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QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Security Sector Skill Development Council (SSSDC)

305 City Court, Sikenderpur, MG Road, Gurgaon - 122002

Name and contact details of individual dealing with the submission

Name: Colonel Utkarsh Singh Rathore (Retd)

Position in the organisation: Principal (Standards & Quality Assurance)

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List of documents submitted in support of the Qualifications File

1. Career map of CCTV Supervisor - Annexure 1
2. QP – SSS/Q0501 – CCTV Supervisor - Annexure 2

1. QUALIFICATION FILE SUMMARY

Qualification Title	CCTV Supervisor		
Body/bodies which will assess candidates	<ul style="list-style-type: none"> • Aspiring Minds Assessments Pvt Ltd • CAPSI Assessments & Certification • India Skills Pvt Ltd • Multi Skills Assessors Guild • Private Eye (P) Ltd • Trend Setters Skills Assessors 		
Body which will award the certificate for the qualification.	Security Sector Skill Development Council (SSSDC)		
Body which will accredit providers to offer the qualification.	SSSDC		
Occupation(s) to which the qualification gives access	CCTV Supervisor		
Proposed level of the qualification in the NSQF.	5		
Anticipated volume of training/ learning required to complete the qualification.	160 hours		
Entry requirements / recommendations.	XII th Standard		
Progression from the qualification.	CCTV Supervisor (Career progression for an CCTV Supervisor with due aptitude, learning and experience is Security Officer)		
Planned arrangements for RPL.	RPL protocols prepared and shared with the PSS		
International comparability where known.	Nil		
Formal structure of the qualification			
Title of unit or other component (include any identification code used)	Mandatory/ Optional	Estimated size (learning hours)	Level
SSS/N 0501 - Monitor a security unit	Mandatory	30	5
SSS/N 0502 – Supervise CCTV operations to secure premises	Mandatory	20	5
SSS/N 0503 – Maintain operational performance of CCTV system	Mandatory	30	5
SSS/N 0504 – Observe health and safety while monitoring security operations	Mandatory	12	5
SSS/N0101 - Security tasks in accordance with basic security practices	Mandatory	18	5
SSS/N0102 - Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act - 2005 when undertaking security tasks	Mandatory	10	4
SSS/N0109 - Security in commercial deployments	Mandatory	15	5
SSS/N0110 - Security in industrial deployments	Mandatory	12	5
SSS/N0111 - Positive projection of self and the organisation	Mandatory	13	5

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack.

Give details of the document here:

1. Qualification Pack (SSS/Q0501) for CCTV Supervisor – Annexure 2

SECTION 1

ASSESSMENT

Name of assessment body:

If there will be more than one assessment body (AB) for this qualification, give details.

- India Skills Pvt Ltd, C – 147, Lajpat Nagar 1, Delhi. 110024
- Multi Skills Assessors Guild, A-313 (BM) Defence Colony, New Delhi 110024
- Aspiring Minds Assessments Pvt Ltd, 323 Phase 2, Udyog Vihar, Gurgaon, Haryana
- Trend Setters Skills Assessors, Unit 340, Tower B-3, Spaze IT Park, Sector-49, Sohna Road, Gurgaon - 122018
- CAPSI Assessments & Certification, 276 Sultan Sadan, West End Marg, SaidullahJab, New Delhi - 110030
- Private Eye (P) Ltd, 30/9, 80 feet Road, Indiranagar, Bangalore 560038

Will the assessment body be responsible for RPL assessment?

Yes.

The RPL assessment will be carried out through screening, identifying the skills gaps, provide bridge training to cover the competency gap and then conduct final assessment of the candidates

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

Assessment is done through third parties who are affiliated to SSSDC as Assessment Body. Assessors are trained & certified by SSSDC through Train the Trainers (T3) program. The assessment involves two processes. The first process is gathering the evidence of the competency of individuals. The second part of the assessment process is the judgement as to whether a person is competent or not. The assessment plan contains the following information:

- What will be assessed, i.e. the competency based on each NOS
- How assessment will occur i.e. methods of assessment
- When the assessment will occur
- Where the assessment will take place i.e. context of the assessment (workplace/simulation)
- The criteria for decision making i.e. those aspects that will guide judgements and

Where appropriate, any supplementary criteria used to make a judgement on the level of performance. The assessment is conducted through theory, viva voce and practical.

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

1. SSSDC Protocol on Accreditation of Assessment Bodies in PSS – Annexure 3
2. SSSDC Protocol on Assessment and Certification of existing workforce of the PSS based on Recognition of Previous Learning – Annexure 4

ASSESSMENT EVIDENCE

Complete the following grid for each grouping of NOS, assessment unit or other component as per the assessment criteria. Insert the required number of rows.

