

## Qualification Pack



# Security Guard

Electives: Security Guard- Unarmed/ Security Guard-Armed (Freshers)

Options: Application of Computers

QP Code: MEP/Q7101

Version: 4.0

NSQF Level: 3

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## Qualification Pack

### Contents

MEP/Q7101: Security Guard .....	3
<i>Brief Job Description</i> .....	3
Applicable National Occupational Standards (NOS) .....	3
<i>Compulsory NOS</i> .....	3
<i>Elective 1: Security Guard- Unarmed</i> .....	3
<i>Elective 2: Security Guard-Armed (Freshers)</i> .....	3
<i>Option: Application of Computers</i> .....	4
<i>Qualification Pack (QP) Parameters</i> .....	4
MEP/N7101: Perform security tasks in accordance with basic security practices .....	6
MEP/N7103: Provide guarding services to people, property and premises .....	12
MEP/N7104: Control access to the assigned premise .....	18
MEP/N7105: Carry screening and search activities to maintain security .....	25
MEP/N7106: Control parking in designated areas .....	31
MEP/N9903: Apply health and safety practices at the workplace .....	37
MEP/N9912: Apply principles of professional practice at the workplace .....	42
DGT/VSQ/N0101: Employability Skills (30 Hours) .....	49
MEP/N7107: Provide escort security .....	55
MEP/N7113: Observe safety norms while handling firearms .....	60
MEP/N0202: Application of computers .....	64
Assessment Guidelines and Weightage .....	69
<i>Assessment Guidelines</i> .....	69
<i>Assessment Weightage</i> .....	70
Acronyms .....	72
Glossary .....	73

## Qualification Pack

### MEP/Q7101: Security Guard

#### Brief Job Description

To guard designated premises and people by manning the first tier of protection aided by appropriate security devices/ equipment. The core responsibility includes guarding against theft, criminal acts, emergencies, fire and other contingencies.

#### Personal Attributes

Security Guard should be well-versed with the private security operations and have basic technical aptitude. The person must be alert and observant, is discreet about work information, be able to concentrate over long periods, able to work alone without supervision as well as part of a team, is able to remain calm under pressure, and is able to react quickly. Proficiency in use of computers and good communication skills are required. This person should have a positive attitude and be dependable.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [MEP/N7101: Perform security tasks in accordance with basic security practices](#)
2. [MEP/N7103: Provide guarding services to people, property and premises](#)
3. [MEP/N7104: Control access to the assigned premise](#)
4. [MEP/N7105: Carry screening and search activities to maintain security](#)
5. [MEP/N7106: Control parking in designated areas](#)
6. [MEP/N9903: Apply health and safety practices at the workplace](#)
7. [MEP/N9912: Apply principles of professional practice at the workplace](#)
8. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

##### Electives (mandatory to select at least one):

###### Elective 1: Security Guard- Unarmed

This elective covers competencies required to perform security escort as an Unarmed security guard.

1. [MEP/N7107: Provide escort security](#)

###### Elective 2: Security Guard-Armed (Freshers)

## Qualification Pack

This elective details competencies required for handling firearms and safely norms associated with handling of firearms

### 1. [MEP/N7113: Observe safety norms while handling firearms](#)

#### Options(Not mandatory):

Option : Application of Computers

This unit covers the skills and competencies that the user/individual needs to have to use a computer to perform day- to- day activities at workplace.

### 1. [MEP/N0202: Application of computers](#)

## Qualification Pack (QP) Parameters

<b>Sector</b>	Management
<b>Sub-Sector</b>	Security
<b>Occupation</b>	Personal Security, Personal Security, Private Security
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Credits</b>	15
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5414.0501
<b>Minimum Educational Qualification &amp; Experience</b>	5th grade pass with 5 Years of experience OR 8th grade pass with 2 Years of experience OR 9th grade pass with 1 Year of experience OR 10th grade pass OR Previous relevant Qualification of NSQF Level (2.5 with 1.5 years of relevant experience) OR Previous relevant Qualification of NSQF Level (2 with 3 years of relevant experience)
<b>Minimum Level of Education for Training in School</b>	8th Class

## Qualification Pack

<b>Pre-Requisite License or Training</b>	Training in subjects stipulated in Private Security Agencies (Regulation) Act-2005 requirements (Standard of physical fitness for security guards:- (i) Height, 160 cms (Female 150 cms), weight according to standard table of height and weight, chest 80 cms with an expansion of 4 cms (for females no minimum requirement for chest measurement). (ii) Eye sight: Far sight vision 6/6, near vision 0.6/0.6 with or without correction, free from colour blindness (iii) Free from knock knee and flat foot (iv) Hearing: Free from defect
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	17/11/2027
<b>NSQC Approval Date</b>	17/11/2022
<b>Version</b>	4.0
<b>Reference code on NQR</b>	2022/OAFM/MEPSC/05425
<b>NQR Version</b>	1

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

- Carry out assigned security tasks
- Conform to legal requirements

#### Elements and Performance Criteria

##### *Carry out assigned security tasks*

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

- PC1.** carry out assigned security duties in line with procedures and instructions
- PC2.** respond to risks and threats as per organisational and legal protocols (Risks and Threats: unauthorised entry and trespass, aggressive and drunken behaviour, loitering and littering, eve teasing and molestation, robbery; theft; pilferage and shoplifting, violence and assault, murder and suicide kidnapping, public demonstration; labour unrest and crowd control)
- PC3.** respond to hazards and emergencies as per organisational policies and procedures
- PC4.** provide accurate information and access to premises, records and other resources to the police as per organisation protocol
- PC5.** identify rank by recognising the badge of rank of police and military personnel
- PC6.** identify various arms commonly used by the police and perpetrators
- PC7.** identify improvised explosive devices and take action as per established protocol
- PC8.** carry out security duties in commercial and industrial depoyments

##### *Conform to regulatory and legal requirements*

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

- PC9.** carry out tasks relevant to the role while complying with applicable regulatory and legal provisions (Regulatory and legal Provisions: The Indian Penal Code-1860, The Code of Criminal Procedure- 1973, The Arms Act- 1959, Human Rights Act - 1993, Explosive Act- 1884 and The Explosive Substances Act- 1908, Private Security Agencies Regulation Act - 2005, The Private Security Agencies Central Model Rules - 2006)
- PC10.** work within rules and regulations governing employment (Rules and regulations: Employees' Provident Funds, Employees' Pension Scheme- 1995, Minimum Wages Act, 1948 and Central Rules- 1950, Working hours, leave, minimum wage, Employee's State Insurance)
- PC11.** give evidence accurately and clearly, when required, in court

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

## Qualification Pack

- KU1.** organisational procedures and reporting systems within the organization and workplace
- KU2.** legislation/ regulations and organizational procedures related to use of surveillance, walkie-talkie and such equipment in private security
- KU3.** current rules and regulations relevant to Private Security Agencies Regulation:eg. Private Security Agencies (Regulation) Act 2005, etc.
- KU4.** organizational procedures and guidelines for dealing with security situations
- KU5.** the reporting and follow up procedure for complaints
- KU6.** the importance of confidentiality and data protection
- KU7.** risks and threats to society, corporate and other organisations or institutions
- KU8.** legal and illegal activities
- KU9.** cognizance of offence
- KU10.** organisations provided with the authority and responsibilities towards security of the public/society (Security Organizations: Armed Forces - Army; Navy; Air Force, Central Armed Police Forces - CISF; CRPF; BSF; RPF, Civil Police)
- KU11.** different domains of the private security sector (Commercial and industrial domains)
- KU12.** role of private security sector (provide guarding services to society;commerce and industry, to assist law enforcement agencies)
- KU13.** types of hazards, accidents, disasters and emergencies (Floods; storms; earthquake; fire incidents, etc.Accidents: road accidents, industrial accidents, building collapse, etc.Emergencies Medical emergencies; emergencies arising due to disasters;crime and accidents)
- KU14.** organisations dealing with hazards, accidents, disasters and emergencies
- KU15.** different types of arms commonly used by police and perpetrators (Arms: Gun; rifle; pistol; revolver, bomb; grenade; improvised explosive device; explosive material, knife; sword; spear; baton; lathi)
- KU16.** types of improvised explosive devices, their features and the established protocol for identifying them
- KU17.** legal implication of assigned role and tasks
- KU18.** badges of rank in police and military
- KU19.** process to lodge complaints and first information report and assistance to others for doing the same
- KU20.** method of giving evidence in court

## Generic Skills (GS)

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

- GS1.** document instructions and prepare task lists accurately and clearly
- GS2.** document activities in a chronological order
- GS3.** prepare security passes accurately and clearly
- GS4.** record visitor and vehicle arrival and departure accurately and clearly
- GS5.** write at least in one vernacular language
- GS6.** read and assimilate correctly organizational procedures and instructions

## Qualification Pack

- GS7.** read identity papers and passes accurately
- GS8.** read signage and notices to interpret them accurately
- GS9.** speak clearly to communicate effectively
- GS10.** ask relevant queries to comprehend instructions
- GS11.** give clear instructions to co-workers
- GS12.** reply to queries from visitors and guide them accurately and clearly
- GS13.** ask relevant questions from visitors in the correct tone of voice
- GS14.** raise alarm and warn others clearly, emphatically and accurately
- GS15.** make announcements directly to audiences, speak over phone/radio clearly and accurately
- GS16.** take decisions pertaining to security and emergency situations
- GS17.** plan activities in order to report on time for briefings and duty
- GS18.** plan and organize assigned task in order to perform it effectively and efficiently as per instructions
- GS19.** work and communicate in a manner such that positive relationships are established with visitors and other stakeholders
- GS20.** state the problem and relevant considerations, list and evaluate the possible solution(s) and select a best possible solution(s) to achieve desired outcome
- GS21.** identify potential risk and threats and take suitable actions in order to reduce or mitigate these
- GS22.** observe people, activities and movements keenly
- GS23.** analyze and evaluate information gathered from observation and experience, to arrive at most plausible, and accurate interpretations and take appropriate action to reduce risks, loss or damage
- GS24.** manage distractions



