank in police and military PC6. Identify various arms in use in public and police PC7. Identify improvised explosive devices
Knowledge and Understanding w.r.t the Scope	
Element	Knowledge and Understanding (K)
A. Organisational Context (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Private Security Agencies (Regulation) Act – 2005 and organisational procedures KA2. Reporting system within your organisation and workplace
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Importance of security for society, institutions and corporate KB2. Risks and threats to society and corporate KB3. Organisations dealing with security KB4. Organisation of private security sector KB5. Different domains of private security sector KB6. Role of private security sector KB7. Types of hazards/ disaster and emergencies KB8. Different types of arms in use in public and police KB9. Improvised explosive devices KB10. Badges of rank in police and military
A. Core Skills / Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Record and report incidents SA2. Communicate effectively
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SB1. Respond to risks and threats SB2. Carry out assigned task as per organizational procedure SB3. Take decisions in line with role and responsibility



SSS/N0101 Security tasks in accordance with basic security practices

NOS Version Control

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

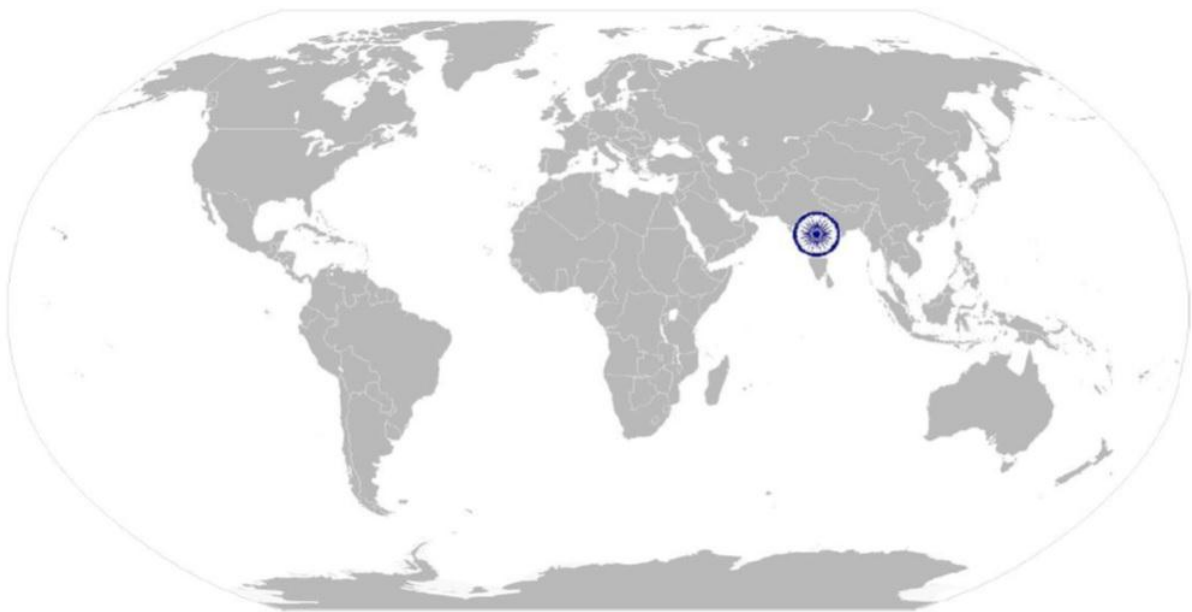
[Back To NOS List](#)





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

National Occupational Standard



Overview

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



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

Unit Code	SSS/N0102
Unit Title (Task)	Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act – 2005 when undertaking security tasks
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities related to legal requirements to be conformed to while undertaking security tasks.
Scope	<p>Legal Provisions. Applicable sections only.</p> <p>The Indian Penal Code, 1860.</p> <ul style="list-style-type: none"> • Right to private defence • Important property & bodily offences and their punishments • Important cognisable and non-cognisable offences <p>The Code of Criminal Procedure, 1973.</p> <ul style="list-style-type: none"> • Aid to magistrate and police • Public to inform on certain offences • Arrest by private person and procedure on such arrest • No unnecessary restraint/ detention • Lodging of complaint and first information report with police • Summons and warrants <p>The Arms Act, 1959</p> <p>Human Rights Act - 1993</p> <p>Explosive Act, 1884 and The Explosive substances Act, 1908</p> <p>Private Security Agencies Regulation Act – 2005</p> <p>The Private Security Agencies Central Model Rules - 2006.</p> <ul style="list-style-type: none"> • Para 4 - Verification • Para 5 – Security training • Para 6 – Physical standards • Para 15– Photo identity card • Para 16– Miscellaneous <p>Employees' Provident Funds</p> <p>Working hours, leave, minimum wage</p> <p>Employee's State Insurance</p>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Carry out security duties with in basic legal provisions	<p>To be competent, the user/individual on the job must be able to:</p> <ul style="list-style-type: none"> PC1. Comply with basic legal provisions applicable to your 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