CRITERIA FOR ASSESSMENT OF CCTV SUPERVISOR

Job Role CCTV Supervisor

Qualification Pack SSS/Q0503

Sector Skill Council Security Sector Skill Development Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

				Marks Allocation	
Assessment outcomes	Assessment Criteria for outcomes	Total Mark (500)	Out Of	Theory	Skills Practical
1. SSS/N0501 – a (Monitor security unit)	PC1. Commence operations at a new or existing site and follow organizational procedures and site instructions		6	4	2
	PC2. Receive briefing from superiors, shift report from outgoing supervisor and assume charge of an assigned premises/ area of responsibility		6	4	2
	PC3. Report suitability of personnel and equipment provided		10	6	4
					4

	for specific tasks and report
	PC4. Take attendance of personnel and report about deficiency, if any; plan and organize manpower and equipment resources
	PC5. Prepare shift duty roster, issue security and safety equipment to team members, as required
	PC6. Organise collection of intelligence and information, as instructed
	PC7. Motivate team through personal example and involvement; check work of team members and report on performance standards of personnel
	PC8. Be available to resolve concerns/ grievances of team members; resolve issues and report problems to superiors
	PC9. Facilitate resolution of HR/ administration-related problems of team members
	PC10. Report on training needs of personnel and carry out/ facilitate on-the-job-training for personnel
	PC11. Control entry/ exit to control room
	PC12. Liaise with fire and maintenance personnel, participate in rehearsals as per instructions and report about the standard of response of security personnel and stakeholders
	PC13. Communicate effectively with superiors/ team members and other stakeholders

10	6	4
10	6	4
5	3	2
3	2	1
3	2	1
3	2	1
10	6	4
3	2	1
10	6	4
5	3	2

	PC14. Carry out routine and surprise checks	3	2	1
	PC15. Comply with organisation's standards of grooming, conduct and performance	5	3	2
	PC16. Prepare shift report and handover to the reliever	5	3	2
	PC17. Record and report status and issues related to personnel and equipment	3	2	1
	PC18. Anticipate and prioritise emergencies/ contingencies to the assigned premises and report to designated superior and other agencies during an emergency	10	6	4
	PC19. Operate as part of organisation's response team; and participate in periodic rehearsals with the team on various emergency scenario	5	3	2
	PC20. Coordinate and liaise with stakeholders and other departments	3	2	1
	PC21. Assist in on-site briefing and guidance for fire fighters, rescue workers and medical teams and assist in evacuation of the premises	8	5	3
	PC22. Report and record incidents; cooperate with in-house or police investigation	9	6	3
	PC23. Be impartial in performance of duties and recommend achievers for reward/ recognition	5	3	2
	PC24. Ensure health and safety of team members in workplace	5	3	2
	Total	145	90	55
2. SSS/N0502 – (Supervise CCTV	PC1. Familiarise with the layout and coverage of a CCTV system and	15	8	7

operations to secure premises)	area of responsibility				
	PC2. Receive briefing and instructions from a designated superior and take over shift duty from the predecessor and cover an on-going security situation, if any		5	3	2
	PC3. Control access to the CCTV control room in line with organizational procedure		3	2	1
	PC4. Appreciate premises-specific threat/ risks; monitor designated premises with the use of CCTV using approved surveillance techniques/ patterns and pay equal attention to all monitors; ensure recording of CCTV footage for archival/ evidence purpose; preserve footage, as per instructions		20	12	8
	PC5. Look for irregular situations, exceptions and breaches to security and safety and respond to early indications of a security breach/ irregular situations as per organizational instructions		20	11	9
	PC6. Obtain help from security unit/ stakeholders/ concerned agencies as per organizational protocol		3	2	1
	PC7. Record and report events as per procedure in approved formats, report to designated superior and maintain confidentiality		10	5	5
	PC8. Brief the reliever and hand over shift duties		4	2	2
		Total	80	45	35

3. SSS/N0503 (Maintain operational performance of CCTV system)	PC1. Handle and operate CCTV system in line with manufacturer's instructions and organizational procedures and ensure safety precautions and correct handling of equipment		15	8	7
	PC2. Carry out basic operational checks/ inspection to confirm functionality and report functioning/ malfunctioning to designated superior		6	3	3
	PC3. Respond to signals/ alarms from equipment as per organizational procedure		5	3	2
	PC4. Communicate system breakdown to designated superior so that back-up security process can be initiated		4	2	2
	PC5. Maintain records and media pertaining to operations in the prescribed format		10	6	4
	PC6. Maintain security and confidentiality of recorded media and share authorized person (s) on instructions from designated superior		5	3	2
		Total	45	25	20
4. SSS/N0504 - (Observe health and safety while monitoring security operations)	PC1. Carry out safety of workplace in line with organisational procedures		10	5	5
	PC2. Keep emergency and escape routes free from obstructions and report violation		3	2	1
	PC3. Wear personal safety gear and clothing as per		5	3	2