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Carry out assigned security tasks</i>	<b>20</b>	<b>30</b>	-	-
<b>PC1.</b> carry out assigned security duties in line with procedures and instructions	-	-	-	-
<b>PC2.</b> respond to risks and threats as per organisational and legal protocols (Risks and Threats: unauthorised entry and trespass, aggressive and drunken behaviour, loitering and littering, eve teasing and molestation, robbery; theft; pilferage and shoplifting, violence and assault, murder and suicide kidnapping, public demonstration; labour unrest and crowd control)	-	-	-	-
<b>PC3.</b> respond to hazards and emergencies as per organisational policies and procedures	-	-	-	-
<b>PC4.</b> provide accurate information and access to premises, records and other resources to the police as per organisation protocol	-	-	-	-
<b>PC5.</b> identify rank by recognising the badge of rank of police and military personnel	-	-	-	-
<b>PC6.</b> identify various arms commonly used by the police and perpetrators	-	-	-	-
<b>PC7.</b> identify improvised explosive devices and take action as per established protocol	-	-	-	-
<b>PC8.</b> carry out security duties in commercial and industrial depoyments	-	-	-	-
<i>Conform to regulatory and legal requirements</i>	<b>20</b>	<b>30</b>	-	-
<b>PC9.</b> carry out tasks relevant to the role while complying with applicable regulatory and legal provisions (Regulatory and legal Provisions: The Indian Penal Code-1860, The Code of Criminal Procedure- 1973, The Arms Act- 1959, Human Rights Act - 1993, Explosive Act- 1884 and The Explosive Substances Act- 1908, Private Security Agencies Regulation Act - 2005, The Private Security Agencies Central Model Rules - 2006)	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> work within rules and regulations governing employment (Rules and regulations: Employees' Provident Funds, Employees' Pension Scheme-1995, Minimum Wages Act, 1948 and Central Rules- 1950, Working hours, leave, minimum wage, Employee's State Insurance)	-	-	-	-
<b>PC11.</b> give evidence accurately and clearly, when required, in court	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N7101
<b>NOS Name</b>	Perform security tasks in accordance with basic security practices
<b>Sector</b>	Management
<b>Sub-Sector</b>	Security
<b>Occupation</b>	Private Security, Private Security
<b>NSQF Level</b>	3
<b>Credits</b>	2
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQF Clearance Date</b>	24/02/2022

## Qualification Pack

### MEP/N7103: Provide guarding services to people, property and premises

#### Description

This unit deals in detail the competencies required to provide security services to people, property and premises as per set standards.

#### Scope

The scope covers the following :

- Guard people, property and premises
- Carry out search of designated premises
- Ensure inclusivity
- Material and energy conservation practices

#### Elements and Performance Criteria

##### *Guard people, property and premises*

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

- PC1.** identify layout of the premises, assets, movable or immovable property, entry and exit points
- PC2.** identify various categories of people who need guarding and type of guarding required (Categories of people: staff; residents; workers; visitors; officials; vendors; service providers; general public)
- PC3.** guard people, property and premises as per instructions
- PC4.** carry out guarding and observation tasks attentively and effectively
- PC5.** identify types of patrolling required and necessary tasks required to carry out patrolling activities effectively
- PC6.** patrol designated premises effectively as per instructions
- PC7.** use security equipment as per organisational and manufacturer guidelines, to carry out security tasks effectively (Security Equipment: For surveillance, screening and search, communication, safety )
- PC8.** report and respond to security breaches as per organisational procedures, in a timely manner, clearly and accurately
- PC9.** provide adequate briefing during shift change and to superiors
- PC10.** maintain basic security registers and records

##### *Carry out search of designated premises*

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

- PC11.** carry out required searches of premises and properties as per instructions
- PC12.** report risks, threats and hazards observed during the search
- PC13.** liaise with other authorised search parties in the premises effectively
- PC14.** detain suspect(s) during the search as per organisational and legal guidelines and procedures
- PC15.** prevent tampering of evidence and reports by taking necessary precautions

## Qualification Pack

- PC16.** maintain personal safety at all times when at work
- PC17.** maintain constant communication during search with relevant authorities and seniors
- PC18.** report incident details to superiors in an accurate and timely manner, communicating all relevant details
- PC19.** follow incident reporting formats and protocols

### *Ensure inclusivity*

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

- PC20.** use non-gendered statements in communication and reports
- PC21.** ensure smooth movement of persons with disability
- PC22.** carry out assigned tasks and perform duties ensuring persons' right to dignity, privacy and gender/religious/cultural sensitivity are respected at all times

### *Material and energy conservation practices*

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

- PC23.** identify processes where material utilization can be optimized
- PC24.** ensure lights and equipment are switched off when not in use

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational procedures with respect to security of people, property and premises
- KU2.** organisational reporting/ debriefing procedure
- KU3.** legislation/ regulations and organizational procedures related to use of CCTV and surveillance, walkie talkie and such equipment in private security
- KU4.** organizational procedures and guidelines for dealing with security situations
- KU5.** the reporting and follow up procedure for complaints
- KU6.** the importance of confidentiality and data protection
- KU7.** current rules and regulations relevant to Private Security Agencies
- KU8.** various types of premises (Walled; fenced; gated; covered; open; guarded; unguarded; watch tower)
- KU9.** importance of security for society, institutions, corporate and individuals
- KU10.** methods of assigned guarding, monitoring and patrolling activities
- KU11.** preparation, composition and briefing, means of movement and equipment for patrolling
- KU12.** correct response to likely risks and threats at the place of duty
- KU13.** means of available communication in a security environment
- KU14.** basic registers maintained for various security purposes
- KU15.** correct use of security equipment
- KU16.** correct use of communication equipment
- KU17.** elements of effective communication used in security work
- KU18.** type of Emergencies occurring in the industry
- KU19.** laws on gender discrimination, right of persons with disability etc.

## Qualification Pack

### Generic Skills (GS)

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

- GS1.** document instructions and tasks
- GS2.** document activities in a chronological order
- GS3.** prepare security passes
- GS4.** record visitor and vehicle arrival and departure
- GS5.** write at least in one vernacular language
- GS6.** read organizational procedures and instructions
- GS7.** read identity papers and passes
- GS8.** read signages and notices
- GS9.** recognize badges of rank worn by officers
- GS10.** speak clearly and emphatically
- GS11.** comprehend instructions and ask relevant queries
- GS12.** give clear instructions to co-workers
- GS13.** reply to queries from visitors and guide them
- GS14.** ask questions from visitors
- GS15.** raise alarm/make announcement/speak over phone/radio
- GS16.** take decisions pertaining to security and emergency situations
- GS17.** plan and organize assigned tasks
- GS18.** leave guard post only once relieved
- GS19.** manage relationships with visitors and other stakeholders
- GS20.** think through the problem, evaluate the possible solution(s) and adopt best possible solution(s)
- GS21.** identify potential risk and threats and take suitable actions
- GS22.** observe people, activities and movements keenly
- GS23.** analyze and evaluate information gathered from observation and experience, and take appropriate action
- GS24.** manage distractions

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Guard people, property and premises</i>	<b>21</b>	<b>28</b>	-	-
<b>PC1.</b> identify layout of the premises, assets, movable or immovable property, entry and exit points	-	-	-	-
<b>PC2.</b> identify various categories of people who need guarding and type of guarding required (Categories of people: staff; residents; workers; visitors; officials; vendors; service providers; general public)	-	-	-	-
<b>PC3.</b> guard people, property and premises as per instructions	-	-	-	-
<b>PC4.</b> carry out guarding and observation tasks attentively and effectively	-	-	-	-
<b>PC5.</b> identify types of patrolling required and necessary tasks required to carry out patrolling activities effectively	-	-	-	-
<b>PC6.</b> patrol designated premises effectively as per instructions	-	-	-	-
<b>PC7.</b> use security equipment as per organisational and manufacturer guidelines, to carry out security tasks effectively (Security Equipment: For surveillance, screening and search, communication, safety )	-	-	-	-
<b>PC8.</b> report and respond to security breaches as per organisational procedures, in a timely manner, clearly and accurately	-	-	-	-
<b>PC9.</b> provide adequate briefing during shift change and to superiors	-	-	-	-
<b>PC10.</b> maintain basic security registers and records	-	-	-	-
<i>Carry out search of designated premises</i>	<b>14</b>	<b>22</b>	-	-
<b>PC11.</b> carry out required searches of premises and properties as per instructions	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> report risks, threats and hazards observed during the search	-	-	-	-
<b>PC13.</b> liaise with other authorised search parties in the premises effectively	-	-	-	-
<b>PC14.</b> detain suspect(s) during the search as per organisational and legal guidelines and procedures	-	-	-	-
<b>PC15.</b> prevent tampering of evidence and reports by taking necessary precautions	-	-	-	-
<b>PC16.</b> maintain personal safety at all times when at work	-	-	-	-
<b>PC17.</b> maintain constant communication during search with relevant authorities and seniors	-	-	-	-
<b>PC18.</b> report incident details to superiors in an accurate and timely manner, communicating all relevant details	-	-	-	-
<b>PC19.</b> follow incident reporting formats and protocols	-	-	-	-
<i>Ensure inclusivity</i>	<b>3</b>	<b>6</b>	-	-
<b>PC20.</b> use non- gendered statements in communication and reports	-	-	-	-
<b>PC21.</b> ensure smooth movement of persons with disability	-	-	-	-
<b>PC22.</b> carry out assigned tasks and perform duties ensuring persons' right to dignity, privacy and gender/ religious/ cultural sensitivity are respected at all times	-	-	-	-
<i>Material and energy conservation practices</i>	<b>2</b>	<b>4</b>	-	-
<b>PC23.</b> identify processes where material utilization can be optimized	-	-	-	-
<b>PC24.</b> ensure lights and equipment are switched off when not in use	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N7103
<b>NOS Name</b>	Provide guarding services to people, property and premises
<b>Sector</b>	Management
<b>Sub-Sector</b>	Security
<b>Occupation</b>	Private Security
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQF Clearance Date</b>	24/02/2022

## Qualification Pack

### MEP/N7104: Control access to the assigned premise

#### Description

This unit deals in detail with carrying out access control to the assigned premises, manually or assisted by equipment in line with organisational procedures and guidelines.