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

	PC5. Give evidence in court, if required by law
Knowledge and Understanding w.r.t the Scope	
Element	Knowledge and Understanding (K)
A. Organisational Context (Knowledge of the company / organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Responsibilities and limitations of your role</p> <p>KA2. Concerned personnel to be contacted for necessary clarifications</p> <p>KA3. Procedures to be followed in situations having legal implications</p>
B. Technical / Domain Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Reporting and recording of events</p> <p>KB2. Procedure for co-operating with investigations</p> <p>KB3. Difference between legal and illegal activities</p> <p>KB4. Legal implication of your role and tasks</p> <p>KB5. Assisting in lodging of complaints and first information report</p> <p>KB6. Method of giving evidence in court</p>
A. Core Skills / Generic Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Understand basic legal provisions related to your role</p> <p>SA2. Report and record incidents</p> <p>SA3. Clarify doubts from superior</p>
B. Professional Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Understand legal and illegal actions</p>

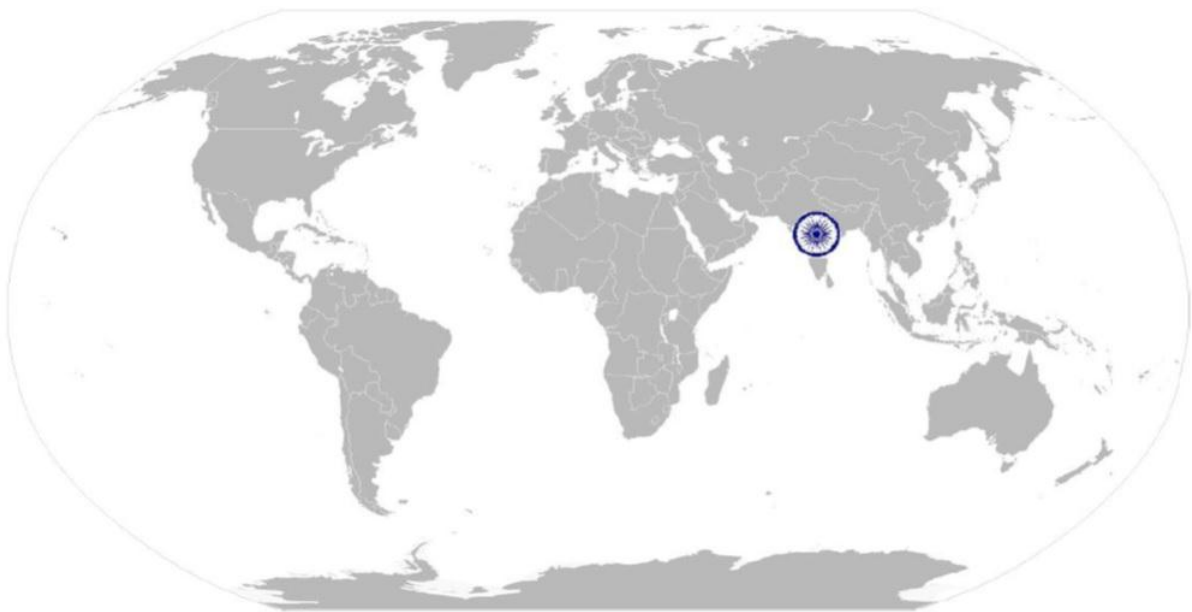
NOS Version Control

NOS Code	SSS/N0102		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	20 February 2013
Sub-sector	1. Commercial 2. Industrial 3. Personal protection	Last reviewed on	1 March 2013
		Next review date	1 January 2015

[Back To NOS List](#)



