

Revision made by NSDA_25 May 2015

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 Security Supervisor - Annexure 1
2. QP – SSS/Q0301 – Security Supervisor - Annexure 2

1. QUALIFICATION FILE SUMMARY

Qualification Title	Security 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	Security 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.	Security Supervisor (Career progression for an Security Supervisor with due 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 0301 - Supervise a security unit	Mandatory	22	5
SSS/N 0302 - Carry out job-specific security duties)	Mandatory	8	5
SSS/N 0303 – Deal with lost & found property)	Mandatory	6	5
SSS/N 0304 - Supervise security escort duties)	Mandatory	8	5
SSS/N 0305 - Control access to the assigned premises)	Mandatory	8	5
SSS/N0101 - Security tasks in accordance with basic security practices	Mandatory	12	4
SSS/N0102 - Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act - 2005 when undertaking security tasks	Mandatory	8	4
SSS/N0103 - Provide private guarding service to people, property and premises	Mandatory	12	4

SSS/N0105 - Carry out screening and search activities to maintain security	Mandatory	10	4
SSS/N0106 - Control parking in designated areas	Mandatory	10	4
SSS/N0108 - Health and safety	Mandatory	16	5
SSS/N0109 - Security in commercial deployments	Mandatory	10	5
SSS/N0110 - Security in industrial deployments	Mandatory	10	5
SSS/N0111 - Positive projection of self and the organisation	Mandatory	20	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/Q0301) for Security 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 SECURITY SUPERVISOR

Job Role Security Supervisor

Qualification Pack SSS/Q0103

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 (600)	Out of 600	Theory	Skills Practical
1. SSS/N0301 - (Supervise a security unit)	PC1. receive briefing from superiors and commence operations at a new or existing site, as instructed		2	2	-
	PC2. follow organizational procedures and site instructions with regard to security unit's deployment and operations		2	2	-
	PC3. receive shift report from outgoing supervisor, assume charge of an assigned premises/ area of responsibility and plan and organize manpower and equipment resources		2	1	1
	PC4. take attendance of personnel and report about deficiency and suitability if any; prepare duty roster for the shift and assign tasks to team members		2	1	1
	PC5. issue security and safety		2	1	1
					5

	equipments to team members, as required and deploy personnel and equipment as per site instructions
	PC6. organise collection of intelligence and information
	PC7. check work of team members and functioning of security equipment
	PC8. oversee deployment and functioning of armed security guard(s)
	PC9. maintain 'key-control' and 'movement control' to the assigned premises
	PC10. liaise with fire, maintenance and control room personnel
	PC11. be available to resolve concerns/ grievances of team members, resolve issues and report problems to superiors
	PC12. motivate security team through personal example and involvement
	PC13. report on performance standards of personnel
	PC14. report on training needs of personnel and carry out/ facilitate on-the-job-training for personnel
	PC15. maintain security documents in line with site instructions
	PC16. carry out routine and surprise checks to assess effectiveness of security unit
	PC17. conduct mock-drills as per instructions and report about the standard of response of security personnel and stakeholders
	PC18. communicate effectively with superiors/ team members and other stakeholders
	PC19. comply with organisation's standards of grooming, conduct and performance
	PC20. cater for anticipated threat/ risks by earmarking available security personnel and take proactive measures against possible threat/ risks to the security unit deployment
	PC21. confirm that the security equipment provided is functional and report faults/ modifications and record and report status and issues related to equipment
	PC22. carry out temporary modifications to site instructions to cover deficiencies in

3	1	2
3	1	2
2	1	1
3	1	2
2	1	1
2	1	1
2	1	1
3	2	1
4	2	2
4	3	1
3	1	2
3	1	2
2	1	1
3	2	1
4	2	2
3	2	1