#### Scope

The scope covers the following :

- Control entry and exit from premises
- Use access control equipment
- Receive mail and courier after office hours

#### Elements and Performance Criteria

##### *Control entry and exit from premises*

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

- PC1.** carry out access control procedures in the premises with or without use of equipment as per organisational standards
- PC2.** establish identity, purpose and authorisation of different categories of people/ vehicles/ material seeking to enter or exit from the premises
- PC3.** prevent entry to and exit of people/vehicles/ material without valid authorisation
- PC4.** direct visitors to designated areas for waiting and inform concerned staff/ department promptly
- PC5.** prepare passes/ permits accurately for people/vehicles entering the premises
- PC6.** collect passes/ permits from people/ vehicles exiting the premises and confirm authenticity and validity
- PC7.** check relevant documents for movement of goods/materials for accuracy of all necessary details and validity (Documents for material movement: gate pass (returnable and non-returnable), invoice, purchase order, delivery challan, any other authorisation regarding movement of stores and machinery)
- PC8.** inform concerned department on arrival of relevant consignments with necessary detail and instructions
- PC9.** handle different situations faced during access control operations effectively, minimising risk and damage and as per organisational procedures (Situations/incidents faced during access control operations: identification documents, passes and permits – lost, expired, defaced, forged and unauthorised surreptitious entry, impersonation, forced entry, tailing, queue and crowd and aggressive behaviour, vehicular traffic, communication, visitors expecting/demanding preferential treatment)
- PC10.** update and maintain relevant security registers as per instructions and organisational procedure
- PC11.** report irregularities to superior clearly, with necessary detail, and in a timely manner

##### *Use access control equipment*

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

## Qualification Pack

- PC12.** operate access control equipment in accordance with organisational procedures and manufacturers instructions
- PC13.** check and report functioning/ malfunctioning of access control equipment to relevant authority as per organisation procedures
- PC14.** carry out maintenance of equipment
- PC15.** identify and interpret signals from access control equipment correctly and respond as per organisational procedures respectively
- PC16.** carry out access control operations manually in case of equipment breakdown
- PC17.** ensure safety and security, while minimising dissatisfaction and discomfort

*Receive mail and courier after office hours*

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

- PC18.** receive mail and couriers after office hours as per organisational procedures
- PC19.** record details of mail and courier received
- PC20.** identify suspicious packages or mail
- PC21.** report about delivery of suspicious package/s in a timely manner
- PC22.** secure and store letters and packages as per organisational procedures
- PC23.** deliver letters and packages to the designated person as per organisational procedures

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational procedures related to access control operations
- KU2.** reporting procedures relevant to own duty and responsibilities
- KU3.** sources of information for knowledge of people with debarred entry and relevant procedures, where deployed
- KU4.** types of identity/ authorisation documents carried by people, vehicle and material seeking entry/ exit where deployed Personal identification and authorisation documents: employees identity card, temporary identity card, entry permit and visitors pass, vehicle register, etc.
- KU5.** areas within the premises having restricted/ controlled entry and relevant risks
- KU6.** procedure for receipt of postal mail and couriers after office hours Postal mail and couriers: letters; parcels; fax messages; hand-delivered notes suspicious packages
- KU7.** actions to be taken in case of receipt of suspicious letter/ package
- KU8.** procedures to secure and store letters and packages received
- KU9.** common techniques or methods employed by people/ criminals for gaining unauthorised entry/exit from the premises
- KU10.** operating procedures and relevant details of access control equipment installed in the premises Access control equipment: personnel access control equipment - wall, fence, gates, barriers, turnstile, locks, electronic systems access card, biometrics and attendance recorder vehicle access control equipment - boom barrier, spikes, road blockers, bollards, surface barrier
- KU11.** capability and limitations of the access control equipment in use
- KU12.** common faults occurring in the access control equipment

## Qualification Pack

**KU13.** procedure for carrying out access control operations manually

**KU14.** risks and types of suspicious letters and packages and procedures for processing these

### Generic Skills (GS)

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

- GS1.** document instructions and task lists (Task List: Team composition, Details of vehicle(s) and consignment, Route;alternate routes;halts ;traffic conditions, Contact details of concerned agencies, Timings, Threat/risks involved, Reporting procedure)
- GS2.** document activities in a chronological order
- GS3.** prepare security passes
- GS4.** record visitor and vehicle arrival and departure
- GS5.** write at least in one vernacular language
- GS6.** read organizational procedures and instructions
- GS7.** read identity papers and passes
- GS8.** read signages and notices
- GS9.** recognize badges of rank of officers
- GS10.** speak clearly and emphatically
- GS11.** comprehend instructions and ask relevant questions
- GS12.** give clear instructions to co-workers
- GS13.** reply to queries from visitors and guide them
- GS14.** ask questions from visitors
- GS15.** raise alarm/make announcement/speak over phone/radio
- GS16.** take decisions pertaining to security and emergency situations endangering life & property and health & safety
- GS17.** plan and organize assigned task
- GS18.** manage relationships with visitors and stakeholders
- GS19.** think through the problem, evaluate the possible solution(s) and adopt best possible solution(s)
- GS20.** identify potential risk and threats and take suitable actions
- GS21.** observe people, activities and movements keenly
- GS22.** analyze and evaluate information gathered from observation and experience, and take appropriate action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Control entry and exit from premises</i>	<b>18</b>	<b>26</b>	-	-
<b>PC1.</b> carry out access control procedures in the premises with or without use of equipment as per organisational standards	-	-	-	-
<b>PC2.</b> establish identity, purpose and authorisation of different categories of people/ vehicles/ material seeking to enter or exit from the premises	-	-	-	-
<b>PC3.</b> prevent entry to and exit of people/vehicles/ material without valid authorisation	-	-	-	-
<b>PC4.</b> direct visitors to designated areas for waiting and inform concerned staff/ department promptly	-	-	-	-
<b>PC5.</b> prepare passes/ permits accurately for people/vehicles entering the premises	-	-	-	-
<b>PC6.</b> collect passes/ permits from people/ vehicles exiting the premises and confirm authenticity and validity	-	-	-	-
<b>PC7.</b> check relevant documents for movement of goods/materials for accuracy of all necessary details and validity (Documents for material movement: gate pass (returnable and non-returnable), invoice, purchase order, delivery challan, any other authorisation regarding movement of stores and machinery)	-	-	-	-
<b>PC8.</b> inform concerned department on arrival of relevant consignments with necessary detail and instructions	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC9.</b> handle different situations faced during access control operations effectively, minimising risk and damage and as per organisational procedures (Situations/incidents faced during access control operations: identification documents, passes and permits – lost, expired, defaced, forged and unauthorised surreptitious entry, impersonation, forced entry, tailing, queue and crowd and aggressive behaviour, vehicular traffic, communication, visitors expecting/demanding preferential treatment)	-	-	-	-
<b>PC10.</b> update and maintain relevant security registers as per instructions and organisational procedure	-	-	-	-
<b>PC11.</b> report irregularities to superior clearly, with necessary detail, and in a timely manner	-	-	-	-
<i>Use access control equipment</i>	<b>12</b>	<b>18</b>	-	-
<b>PC12.</b> operate access control equipment in accordance with organisational procedures and manufacturers instructions	-	-	-	-
<b>PC13.</b> check and report functioning/ malfunctioning of access control equipment to relevant authority as per organisation procedures	-	-	-	-
<b>PC14.</b> carry out maintenance of equipment	-	-	-	-
<b>PC15.</b> identify and interpret signals from access control equipment correctly and respond as per organisational procedures respectively	-	-	-	-
<b>PC16.</b> carry out access control operations manually in case of equipment breakdown	-	-	-	-
<b>PC17.</b> ensure safety and security, while minimising dissatisfaction and discomfort	-	-	-	-
<i>Receive mail and courier after office hours</i>	<b>10</b>	<b>16</b>	-	-
<b>PC18.</b> receive mail and couriers after office hours as per organisational procedures	-	-	-	-
<b>PC19.</b> record details of mail and courier received	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC20.</b> identify suspicious packages or mail	-	-	-	-
<b>PC21.</b> report about delivery of suspicious package/s in a timely manner	-	-	-	-
<b>PC22.</b> secure and store letters and packages as per organisational procedures	-	-	-	-
<b>PC23.</b> deliver letters and packages to the designated person as per organisational procedures	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N7104
<b>NOS Name</b>	Control access to the assigned premise
<b>Sector</b>	Management
<b>Sub-Sector</b>	Security
<b>Occupation</b>	Private Security
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	17/11/2022
<b>Next Review Date</b>	17/11/2027
<b>NSQF Clearance Date</b>	17/11/2022



## Qualification Pack

### MEP/N7105: Carry screening and search activities to maintain security

#### Description

This unit deals in detail with the requirement for carrying out screening and search of people, baggage and vehicle at assigned premises, manually or assisted by provided equipment in line with organisational procedures and guidelines.