National Occupational Standard



Overview

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



SSS/N0109 Security in commercial deployments

National Occupational Standard	Unit Code	SSS/N0109
	Unit Title (Task)	Security in commercial deployments
	Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities in carrying out security tasks in commercial deployments by Unarmed Security Guard.
	Scope	<p>Commercial Domains:</p> <ul style="list-style-type: none"> • Single & multi-flat houses, row houses, condominiums, colonies and townships • Real estate, parks and public utilities • Schools, colleges, university and hostels • Banks and ATMs • Business parks, offices, shops and warehouses • ITES, BPO and KPO • Hotels, restaurants, guest houses, inns and motels • Hospitals, nursing homes and diagnostic laboratories • Malls, markets, bazars and shops • Cinema, theatre, multiplex, fairs and exhibitions • Sports complexes and stadiums • Live shows, weddings, congregation and rallies • Transport hubs and mass rapid transit system • Religious places and shrines • Tourist spots and monuments <p>Risks and Threats:</p> <ul style="list-style-type: none"> • Unauthorised entry and trespass • Aggressive and drunken behaviour • Loitering and littering • Eve teasing and molestation • Robbery, theft, pilferage and shoplifting • Violence and assault • Murder and suicide • Kidnapping • Accidents • Medical emergency • Public demonstration, labour unrest and crowd control • Fire accidents • Natural & manmade hazards <p>Behavioural Standards:</p> <ul style="list-style-type: none"> • Alert and vigilant



SSS/N0109 Security in commercial deployments

	<ul style="list-style-type: none"> • Well-groomed and courteous • Responsive and helpful • Respectful and caring towards elderly, women and children • Communicate effectively and assertively • Responsible and co-operative <p>General Security Duties:</p> <ul style="list-style-type: none"> • Respond to risks and threats • Control entry and exit • Control traffic and parking • Check material movement • Surveillance • Report to superiors • Basic security registers • Operate security equipment
Performance Criteria (PC) w.r.t the Scope	
Element	Performance Criteria
Carry out security tasks in commercial domains	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Carry out security duties as per organisation's procedures and instructions</p> <p>PC2. Respond to domain-specific risks and threats</p> <p>PC3. Operate security equipment</p> <p>PC4. Communicate effectively with concerned stakeholders</p> <p>PC5. Follow good behavioural standards</p> <p>PC6. Maintain basic security registers as prescribed</p> <p>PC7. Report incidents to superiors</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Basic knowledge of organisation and domain where deployed</p> <p>KA2. Security procedures and instructions where deployed</p> <p>KA3. Reporting procedure</p>
B. Technical / Domain Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Risks and threats specific to domain/ organisation where deployed</p> <p>KB2. Security equipment in use where deployed</p> <p>KB3. Communication methods and equipment used</p>
Skills (S)	
A. Core Skills / Generic Skills	<p>The user/ individual on the job needs to know and understand how to:</p>