	organizational procedure and check violators of defined safety and security instructions and report violations				
	PC4. Report to superiors and emergency service organisations for assistance in the event of emergency		5	3	2
	PC5. Undertake physical exercises and activities (commensurate with age)		3	1	2
	PC6. Maintain personal hygiene and good habits		8	3	5
	PC7. Identify and report fire hazards		5	2	3
	PC8. Carry out fire-fighting in line with organisational training and procedures		10	5	5
	PC9. Report fire incidents to superiors and emergency service organisations		3	2	1
	PC10. Participate in evacuation of casualty and premises		5	2	3
	PC11. Use available basic first-aid equipment and render first-aid		13	7	6
		Total	70	35	35
5. SSS/N0101 (Security tasks in accordance with basic security practices)	PC1. Carry out assigned security duties in line with procedures and instructions	40	7	3	4
	PC2. Respond and report about risks and threats		6	2	4
	PC3. Respond and report about		7	3	4

	hazards and emergencies				
	PC4. Assist police and other organisations, if required		5	2	3
	PC5. Recognise rank/ badge of rank in police and military		5	2	3
	PC6. Identify various arms in use in public and police		5	2	3
	PC7. Identify improvised explosive devices		5	1	4
		Total	40	15	25
6. SSS/N0109 (Security in commercial deployments)	PC1. Carry out security duties as per organisation's procedures and instructions	35	3	1	2
	PC2. Respond to domain-specific risks and threats		6	3	3
	PC3. Operate security equipment		5	1	4
	PC4. Communicate effectively with concerned stakeholders		5	1	4
	PC5. Follow good behavioural standards		5	1	4
	PC6. Maintain basic security registers as prescribed		6	2	4
	PC7. Report incidents to superiors		5	1	4
		Total	35	10	25
7. SSS/N0110 (Security in industrial deployments)	PC1. Carry out security duties as per organisation's procedures and instructions	35	3	1	2
	PC2. Respond to domain-specific risks and threats		6	3	3
	PC3. Operate security equipment		5	1	4
	PC4. Communicate		5	1	4

	PC5. Follow good behavioural standards		5	1	4
	PC6. Maintain basic security registers as prescribed		6	2	4
	PC7. Report incidents to superiors		5	1	4
		Total	35	10	25
10. SSS/N0111 (Positive projection of self and the organisation)	PC1. Maintain good health, personal hygiene & sanitation	Total	4	1	3
	PC2. Comply with organisation's standards of grooming and personal behaviour		5	2	3
	PC3. Stay free from intoxicants (alcohol, tobacco and drugs)		5	2	3
	PC4. Wear organisation's uniform with name tab correctly and smartly		7	2	5
	PC5. Wear, carry and use personal protection gear and equipment		6	3	3
	PC6. Observe organisation's 'Meet and Greet Procedure'		7	2	5
	PC7. Observe confidentiality as per organisational procedure		3	1	2
	PC8. Observe discipline and punctuality		4	2	2
	PC9. Carry out assigned tasks and duties diligently		5	3	2
	PC10. Co-operate with team members		4	2	2
		Total	50	20	30
		Total	500	250	250

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

An extensive occupational and functional analysis and Labour Market Information survey for PSS was carried out. Due to growing trend of electronic surveillance in all sectors of economy, CCTV Supervisors are in demand. This job-role is now a part of a security unit deployed at a site. As the practice of installing CCTV grows in cities and smart cities this job-role will grow in numbers. The PSS is also growing 20% annually.

What is the estimated uptake of this qualification and what is the basis of this estimate?

Every year about 2000 CCTV supervisors are added to the PSS.

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

QPs for Job Roles of various related SSC's were studied to ensure that there is no duplicity

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

Each QP and NOS will undergo review after two years. Comments from the environment will be asked for, which will be deliberated upon by a NOS sub-committee and incorporated in QP and NOS, if deemed fit.

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

1. Criteria for Assessments for QP (SSS/Q0501) of CCTV Supervisor – Annexure 5

SECTION 3

SUMMARY EVIDENCE OF LEVEL

Summary of Direct Evidence:

Justify the NSQF level allocated to the QP by building upon the five descriptors of NSQF. Explain the reasons for allocating the level to the QP.

Generic NOS is/are linked to the overall authority attached to the job role.