#### Scope

The scope covers the following :

- Carry out screening and search on people and material passing through the area of control
- Carry out screening and search on vehicles passing through the area of control

#### Elements and Performance Criteria

##### *Carry out screening and search on people and material passing through the area of control*

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

- PC1.** organise queues to manage people at the screening and search point
- PC2.** respond to situations arising during screening and search, within limits of authority and as per organisational procedures
- PC3.** carry out screening and search operations manually or with equipment as per organisational procedures
- PC4.** identify persons exempted from screening and search
- PC5.** segregate and isolate person or persons violating laid down procedures safely and effectively, with minimum disturbance
- PC6.** segregate and isolate material containing prohibited/ unauthorised items (Prohibited items: Weapons; firearms; ammunition; explosive; firecrackers; inflammable materials and gases, any other item that is prohibited by the Unauthorised items: organisations property, any other item specified by the organisation, government or organisation)
- PC7.** spot attempts of people trying to defeat the process/ equipment, avoiding possible distractions

##### *Carry out screening and search on vehicles passing through the area of control*

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

- PC8.** carry out screening and search operations using provided equipment as per laid down procedures (Screening and search equipment: metal detectors handheld, door frame (stationery and portable); scanners body, baggage/ cargo and vehicle, under vehicle inspection mirror; any other equipment provided by organisation)
- PC9.** carry out physical search of vehicle as per laid down procedures
- PC10.** follow protocol on exemptions from search
- PC11.** segregate and isolate suspected vehicle to carry out detailed search
- PC12.** segregate suspicious objects in vehicles and follow protocols for their handling
- PC13.** ensure safety of workers and public while segregating vehicle or its contents

## Qualification Pack

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational instructions and procedures for screening and search
- KU2.** organisation's reporting procedure relevant to own duty and responsibilities
- KU3.** nature and types of unauthorised/ prohibited items
- KU4.** sources of authorised information regarding persons exempted from search and categories of such people in the organisation
- KU5.** nature and actions of expected response in case of specific security situations
- KU6.** capabilities and limitations of screening and search equipment
- KU7.** common faults occurring in the screening and search equipment
- KU8.** signals emanating from equipment, their correct interpretation and relevant required response
- KU9.** items that cannot be put through screening and search equipment
- KU10.** procedure for checking the vehicle in a systematic manner
- KU11.** common methods and techniques adopted by people to defeat the screening and search equipment
- KU12.** the importance of confidentiality and data protection
- KU13.** rules and regulations relevant to Private Security Agencies Regulation: (eg. Private Security Agencies (Regulation) Act 2005)
- KU14.** organisations provided with the authority and responsibilities towards security of the public/society (Security Organisations: Army, Navy, Air Force, Central Armed Police Forces)
- KU15.** different domains of the private security sector like industrial and commercial
- KU16.** role of private security sector
- KU17.** different types of arms commonly used by police and perpetrators
- KU18.** types of improvised explosive devices, their features and the established protocol for identifying them
- KU19.** badges of rank in police and military
- KU20.** legal implication of assigned role and tasks
- KU21.** process to lodge complaints and first information report and assistance to others for doing the same

### Generic Skills (GS)

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

- GS1.** document instructions and task lists (Task List: Team composition, Details of vehicle(s) and consignment, Route; alternate routes; halts; traffic conditions, Contact details of concerned agencies, Timings, Threat/ risks involved, Reporting procedure)
- GS2.** document activities in a chronological order
- GS3.** prepare security passes
- GS4.** record visitor and vehicle arrival and departure

## Qualification Pack

- GS5.** write at least in one vernacular language
- GS6.** read organizational procedures and instructions
- GS7.** read identity papers and passes
- GS8.** read signages and notices
- GS9.** recognize badges of rank
- GS10.** speak clearly and emphatically
- GS11.** comprehend instructions and ask relevant queries
- GS12.** give clear instructions to co-workers
- GS13.** reply to queries from visitors and guide them
- GS14.** ask questions to visitors
- GS15.** raise alarm/make announcement/speak over phone/radio
- GS16.** take decisions pertaining to security and emergency situations endangering life and property and health and safety
- GS17.** plan and organize assigned task
- GS18.** leave guard post once relieved
- GS19.** manage relationships with visitors and stakeholders
- GS20.** think through the problem, evaluate the possible solution(s) and adopt best possible solution(s)
- GS21.** identify potential risks and threats and take suitable actions
- GS22.** observe people, activities and movements keenly
- GS23.** analyze and evaluate information gathered from observation and experience, and take appropriate action
- GS24.** manage distractions

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Carry out screening and search on people and material passing through the area of control</i>	<b>19</b>	<b>32</b>	-	-
<b>PC1.</b> organise queues to manage people at the screening and search point	-	-	-	-
<b>PC2.</b> respond to situations arising during screening and search, within limits of authority and as per organisational procedures	-	-	-	-
<b>PC3.</b> carry out screening and search operations manually or with equipment as per organisational procedures	-	-	-	-
<b>PC4.</b> identify persons exempted from screening and search	-	-	-	-
<b>PC5.</b> segregate and isolate person or persons violating laid down procedures safely and effectively, with minimum disturbance	-	-	-	-
<b>PC6.</b> segregate and isolate material containing prohibited/ unauthorised items (Prohibited items: Weapons; firearms; ammunition; explosive; firecrackers; inflammable materials and gases, any other item that is prohibited by the Unauthorised items: organisations property, any other item specified by the organisation, government or organisation)	-	-	-	-
<b>PC7.</b> spot attempts of people trying to defeat the process/ equipment, avoiding possible distractions	-	-	-	-
<i>Carry out screening and search on vehicles passing through the area of control</i>	<b>21</b>	<b>28</b>	-	-
<b>PC8.</b> carry out screening and search operations using provided equipment as per laid down procedures (Screening and search equipment: metal detectors handheld, door frame (stationery and portable); scanners body, baggage/ cargo and vehicle, under vehicle inspection mirror; any other equipment provided by organisation)	-	-	-	-
<b>PC9.</b> carry out physical search of vehicle as per laid down procedures	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> follow protocol on exemptions from search	-	-	-	-
<b>PC11.</b> segregate and isolate suspected vehicle to carry out detailed search	-	-	-	-
<b>PC12.</b> segregate suspicious objects in vehicles and follow protocols for their handling	-	-	-	-
<b>PC13.</b> ensure safety of workers and public while segregating vehicle or its contents	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N7105
<b>NOS Name</b>	Carry screening and search activities to maintain security
<b>Sector</b>	Management
<b>Sub-Sector</b>	Security
<b>Occupation</b>	Private Security
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	17/11/2022
<b>Next Review Date</b>	17/11/2027
<b>NSQF Clearance Date</b>	17/11/2022

## Qualification Pack

### MEP/N7106: Control parking in designated areas

#### Description

This unit deals in detail with the requirement for controlling parking by directing vehicles, passing instructions and ensuring security in a designated parking area as per the standards.

#### Scope

The scope covers the following :

- Direct and control parking in designated areas
- Deal with irregularities and hazards in parking areas

#### Elements and Performance Criteria

##### *Direct and control parking in designated areas*

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

- PC1.** identify different types of parking areas and all entry and exit routes to available parking areas (Parking Areas: open parking; covered parking, multi-level car parking assisted by car parking technology)
- PC2.** check prevailing conditions within the parking areas that impact operations, safety and security, and list anticipated consequences of these (Parking Conditions: surface and traffic conditions, visibility and lighting)
- PC3.** correctly position signage for guiding drivers
- PC4.** guide drivers to the available parking areas
- PC5.** use protective gear at all times while carrying out parking duties as per company provision and guidelines
- PC6.** ensure drivers leave the area after parking as per laid down instructions

##### *Deal with irregularities and hazards in parking areas*

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

- PC7.** identify and respond to irregular situations in accordance with organisation procedures and guidelines (Irregular situations: traffic congestion; accidents, vehicles violating instructions, unsecured vehicles; wrongly parked vehicles; vehicle alarms; abandoned vehicles; vehicle on fire; children and animals left in the vehicles; vehicles/ persons carrying prohibited items, person/s likely to misuse parking area for prohibited activity; persons behaving suspiciously/ aggressively)
- PC8.** call for assistance from relevant personnel and take preventive steps to minimise risks and damage (Relevant Personnel: security team, sub-unit and superiors)
- PC9.** report irregular situations immediately to superior with all necessary details
- PC10.** respond as per organisational procedure on spotting hazards, and parking conditions that may increase risks (Hazards and defects: missing/ damaged lighting; signage and defaced markings, defective access control barrier/ equipment, electrical short circuits; power failure; spillages of fuels/ liquids and dangerous surfaces)
- PC11.** maintain records and follow reporting procedures on hazards and irregularities