SSS/N0109 Security in commercial deployments

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

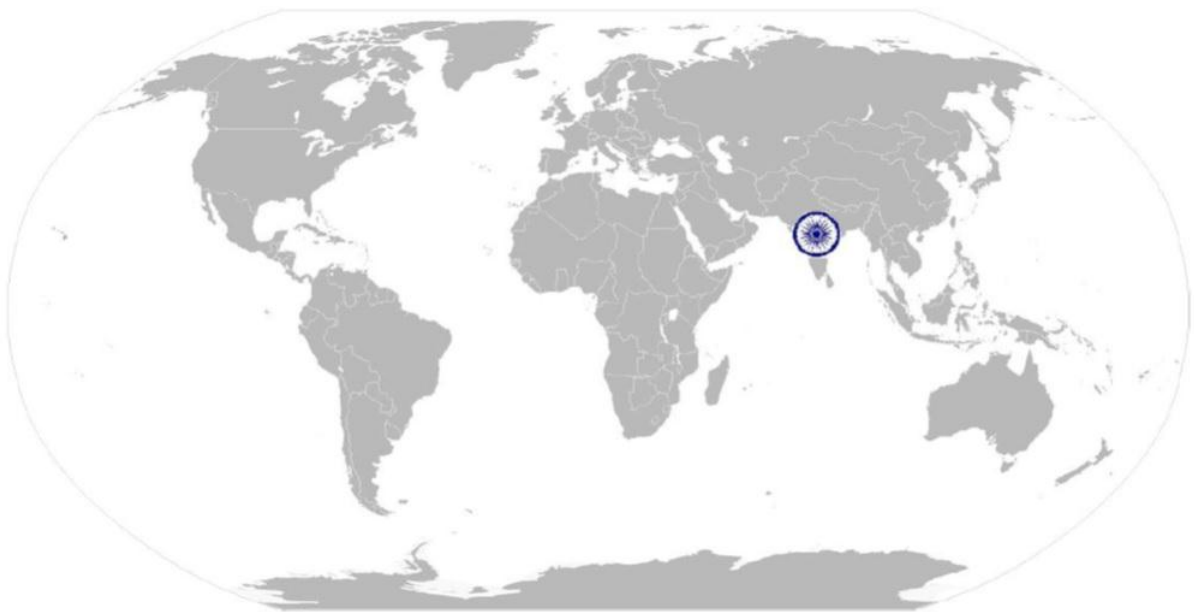
NOS Version Control

NOS Code	SSS/N0109		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	20 February 2013
Sub-sector	1. Commercial 2. Industrial	Last reviewed on	1 March 2013
		Next review date	1 January 2015

[Back To NOS List](#)



National Occupational Standard



Overview

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



SSS/N0110 Security in industrial deployments

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



SSS/N0110 Security in industrial deployments

	<ul style="list-style-type: none"> • Check material movement • Surveillance • Report to superiors • Basic security registers • Operate security equipment
Performance Criteria (PC) w.r.t the Scope	
Element	Performance Criteria
Carry out security tasks in industrial domains	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Carry out security duties as per organisation's procedures and instructions</p> <p>PC2. Respond to domain-specific risks and threats</p> <p>PC3. Operate security equipment</p> <p>PC4. Communicate</p> <p>PC5. Follow good behavioural standards</p> <p>PC6. Maintain basic security registers as prescribed</p> <p>PC7. Report incidents to superiors</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Basic knowledge of organisation and domain where deployed</p> <p>KA2. Security procedures and instructions where deployed</p> <p>KA3. Reporting procedure</p>
B. Technical / Domain Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Risks and threats specific to domain/ organisation where deployed</p> <p>KB2. Security equipment in use where deployed</p> <p>KB3. Communication methods and equipment used</p>
Skills (S)	
A. Core Skills / Generic Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Be firm and assertive in dealings</p> <p>SA2. Be alert and vigilant to guard against risks & threats and respond effectively</p>
B. Professional Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Carry out security duties in line with pre-induction programme</p> <p>SB2. Communicate with the equipment provided</p> <p>SB3. Use security and safety equipment in the prescribed manner</p>

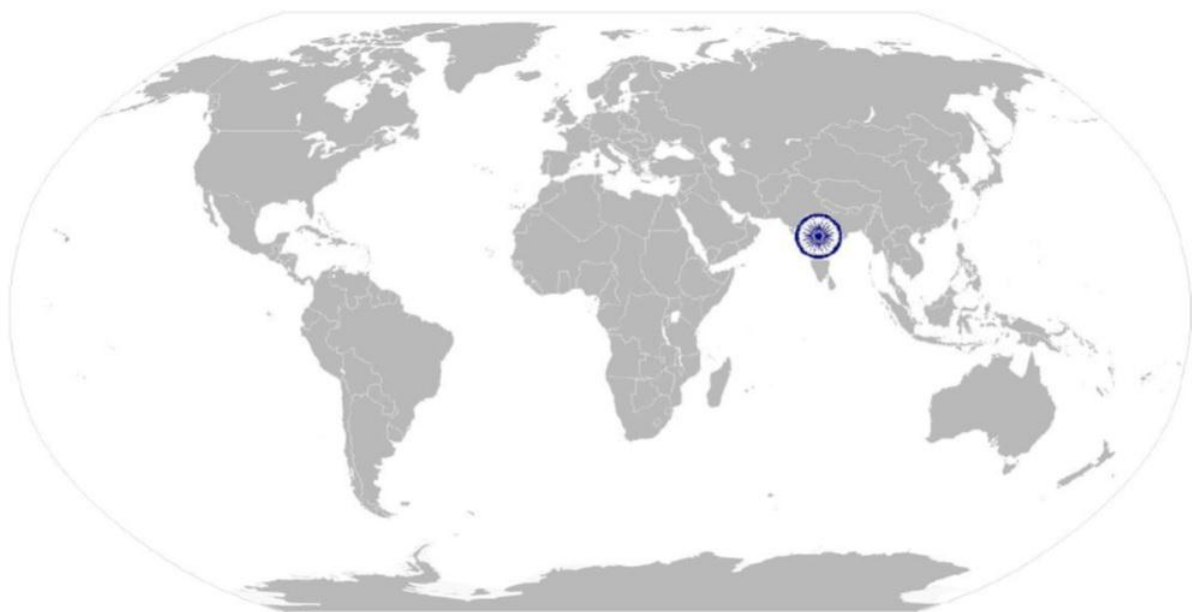


SSS/N0110 Security in industrial deployments

NOS Version Control

NOS Code	SSS/N0110		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	20 February 2013
Sub-sector	1. Commercial 2. Industrial	Last reviewed on	1 March 2013
		Next review date	1 January 2015