CCTV Supervisor - QP SSS/Q0501					
Process required	Professional Knowledge	Professional Skills	Core Skills	Responsibility	Level

<p>A CCTV Supervisor is expected to supervise private security operations through electronic surveillance to secure life, premises and property from risks and threats. He/ she physically monitors live streaming of CCTV camera footage on monitors. CCTV Supervisors alert security details about the risk and threats that come to their notice and in some cases, resources permitting also respond in time. Process needs accurate documentation, archiving of data and footage. Considering the outcomes the job roles is pegged at level 5.</p>	<p>A CCTV Supervisor is expected to be adept in supervision, operation and administration of a security unit and operations of CCTV surveillance system, installed in various domains of security. Considering the type of knowledge the job holder is placed at level 5</p>	<p>A CCTV Supervisor is expected to deploy operate, maintain and monitor CCTV surveillance system installed in a premises. He/ she should be able to identify technical faults, threat and risks to physical security. Apart from the above a CCTV supervisor is expected to respond in case of emergencies. Hence, the job holder can be place at level 5</p>	<p>A CCTV Supervisor's core skill lies in ensuring effective functioning of the CCTV surveillance system installed in a premises and monitor activities, infer the same with a view to detect potential risks and threats to life, premises and property. He/ she should also be adept in data handling. Considering these outcomes the job holder can be place at level 5</p>	<p>A CCTV Supervisor is fully responsible for functioning of CCTV surveillance system, monitoring the activities in the premises and alerting security guards on potential threats and risks. Hence the job role has been placed at level 5</p>	<p>5</p>
<p>Level 5</p>	<p>Level 5</p>	<p>Level 5</p>	<p>Level 5</p>	<p>Level 5</p>	

OTHER EVIDENCE OF LEVEL [This need only be filled in where evidence other than primary outcomes was used to allocate a level] **(Optional)**

Summary of other evidence (if used): - None

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

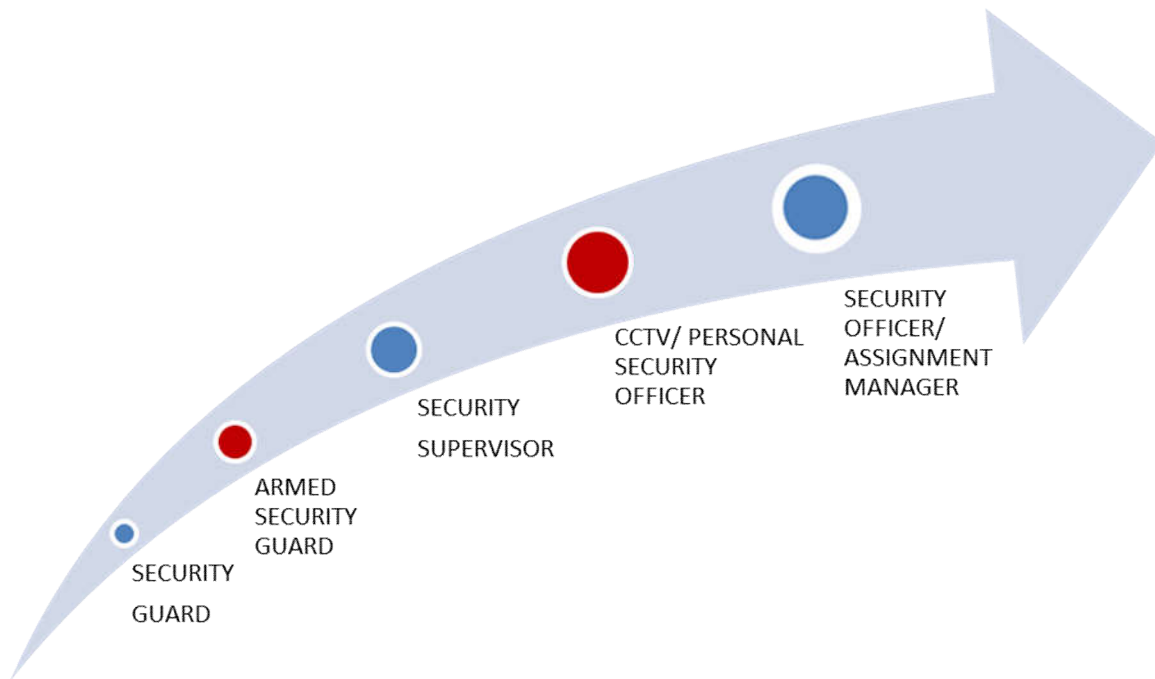
A CCTV Supervisor is the first supervisory job-role in the hierarchy of Private Security Sector related to electronic surveillance. With requisite learning and service experience CCTV Supervisor can progress on career path as per Annexure 1.

Please attach any documents giving further information about any of the topics above.
Give details of the document(s) here:

1. Career map of CCTV Supervisor - Annexure 1

ANNEXURE 1

CAREER MAP IN THE PRIVATE SECURITY SECTOR



Annexures 2 to 5 attached as soft copies