## Qualification Pack

**PC12.** ensure own safety at work at all times

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational procedures on parking
- KU2.** incident reporting procedure in the organisation
- KU3.** layout and traffic plan of the parking areas (Layout and traffic plan: traffic plan - entry/exit; search and screening points; ticketing; routes; waiting areas; traffic flow; alternate and emergency routes, parking - parking areas with capacity)
- KU4.** suitability of prevailing conditions for parking
- KU5.** traffic control and protective gear
- KU6.** traffic signals, signage and markings
- KU7.** irregular situations arising during parking
- KU8.** procedures for dealing with irregular situations
- KU9.** category of vehicles (Category of vehicles: private/ commercial - cars; jeeps; SUVs; vans; goods vehicles, two/ three wheelers)
- KU10.** kinds of equipment used in vehicle parking operations (Equipment: Barriers; personnel and vehicle search; lighting and alarms and sensors, screening and access control, card readers; ticketing and revenue collection machines)
- KU11.** importance of confidentiality and data protection
- KU12.** current rules and regulations relevant to Private Security Agencies Regulation (eg. Private Security Agencies (Regulation) Act 2005)
- KU13.** importance of security for society, institutions, corporate and individuals
- KU14.** organisations provided with the authority and responsibilities towards security of the public/society (Security Organizations: Armed Forces, central armed police force)
- KU15.** different domains of the private security sector (Private Security Sector: Commercial and industrial domains)
- KU16.** role of private security sector (Role of Private Security Sector: To provide guarding services to society; commerce and industry, to assist law enforcement )
- KU17.** organisations dealing with hazards, accidents, disasters and emergencies
- KU18.** different types of arms commonly used by police and perpetrators (Arms: Gun; rifle; pistol; revolver, bomb; grenade; improvised explosive device; explosive material, knife; sword; spear; baton; lathi)
- KU19.** types of improvised explosive devices, their features and the established protocol for identifying them
- KU20.** legal implication of assigned role and tasks

### Generic Skills (GS)

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



## Qualification Pack

- GS1.** document instructions and task lists (Task List: Team composition, details of vehicle(s) and consignment, route; alternate routes; halts; traffic conditions, contact details of concerned agencies, timings, threat/risks involved, reporting procedure)
- GS2.** document activities in a chronological order
- GS3.** prepare security passes
- GS4.** record visitor and vehicle arrival and departure
- GS5.** write at least in one vernacular language
- GS6.** read organizational procedures and instructions
- GS7.** read identity papers and passes
- GS8.** read signages and notices
- GS9.** recognize badges of rank
- GS10.** speak clearly and emphatically
- GS11.** comprehend instructions and ask relevant queries
- GS12.** give clear instructions to co-workers
- GS13.** reply to queries from visitors and guide them
- GS14.** ask questions from visitors
- GS15.** raise alarm/make announcement/speak over phone/radio
- GS16.** take decisions pertaining to security and emergency situations endangering life and property and health and safety
- GS17.** plan and organize assigned task
- GS18.** leave guard post once relieved
- GS19.** manage relationships with visitors and stakeholders
- GS20.** think through the problem, evaluate the possible solution(s) and adopt best possible solution(s)
- GS21.** identify potential risk and threats and take suitable actions
- GS22.** observe people, activities and movements keenly
- GS23.** analyze and evaluate information gathered from observation and experience, and take appropriate action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Direct and control parking in designated areas</i>	<b>20</b>	<b>30</b>	-	-
<b>PC1.</b> identify different types of parking areas and all entry and exit routes to available parking areas (Parking Areas: open parking; covered parking, multi-level car parking assisted by car parking technology)	-	-	-	-
<b>PC2.</b> check prevailing conditions within the parking areas that impact operations, safety and security, and list anticipated consequences of these (Parking Conditions: surface and traffic conditions, visibility and lighting)	-	-	-	-
<b>PC3.</b> correctly position signage for guiding drivers	-	-	-	-
<b>PC4.</b> guide drivers to the available parking areas	-	-	-	-
<b>PC5.</b> use protective gear at all times while carrying out parking duties as per company provision and guidelines	-	-	-	-
<b>PC6.</b> ensure drivers leave the area after parking as per laid down instructions	-	-	-	-
<i>Deal with irregularities and hazards in parking areas</i>	<b>20</b>	<b>30</b>	-	-
<b>PC7.</b> identify and respond to irregular situations in accordance with organisation procedures and guidelines (Irregular situations: traffic congestion; accidents, vehicles violating instructions, unsecured vehicles; wrongly parked vehicles; vehicle alarms; abandoned vehicles; vehicle on fire; children and animals left in the vehicles; vehicles/ persons carrying prohibited items, person/s likely to misuse parking area for prohibited activity; persons behaving suspiciously/ aggressively)	-	-	-	-
<b>PC8.</b> call for assistance from relevant personnel and take preventive steps to minimise risks and damage (Relevant Personnel: security team, sub-unit and superiors)	-	-	-	-
<b>PC9.</b> report irregular situations immediately to superior with all necessary details	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> respond as per organisational procedure on spotting hazards, and parking conditions that may increase risks (Hazards and defects: missing/ damaged lighting; signage and defaced markings, defective access control barrier/ equipment, electrical short circuits; power failure; spillages of fuels/ liquids and dangerous surfaces)	-	-	-	-
<b>PC11.</b> maintain records and follow reporting procedures on hazards and irregularities	-	-	-	-
<b>PC12.</b> ensure own safety at work at all times	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N7106
<b>NOS Name</b>	Control parking in designated areas
<b>Sector</b>	Management
<b>Sub-Sector</b>	Security
<b>Occupation</b>	Private Security
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	17/11/2022
<b>Next Review Date</b>	17/11/2027
<b>NSQF Clearance Date</b>	17/11/2022

## Qualification Pack

### MEP/N9903: Apply health and safety practices at the workplace

#### Description

This unit deals in detail with application of health and safety practices in the workplace

#### Scope

The scope covers the following :

- Apply relevant health and safety practices at the workplace
- Maintain a healthy and hygienic environment
- Deal with emergency situations
- Follow fire safety requirements

#### Elements and Performance Criteria

##### *Apply relevant health and safety practices at the workplace*

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

- PC1.** identify, control and report health and safety issues relating to immediate work environment according to procedures
- PC2.** follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies
- PC3.** document and report all hazards, accidents and near-miss incidents as per set process
- PC4.** document safety records according to organisational policies

##### *Maintain a healthy and hygienic environment*

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

- PC5.** maintain the work area in a clean and tidy condition
- PC6.** ensure that the work area is sanitised as and when required
- PC7.** maintain personal hygiene
- PC8.** use appropriate personal protective equipment (PPE) where required
- PC9.** wash hands using soap and water or alcohol based sanitiser
- PC10.** report hygiene related concerns promptly to the relevant authority

##### *Emergencies, rescue and first-aid procedures*

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

- PC11.** administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.
- PC12.** respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments
- PC13.** perform rescue activity during an accident if applicable (e.g. if moving victim is advisable)

##### *Follow fire safety requirements*

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

- PC14.** follow fire safety practices
- PC15.** identify the type of fire and its stage

## Qualification Pack

**PC16.** use the various appropriate fire extinguishers on different types of fires correctly

**PC17.** follow procedures to rescue victim of fire without endangering self

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Health Safety and Environment (HSE) practices
- KU2.** relevant Occupational Health and Safety (OHS) regulations
- KU3.** enterprise /site emergency procedures and techniques
- KU4.** waste and dangerous materials disposal procedures and practices
- KU5.** procedures for recording, reporting and maintenance of workplace safety and hygiene
- KU6.** meaning of hazards and risks
- KU7.** health and safety hazards commonly present in the work environment and related precautions
- KU8.** possible causes of risk, hazard or accident in the workplace
- KU9.** where to find all the general health and safety equipment in the workplace
- KU10.** various dangers associated with the use of electrical equipment
- KU11.** preventative and remedial actions to be taken in the case of exposure to toxic materials
- KU12.** importance of using protective clothing/equipment while working
- KU13.** precautionary activities to prevent the fire accident
- KU14.** various causes of fire
- KU15.** techniques of using the different fire extinguishers
- KU16.** different methods of extinguishing fire
- KU17.** different materials used for extinguishing fire
- KU18.** rescue techniques applied during a fire hazard
- KU19.** various types of safety signs and their meaning
- KU20.** appropriate basic first aid treatment relevant to the condition eg. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries
- KU21.** safe lifting and carrying practices

### Generic Skills (GS)

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

- GS1.** write Health and safety compliance report
- GS2.** interpret general health and safety guidelines
- GS3.** communicate general health and safety guidelines to co workers
- GS4.** take decision about the corrective action to be taken in case of any potential hazards

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Apply relevant health and safety practices at the workplace</i>	<b>13</b>	<b>16</b>	-	-
<b>PC1.</b> identify, control and report health and safety issues relating to immediate work environment according to procedures	-	-	-	-
<b>PC2.</b> follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies	-	-	-	-
<b>PC3.</b> document and report all hazards, accidents and near-miss incidents as per set process	-	-	-	-
<b>PC4.</b> document safety records according to organisational policies	-	-	-	-
<i>Maintain a healthy and hygienic environment</i>	<b>8</b>	<b>21</b>	-	-
<b>PC5.</b> maintain the work area in a clean and tidy condition	-	-	-	-
<b>PC6.</b> ensure that the work area is sanitised as and when required	-	-	-	-
<b>PC7.</b> maintain personal hygiene	-	-	-	-
<b>PC8.</b> use appropriate personal protective equipment (PPE) where required	-	-	-	-
<b>PC9.</b> wash hands using soap and water or alcohol based sanitiser	-	-	-	-
<b>PC10.</b> report hygiene related concerns promptly to the relevant authority	-	-	-	-
<i>Emergencies, rescue and first-aid procedures</i>	<b>6</b>	<b>9</b>	-	-
<b>PC11.</b> administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.	-	-	-	-
<b>PC12.</b> respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> perform rescue activity during an accident if applicable (e.g. if moving victim is advisable)	-	-	-	-
<i>Follow fire safety requirements</i>	<b>13</b>	<b>14</b>	-	-
<b>PC14.</b> follow fire safety practices	-	-	-	-
<b>PC15.</b> identify the type of fire and its stage	-	-	-	-
<b>PC16.</b> use the various appropriate fire extinguishers on different types of fires correctly	-	-	-	-
<b>PC17.</b> follow procedures to rescue victim of fire without endangering self	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N9903
<b>NOS Name</b>	Apply health and safety practices at the workplace
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	5.0
<b>Last Reviewed Date</b>	29/09/2023
<b>Next Review Date</b>	28/09/2026
<b>NSQF Clearance Date</b>	29/09/2023

## Qualification Pack

### MEP/N9912: Apply principles of professional practice at the workplace

#### Description

This unit deals in detail with the application of principles of professional practice like professional image, professional competence, discipline, ethics and work effectiveness.