[Back To NOS List](#)





National Occupational Standard

Overview

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



SSS/N 0111 - Positive projection of self and the organisation

Unit Code	SSS/N0111
Unit Title (Task)	Positive projection of self and the organisation
Description	This unit provides Performance Criteria, Knowledge & Understanding and Communication Skills & Abilities to project a positive image of self (Unarmed Security Guard) and the organisation.
Scope	<p>Behavioural Standards/ 'Meet and Greet' Procedures:</p> <ul style="list-style-type: none"> • Alert and vigilant • Well-groomed and courteous • Responsive and helpful • Respectful and caring towards elderly, women and children • Communicate politely and firmly • Responsible and co-operative <p>Traits and Habits. Honesty, truthfulness, integrity, discipline and punctuality</p> <p>Necessary Equipment. Baton, pen, guard's notebook, whistle, torch, clothing as per the weather, communication equipment, if provided.</p> <p>Site-specific Information.</p> <p>Pre-induction Training.</p>
Performance Criteria (PC) w.r.t the Scope	
Element	Performance Criteria
Conform to the organisation's standards of grooming and behaviour	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Maintain good health, personal hygiene & sanitation</p> <p>PC2. Comply with organisation's standards of grooming and personal behaviour</p> <p>PC3. Stay free from intoxicants (alcohol, tobacco and drugs)</p> <p>PC4. Wear organisation's uniform with name tab correctly and smartly</p> <p>PC5. Wear, carry and use personal protection gear and equipment</p> <p>PC6. Co-operate with team members</p> <p>PC7. Observe organisation's "Meet and Greet Procedure"</p> <p>PC8. Observe confidentiality as per organisational procedure</p> <p>PC9. Observe discipline and punctuality</p>
Execute tasks as per organisation's standards	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Carry out assigned tasks and duties diligently</p> <p>PC2. Co-operate with team members</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Personal grooming and behaviour</p> <p>KA2. Maintain good physical fitness and mental robustness</p> <p>KA3. Organisation's work culture</p>



SSS/N 0111 - Positive projection of self and the organisation

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

NOS Version Control

NOS Code	SSS/N 0111		
Credits (NVEQF/NVQF/NSQF)	TBD	Version Number	1.0
Sector	Private Security	Drafted on	20 February 2013
Sub-sector	1. Commercial 2. Industrial	Last reviewed on	1 March 2013
		Next review date	1 January 2015

[Back To NOS List](#)



Criteria for Assessments for QP of CCTV Supervisor

Criteria for Assessments for QP of CCTV Supervisor							
Criteria for Assessment of Trainees							
Job Role	CCTV Supervisor						
Qualification Pack	SSS/Q0501						
Sector Skill Council	Security Sector Skill Development Council						
Guidelines for Assessment:							
1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC							
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC							
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)							
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria							
5. To pass the Qualification Pack, every trainee should score a minimum of 40% marks in both theory and skills and 50% in overall test							
6. In case of failure, the trainee is eligible to appear for reassessment							
						Marks Allocation	
Sr. No.	Code		Total Marks (100)	Out of	Theory	Skills Practical	
1.	SSS/N0501	<u>Monitor a security unit</u>	100	12	6	6	
2.	SSS/N0502	<u>Supervise CCTV operations to secure premises</u>		12	6	6	
3.	SSS/N0503	Maintain operational performance of CCTV system		12	5	7	
4.	<u>SSS/N0504</u>	Observe health and safety while monitoring security operations		8	3	5	
5.	SSS/N0101	Security tasks in accordance with basic security practices		6	3	3	
6.	SSS/N0102	<u>Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act – 2005 while undertaking security tasks</u>		5	2	3	
7.	<u>SSS/N0109</u>	Security in commercial deployments		10	3	7	
8.	SSS/N0110	Security in industrial deployments		10	3	7	
9.	<u>SSS/N0111</u>	Positive projection of self and the organisation		10	4	6	
10.	Continuous Comprehensive Evaluation by Training Provider				15	5	10
Total				100	40	60	