#### Scope

The scope covers the following :

- Maintain a professional image and behaviour
- Maintain and enhance professional competence
- Work in a disciplined and ethical manner
- Work effectively with all stakeholders

#### Elements and Performance Criteria

##### *Maintain a professional image and behaviour*

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

- PC1.** display appropriate professional appearance for the workplace
- PC2.** interact with team members, clients, vendors, visitors and other stakeholders in a Professional manner

##### *Maintain and enhance professional competence*

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

- PC3.** develop personal and professional goals and objectives
- PC4.** identify strengths and weaknesses in relation to goals and objectives
- PC5.** evaluate own capacity to meet goals and objectives
- PC6.** determine personal development needs to perform role as per desired standards
- PC7.** develop a professional development plan to enhance professional capabilities
- PC8.** document a professional practice plan designed to support the achievement of goals
- PC9.** select and implement development opportunities to support continuous learning and maintain currency of professional practice
- PC10.** research developments and trends impacting on professional practice and integrate information into work performance
- PC11.** seek feedback on performance from others and incorporate it to improve

##### *Work in a disciplined and ethical manner*

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

- PC12.** perform tasks to the required workplace standard
- PC13.** protect the rights of the client and organisation when delivering services
- PC14.** recognise potential ethical issues in the workplace and discuss with an appropriate person
- PC15.** recognise unethical conduct and report to an appropriate person
- PC16.** operate within an agreed ethical code of practice

## Qualification Pack

**PC17.** maintain confidentiality as per the organisational guidelines

*Work effectively with all stakeholders*

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

**PC18.** identify and obtain clarity regarding organisational, team and own goals

**PC19.** prioritise tasks at work as per organisational, team and own goals

**PC20.** plan to meet team performance targets and standards

**PC21.** monitor own and team performance as per agreed plan

**PC22.** share all relevant information with stakeholders in agreed formats and as per agreed timelines

**PC23.** work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes

**PC24.** recognise, avoid and/or address any conflict of interest

**PC25.** recognize and respond to inappropriate behaviour towards self or others in a professional manner and as per organisational policy (Inappropriate behaviour: violence, inappropriate language, verbal or physical abuse or bullying, insensitive verbal or physical behaviour in terms of cultural, racial, disability and gender-based insensitivities, dominant or overbearing behaviour, disruptive behaviour, non-compliance with safety instructions, unethical behaviour)

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** organisations HR systems, policies and procedures

**KU2.** organizational hierarchy and escalation matrix

**KU3.** organisational health safety and environment

**KU4.** work area inspection procedures and practices

**KU5.** importance of displaying professional appearance behaviour at all times

**KU6.** importance of developing personal and professional goals and objectives

**KU7.** importance of identifying strengths and weaknesses in relation to goals and objectives

**KU8.** how to identify strengths and weaknesses and evaluate own capacity to meet goals and objectives

**KU9.** how to determine personal development needs

**KU10.** importance of continuous learning and developing professional development plan

**KU11.** development opportunities to support continuous learning and maintain currency of professional practice

**KU12.** developments and trends impacting on professional practice

**KU13.** importance of taking and using feedback from colleagues and clients to identify and introduce, improvements in work performance

**KU14.** perform tasks to the required workplace standard

**KU15.** importance of discipline and ethics in a professional workplace

**KU16.** importance of recognising unethical conduct and reporting to appropriate authority

**KU17.** guidelines and legal requirements on disclosure and confidentiality

## Qualification Pack

- KU18.** importance of collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes
- KU19.** how to recognise, avoid and/or address any conflict of interest
- KU20.** types of inappropriate behaviours at the workplace and how to recognize them  
Inappropriate behaviour: violence, inappropriate language, verbal or physical abuse or bullying, insensitive verbal or physical behaviour in terms of cultural, racial, disability and gender-based insensitivities, dominant or overbearing behaviour, disruptive behaviour, non-compliance with safety instructions, unethical behaviour
- KU21.** how to respond to inappropriate behaviour towards self and others in a professional manner

## Generic Skills (GS)

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

- GS1.** prepare a personal development plan
- GS2.** read organisational guidelines and legal requirements
- GS3.** search and study from various information sources in order to learn about latest updates for self-development
- GS4.** read and interpret feedback received from peers
- GS5.** receive feedback from clients or concerned stake holders
- GS6.** communicate development plan with superiors
- GS7.** plan to meet own and team performance targets and standards
- GS8.** describe own role in achieving the goal
- GS9.** describe others role in achieving the goal
- GS10.** list activities, milestones and timelines
- GS11.** identify the support and resources needed to help work towards the goal.
- GS12.** plan and organise a personal development plan for self
- GS13.** provide quality services to all clients
- GS14.** display professional appearance and behaviours to all internal and external clients
- GS15.** use of conflict resolution and negotiation skills to identify critical points, issues, concerns and problems, identify options for changing behaviours
- GS16.** recognise, avoid and/or address any conflict of interest
- GS17.** identify own strengths and weaknesses with respect achieving performance standards on the job
- GS18.** identify inappropriate behaviour and how to deal with it

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain a professional image and behaviour</i>	<b>3</b>	<b>5</b>	-	-
<b>PC1.</b> display appropriate professional appearance for the workplace	-	-	-	-
<b>PC2.</b> interact with team members, clients, vendors, visitors and other stakeholders in a Professional manner	-	-	-	-
<i>Maintain and enhance professional competence</i>	<b>14</b>	<b>19</b>	-	-
<b>PC3.</b> develop personal and professional goals and objectives	-	-	-	-
<b>PC4.</b> identify strengths and weaknesses in relation to goals and objectives	-	-	-	-
<b>PC5.</b> evaluate own capacity to meet goals and objectives	-	-	-	-
<b>PC6.</b> determine personal development needs to perform role as per desired standards	-	-	-	-
<b>PC7.</b> develop a professional development plan to enhance professional capabilities	-	-	-	-
<b>PC8.</b> document a professional practice plan designed to support the achievement of goals	-	-	-	-
<b>PC9.</b> select and implement development opportunities to support continuous learning and maintain currency of professional practice	-	-	-	-
<b>PC10.</b> research developments and trends impacting on professional practice and integrate information into work performance	-	-	-	-
<b>PC11.</b> seek feedback on performance from others and incorporate it to improve	-	-	-	-
<i>Work in a disciplined and ethical manner</i>	<b>10</b>	<b>17</b>	-	-
<b>PC12.</b> perform tasks to the required workplace standard	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> protect the rights of the client and organisation when delivering services	-	-	-	-
<b>PC14.</b> recognise potential ethical issues in the workplace and discuss with an appropriate person	-	-	-	-
<b>PC15.</b> recognise unethical conduct and report to an appropriate person	-	-	-	-
<b>PC16.</b> operate within an agreed ethical code of practice	-	-	-	-
<b>PC17.</b> maintain confidentiality as per the organisational guidelines	-	-	-	-
<i>Work effectively with all stakeholders</i>	<b>13</b>	<b>19</b>	-	-
<b>PC18.</b> identify and obtain clarity regarding organisational, team and own goals	-	-	-	-
<b>PC19.</b> prioritise tasks at work as per organisational, team and own goals	-	-	-	-
<b>PC20.</b> plan to meet team performance targets and standards	-	-	-	-
<b>PC21.</b> monitor own and team performance as per agreed plan	-	-	-	-
<b>PC22.</b> share all relevant information with stakeholders in agreed formats and as per agreed timelines	-	-	-	-
<b>PC23.</b> work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes	-	-	-	-
<b>PC24.</b> recognise, avoid and/or address any conflict of interest	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC25.</b> recognize and respond to inappropriate behaviour towards self or others in a professional manner and as per organisational policy (Inappropriate behaviour: violence, inappropriate language, verbal or physical abuse or bullying, insensitive verbal or physical behaviour in terms of cultural, racial, disability and gender-based insensitivities, dominant or overbearing behaviour, disruptive behaviour, non-compliance with safety instructions, unethical behaviour)	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N9912
<b>NOS Name</b>	Apply principles of professional practice at the workplace
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management & Professional Skills
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	30/06/2022
<b>Next Review Date</b>	30/06/2025
<b>NSQF Clearance Date</b>	30/06/2022



## Qualification Pack

### DGT/VSQ/N0101: Employability Skills (30 Hours)

#### Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

#### Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

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

**PC1.** understand the significance of employability skills in meeting the job requirements

##### *Constitutional values - Citizenship*

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

**PC2.** identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

##### *Becoming a Professional in the 21st Century*

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

**PC3.** explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

##### *Basic English Skills*

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

**PC4.** speak with others using some basic English phrases or sentences

##### *Communication Skills*

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

**PC5.** follow good manners while communicating with others

**PC6.** work with others in a team

## Qualification Pack

### *Diversity & Inclusion*

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

**PC7.** communicate and behave appropriately with all genders and PwD

**PC8.** report any issues related to sexual harassment

### *Financial and Legal Literacy*

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

**PC9.** use various financial products and services safely and securely

**PC10.** calculate income, expenses, savings etc.

**PC11.** approach the concerned authorities for any exploitation as per legal rights and laws

### *Essential Digital Skills*

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

**PC12.** operate digital devices and use its features and applications securely and safely

**PC13.** use internet and social media platforms securely and safely

### *Entrepreneurship*

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

**PC14.** identify and assess opportunities for potential business

**PC15.** identify sources for arranging money and associated financial and legal challenges

### *Customer Service*

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

**PC16.** identify different types of customers

**PC17.** identify customer needs and address them appropriately

**PC18.** follow appropriate hygiene and grooming standards

### *Getting ready for apprenticeship & Jobs*

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

**PC19.** create a basic biodata

**PC20.** search for suitable jobs and apply

**PC21.** identify and register apprenticeship opportunities as per requirement

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** need for employability skills

**KU2.** various constitutional and personal values

**KU3.** different environmentally sustainable practices and their importance

**KU4.** Twenty first (21st) century skills and their importance

**KU5.** how to use basic spoken English language

**KU6.** Do and dont of effective communication

**KU7.** inclusivity and its importance

**KU8.** different types of disabilities and appropriate communication and behaviour towards PwD

**KU9.** different types of financial products and services

## Qualification Pack

- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC2.</b> identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
<b>PC3.</b> explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC4.</b> speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC5.</b> follow good manners while communicating with others	-	-	-	-
<b>PC6.</b> work with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>1</b>	-	-
<b>PC7.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC8.</b> report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>3</b>	<b>4</b>	-	-
<b>PC9.</b> use various financial products and services safely and securely	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> calculate income, expenses, savings etc.	-	-	-	-
<b>PC11.</b> approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	<b>4</b>	<b>6</b>	-	-
<b>PC12.</b> operate digital devices and use its features and applications securely and safely	-	-	-	-
<b>PC13.</b> use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	<b>3</b>	<b>5</b>	-	-
<b>PC14.</b> identify and assess opportunities for potential business	-	-	-	-
<b>PC15.</b> identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	<b>2</b>	<b>2</b>	-	-
<b>PC16.</b> identify different types of customers	-	-	-	-
<b>PC17.</b> identify customer needs and address them appropriately	-	-	-	-
<b>PC18.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>1</b>	<b>3</b>	-	-
<b>PC19.</b> create a basic biodata	-	-	-	-
<b>PC20.</b> search for suitable jobs and apply	-	-	-	-
<b>PC21.</b> identify and register apprenticeship opportunities as per requirement	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0101
<b>NOS Name</b>	Employability Skills (30 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	2
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/01/2024
<b>Next Review Date</b>	31/01/2027
<b>NSQC Clearance Date</b>	31/01/2024

## Qualification Pack

### MEP/N7107: Provide escort security

#### Description

This unit deals with performance standards to perform escort security duties as per defined standards.

#### Scope

The scope covers the following :

- Carry out security escort duty
- Respond to incidents affecting security and safety

#### Elements and Performance Criteria

##### *Carry out security escort duty*

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

- PC1.** list relevant tasks and instructions received during briefing related to the vehicular security escort duty from superior
- PC2.** ascertain suitability and readiness of driver and vehicle for use during the escort duty (Suitability and readiness: the driver is conversant with route(s) and destination(s), the driver is not in an inebriated condition checking of the vehicle body; boot and bonnet; to ensure safety, first-aid kit, fire extinguisher and distress alarm)
- PC3.** ensure necessary equipment and aids are carried during escort duty
- PC4.** maintain communication with control room or supervisor as per instructions
- PC5.** carry documents relevant to escort duty as per instructions

##### *Respond to incidents affecting security and safety*

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

- PC6.** respond to risks as per organisation procedures, within limits of authority (Response: raise distress alarm, deter and resist miscreants, inform superior/concerned agencies)
- PC7.** communicate and seek assistance in a timely manner, as per organisation protocols
- PC8.** provide necessary information and support to the person/s being escorted within limits of authority

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisations procedures for security escort duty
- KU2.** purpose, layout and interpretation of route charts
- KU3.** different task-related details important for effective escorting (Task-related details: number of persons (male/female) being escorted, itinerary and route)
- KU4.** contact details of concerned agencies relevant to escort duties and situations that may arise during discharge of such duties )Concerned Agencies: controlling headquarter/superiors; transport supervisor, police; road patrol; medical; ambulance and hospital services)

## Qualification Pack

- KU5.** reporting procedure relevant to own duties and responsibilities
- KU6.** security and safety requirements for security escort duty
- KU7.** incident reporting procedure in the organisation
- KU8.** traffic signals, signage and markings
- KU9.** details of provided equipment/ aids (Equipment and Aids: route map, contact details of person/s being escorted and concerned agencies, cell phone; walkie-talkie; torch; non-lethal weapon (if provided), duty slip)
- KU10.** category of vehicles
- KU11.** likely risks that may impact escort duty (Risks: breakdown, road accidents, fire, action by miscreants)
- KU12.** means of communication used during escort duty service
- KU13.** different types of arms commonly used by police and perpetrators
- KU14.** types of improvised explosive devices, their features and the established protocol for identifying them
- KU15.** legal implications of escort duty
- KU16.** giving evidence in court

## Generic Skills (GS)

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

- GS1.** document instructions and task lists (Task List: Team composition, details of vehicle(s) and consignment, route; alternate routes; halts; traffic conditions, contact details of concerned agencies, timings, threat/risks involved, reporting procedure)
- GS2.** document activities in a chronological order
- GS3.** prepare security passes
- GS4.** record visitor and vehicle arrival and departure
- GS5.** write at least in one vernacular language
- GS6.** read organisational procedures and instructions
- GS7.** read identity papers and passes
- GS8.** read signages and notices
- GS9.** recognize badges of rank
- GS10.** speak clearly and emphatically
- GS11.** comprehend instructions and ask relevant queries
- GS12.** give clear instructions to co-workers
- GS13.** reply to queries from visitors and guide them
- GS14.** ask questions from visitors
- GS15.** raise alarm/make announcement/speak over phone/radio
- GS16.** take decisions pertaining to security and emergency situations endangering life and property and health and safety
- GS17.** plan and organize assigned task
- GS18.** leave guard post once relieved



## Qualification Pack

- GS19.** manage relationships with visitors and stakeholders
- GS20.** think through the problem, evaluate the possible solution(s) and adopt best possible solution(s)
- GS21.** identify potential risk and threats and take suitable actions
- GS22.** observe people, activities and movements keenly
- GS23.** analyze and evaluate information gathered from observation and experience, and take appropriate action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Carry out security escort duty</i>	<b>20</b>	<b>30</b>	-	-
<b>PC1.</b> list relevant tasks and instructions received during briefing related to the vehicular security escort duty from superior	-	-	-	-
<b>PC2.</b> ascertain suitability and readiness of driver and vehicle for use during the escort duty (Suitability and readiness: the driver is conversant with route(s) and destination(s), the driver is not in an inebriated condition checking of the vehicle body; boot and bonnet; to ensure safety, first-aid kit, fire extinguisher and distress alarm)	-	-	-	-
<b>PC3.</b> ensure necessary equipment and aids are carried during escort duty	-	-	-	-
<b>PC4.</b> maintain communication with control room or supervisor as per instructions	-	-	-	-
<b>PC5.</b> carry documents relevant to escort duty as per instructions	-	-	-	-
<i>Respond to incidents affecting security and safety</i>	<b>20</b>	<b>30</b>	-	-
<b>PC6.</b> respond to risks as per organisation procedures, within limits of authority (Response: raise distress alarm, deter and resist miscreants, inform superior/concerned agencies)	-	-	-	-
<b>PC7.</b> communicate and seek assistance in a timely manner, as per organisation protocols	-	-	-	-
<b>PC8.</b> provide necessary information and support to the person/s being escorted within limits of authority	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N7107
<b>NOS Name</b>	Provide escort security
<b>Sector</b>	Management
<b>Sub-Sector</b>	Security
<b>Occupation</b>	Private Security
<b>NSQF Level</b>	3
<b>Credits</b>	2
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	17/11/2022
<b>Next Review Date</b>	17/11/2027
<b>NSQC Clearance Date</b>	17/11/2022

## Qualification Pack

### MEP/N7113: Observe safety norms while handling firearms

#### Description

This unit details competencies required for handling firearms and safety norms associated with handling of firearms.

#### Scope

The scope covers the following :

- Handle firearms safely

#### Elements and Performance Criteria

##### *Handle firearms safely*

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

- PC1.** receive requisite training before using a firearm
- PC2.** follow safety procedures with regard to firearms
- PC3.** use firearms correctly following set standards
- PC4.** maintain vigilance while on duty
- PC5.** ensure security and safety of firearm in storage and during carriage
- PC6.** handle misfires, following protocol
- PC7.** maintain firearm before and after its use
- PC8.** ensure documents related to firearms are complete and updated
- PC9.** report inadequacies/incidents to superior and appropriate authority
- PC10.** identify illegal/defective/modified firearm or ammunition
- PC11.** avoid collateral damage while using a firearm

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational procedure regarding safe handling, use and storage of firearm and ammunition
- KU2.** basic documents regarding firearms and ammunition
- KU3.** reporting procedures and formats reporting inadequacies/incidents
- KU4.** the mechanical and operating characteristics of the firearm
- KU5.** manual on use of firearms
- KU6.** types and characteristics of ammunition
- KU7.** regular maintenance of firearm
- KU8.** laws related to use of firearms

#### Generic Skills (GS)

## Qualification Pack

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

- GS1.** document instructions and task lists
- GS2.** write a complaint/ statement
- GS3.** prepare security passes
- GS4.** record visitor and vehicle arrival and departure
- GS5.** write at least in one vernacular language
- GS6.** read organizational procedures and instructions
- GS7.** read identity papers and passes
- GS8.** read signages and notices
- GS9.** speak clearly and emphatically
- GS10.** comprehend instructions and ask relevant queries
- GS11.** give clear instructions to co-workers
- GS12.** reply to queries from investigators
- GS13.** raise alarm/make announcement/speak over phone/radio
- GS14.** take decisions regarding security and emergency situations in line with legal provisions
- GS15.** plan and organize assigned task
- GS16.** manage relationships with visitors and stakeholders
- GS17.** think through the problem, evaluate the possible solution(s) and adopt best possible solution(s)
- GS18.** identify potential risk and threats and take suitable actions as per legal provisions
- GS19.** observe people, activities and movements keenly
- GS20.** analyze and evaluate information gathered from observation and experience and take appropriate action
- GS21.** manage distractions

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Handle firearms safely</i>	<b>40</b>	<b>60</b>	-	-
<b>PC1.</b> receive requisite training before using a firearm	-	-	-	-
<b>PC2.</b> follow safety procedures with regard to firearms	-	-	-	-
<b>PC3.</b> use firearms correctly following set standards	-	-	-	-
<b>PC4.</b> maintain vigilance while on duty	-	-	-	-
<b>PC5.</b> ensure security and safety of firearm in storage and during carriage	-	-	-	-
<b>PC6.</b> handle misfires, following protocol	-	-	-	-
<b>PC7.</b> maintain firearm before and after its use	-	-	-	-
<b>PC8.</b> ensure documents related to firearms are complete and updated	-	-	-	-
<b>PC9.</b> report inadequacies/incidents to superior and appropriate authority	-	-	-	-
<b>PC10.</b> identify illegal/defective/modified firearm or ammunition	-	-	-	-
<b>PC11.</b> avoid collateral damage while using a firearm	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N7113
<b>NOS Name</b>	Observe safety norms while handling firearms
<b>Sector</b>	Management
<b>Sub-Sector</b>	Security
<b>Occupation</b>	Private Security
<b>NSQF Level</b>	3
<b>Credits</b>	2
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	17/11/2022
<b>Next Review Date</b>	17/11/2027
<b>NSQF Clearance Date</b>	17/11/2022

## Qualification Pack

### MEP/N0202: Application of computers

#### Description

This unit covers the skills and competencies that user/individual need to operate a computer and office software packages to perform day- to- day activities at workplace.

#### Scope

The scope covers the following :

- Identify parts of computer and storage devices
- Operate computer
- Use various computer applications
- Follow safety and security guidelines

#### Elements and Performance Criteria

##### *Identify parts of computer and storage devices*

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

- PC1.** identify various parts of computers like CPU, keyboard, monitor, etc.
- PC2.** identify different types of storage devices e.g. portable hard disks, flash drives, digital memory card and CDs/DVDs (latest removable devices)

##### *Operate computer*

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

- PC3.** plug the computer to power source and start it
- PC4.** install drivers and applications
- PC5.** access computer drives, directories, and folders

##### *Use various computer applications*

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

- PC6.** use different applications (e.g. Microsoft word, Excel) to maintain records and do calculations
- PC7.** use multimedia settings and applications to upload and download documents, audio and video files
- PC8.** carry out basic troubleshooting
- PC9.** coordinate with IT department/service provider issues not under person's purview
- PC10.** use e-mail to communicate and send documents following organisational access control policy

##### *Follow safety and security guidelines*

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

- PC11.** follow electrical safety precautions while using computers
- PC12.** follow the organisational access control and data security policies
- PC13.** follow cyber security guidelines while storing, retrieving or communicating information online

#### Knowledge and Understanding (KU)



## Qualification Pack

The individual on the job needs to know and understand:

- KU1.** standards, policies and procedures followed in the company relevant to own employment and performance conditions
- KU2.** organisations relevant departments and respective roles and responsibilities
- KU3.** organisations required authorisation procedures
- KU4.** organisational structure, hierarchy and reporting relationships
- KU5.** organisational policy for naming stored files, maintaining backups and version control
- KU6.** data security and privacy policies of the organisation
- KU7.** difference between computer hardware and software
- KU8.** difference between computer software and applications
- KU9.** information systems used in the organisation for recording and managing data and information
- KU10.** various search options for seeking information using the internet
- KU11.** various keyboard shortcuts
- KU12.** professional email etiquette and their importance
- KU13.** ergonomic posture while working on computers
- KU14.** cyber security guidelines while storing, retrieving or communicating information online (through the internet)
- KU15.** methods to deal with computer related problems

## Generic Skills (GS)

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

- GS1.** fill in forms in different formats using computers
- GS2.** document and maintain records as per company policy
- GS3.** read company policy documents and information displayed at the workplace to interpret main points correctly
- GS4.** read notes or comments from the supervisor, other co-workers or vendors
- GS5.** estimate time and effort required to complete a task
- GS6.** decide what queries of the client can be answered and what should be referred to supervisors
- GS7.** determine authorisation requirements as per company policy before passing on information
- GS8.** express statements, opinions or information clearly, so that the receiver can hear and understand
- GS9.** use effective listening and probing/questioning skills to understand requirement of the user/ coordinating departments
- GS10.** communicate effectively with managers, supervisors and colleagues
- GS11.** organise checklists, documents, and time scheduling, so that work is completed on time
- GS12.** manage distractions and maintain workplace discipline
- GS13.** plan and organise documentation and device storage for ease of retrieval
- GS14.** breakdown relevant work process into its constituent activities for ease of analysis

## Qualification Pack

- GS15.** identify potential sources and motives of data theft relevant to various types of information
- GS16.** maintain appropriate physical distance with visitors or co-workers during conversation

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify parts of computer and storage devices</i>	<b>10</b>	<b>10</b>	-	-
<b>PC1.</b> identify various parts of computers like CPU, keyboard, monitor, etc.	-	-	-	-
<b>PC2.</b> identify different types of storage devices e.g. portable hard disks, flash drives, digital memory card and CDs/DVDs (latest removable devices)	-	-	-	-
<i>Operate computer</i>	<b>10</b>	<b>10</b>	-	-
<b>PC3.</b> plug the computer to power source and start it	-	-	-	-
<b>PC4.</b> install drivers and applications	-	-	-	-
<b>PC5.</b> access computer drives, directories, and folders	-	-	-	-
<i>Use various computer applications</i>	<b>10</b>	<b>20</b>	-	-
<b>PC6.</b> use different applications (e.g. Microsoft word, Excel) to maintain records and do calculations	-	-	-	-
<b>PC7.</b> use multimedia settings and applications to upload and download documents, audio and video files	-	-	-	-
<b>PC8.</b> carry out basic troubleshooting	-	-	-	-
<b>PC9.</b> coordinate with IT department/service provider issues not under person's purview	-	-	-	-
<b>PC10.</b> use e-mail to communicate and send documents following organisational access control policy	-	-	-	-
<i>Follow safety and security guidelines</i>	<b>10</b>	<b>20</b>	-	-
<b>PC11.</b> follow electrical safety precautions while using computers	-	-	-	-
<b>PC12.</b> follow the organisational access control and data security policies	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> follow cyber security guidelines while storing, retrieving or communicating information online	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	MEP/N0202
<b>NOS Name</b>	Application of computers
<b>Sector</b>	Management
<b>Sub-Sector</b>	Office Management
<b>Occupation</b>	Office Support, Office Support
<b>NSQF Level</b>	3
<b>Credits</b>	2
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	17/11/2022
<b>Next Review Date</b>	17/11/2027
<b>NSQC Clearance Date</b>	17/11/2022

## 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.

## Qualification Pack

**Minimum Aggregate Passing % at QP Level : 50**

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

## Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
MEP/N7101.Perform security tasks in accordance with basic security practices	40	60	-	-	100	10
MEP/N7103.Provide guarding services to people, property and premises	40	60	-	-	100	10
MEP/N7104.Control access to the assigned premise	40	60	-	-	100	10
MEP/N7105.Carry screening and search activities to maintain security	40	60	-	-	100	10
MEP/N7106.Control parking in designated areas	40	60	-	-	100	10
MEP/N9903.Apply health and safety practices at the workplace	40	60	-	-	100	10
MEP/N9912.Apply principles of professional practice at the workplace	40	60	-	-	100	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>300</b>	<b>450</b>	<b>-</b>	<b>-</b>	<b>750</b>	<b>80</b>

Elective: 1 Security Guard- Unarmed

### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
MEP/N7107.Provide escort security	40	60	-	-	100	20
<b>Total</b>	<b>40</b>	<b>60</b>	<b>-</b>	<b>-</b>	<b>100</b>	<b>20</b>

Elective: 2 Security Guard-Armed (Freshers)

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
MEP/N7113.Observe safety norms while handling firearms	40	60	-	-	100	20
<b>Total</b>	<b>40</b>	<b>60</b>	<b>-</b>	<b>-</b>	<b>100</b>	<b>20</b>

Optional: 1 Application of Computers

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
MEP/N0202.Application of computers	40	60	-	-	100	20
<b>Total</b>	<b>40</b>	<b>60</b>	<b>-</b>	<b>-</b>	<b>100</b>	<b>20</b>

## Qualification Pack

### Acronyms

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



## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.

## Qualification Pack

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.