100

	personnel/ equipment				
	PC23. operate as part of organisation's response team and nominate an on-site emergency team as instructed	3	2	1	
	PC24. carry out periodic rehearsals with the team on various emergency scenario	2	1	1	
	PC25. take support from stakeholders and other departments	2	1	1	
	PC26. report to designated superior and other agencies during an emergency	2	1	1	
	PC27. secure key assets	3	2	1	
	PC28. organise evacuation of the premises, if needed	2	1	1	
	PC29. organise on-site reception, briefing and guidance for fire fighters, rescue workers and medical teams	2	1	1	
	PC30. organise first aid and evacuation with in available means	5	3	2	
	PC31. cordon off scene of crime/ incident	2	1	1	
	PC32. cooperate with police in investigation	2	1	1	
	PC33. report and record incidents	3	2	1	
	PC34. assist in lodging of complaints/ first information report	2	1	1	
	PC35. know your team members – personal details, training needs, leave, overtime, complaints and welfare-related issues	3	2	1	
	PC36. facilitate resolution of HR/ administration-related problems of team members	3	2	1	
	PC37. be impartial in performance of duties and recommend achievers for reward/ recognition	3	2	1	
	PC38. ensure health and safety of team members in workplace	2	1	1	
		Total	100	55	45
2. SSS/N0302 - (Carry out job-specific duties)	PC1. comply with organisational procedures with regard to reception protocol, material movement and key management	45	4	3	1

	PC2. check authorization of visitors, vehicles and materials entering/ exiting from premises and carry out necessary documentation		5	4	1
	PC3. manage and direct visitors or escort visitors to designated authorities		3	1	2
	PC4. communicate effectively with visitors in person and over telephone and answer queries about the organization		4	2	2
	PC5. receive postal mail and couriers		3	2	1
	PC6. respond in case of delivery of suspicious mail/ package		2	1	1
	PC7. deal with irregular situations arising at front office and call for assistance and take preventive actions		3	1	2
	PC8. maintain personal safety and safety of others		2	1	1
	PC9. maintain basic security function-related documents		3	2	1
	PC10. report to designated superior as per procedure		2	1	1
	PC11. check authorization of personnel drawing or depositing key(s)		3	2	1
	PC12. ensure original and duplicate keys are stored as per procedure and follow appropriate labelling system		3	2	1
	PC13. carry out key issue and deposit documentation and other documentation accurately		4	3	1
	PC14. ensure security of key panels		2	1	1
	PC15. report irregular situations with regard to key management		2	1	1
		Total	45	27	18
3. SSS/N0303 - (Deal with lost and found property)	PC1. receive information/ report of lost and found property directly from complainant or superiors	25	3	2	1

	PC2. record details of lost and found property as per organisation's procedures and guidelines		3	2	1
	PC3. seek additional information, on lost property, from complainant if required		2	1	1
	PC4. inform superior, on lost and found property complaints, as per procedure and timelines		2	1	1
	PC5. take approved action, within your responsibility to recover lost property		2	1	1
	PC6. handle and store information relating to lost and found property confidentially		2	2	-
	PC7. receive found property and handle it in line with organisation's policies and procedures		2	1	1
	PC8. identify and contact, where possible, the owner of the property		2	1	1
	PC9. establish the identity of the claimant to the found property		3	2	1
	PC10. seek additional information as required to establish ownership		2	1	1
	PC11. release the found property to the owner, based on organisational norms		2	1	1
		Total	25	15	10
4. SSS/N0304 - (Supervise security escort duties)	PC1. ensure that appropriate personal safety gear, equipment/ aids, documents, and weapon & ammunition are carried/ used as per organizational procedure		5	4	1
	PC2. receive task-related briefing from designated superior		3	2	1
	PC3. co-ordinate with the transport supervisor/ provider for suitable vehicle(s)		2	1	1
	PC4. co-ordinate with the driver of the vehicle and ensure fitness of the driver to undertake duty		2	1	1
	PC5. detail and brief an unarmed/armed vehicle escort		2	1	1
	PC6. brief escort regarding potential threat/ risks		3	1	2

	PC7. report and record incidents in line with organisational procedures	25	2	1	1
	PC8. instruct escort to disengage from situation before it escalates beyond control		2	1	1
	PC9. maintain communication as per instructions		2	1	1
	PC10. respond to communication received from vehicle/escort enroute		2	1	
		Total	25	14	11
5. SSS/N0305 - (Supervise access control to the assigned premises)	PC1. comply with organisational procedures related to access control in the premises with or without use of equipment		4	3	1
	PC2. establish identity, purpose and authorisation of different categories of people/ vehicles/ material seeking to enter or exit from the premises		4	2	2
	PC3. check and prevent entry to and exit of people/ vehicles/ material without valid authorisation		4	2	2
	PC4. direct visitors to designated areas and inform concerned staff/ department		2	1	1
	PC5. prepare passes/ permits for people/ vehicles entering the premises and collect passes/ permits from people/ vehicles exiting the premises		4	3	1
	PC6. check relevant documents for movement of goods/ materials and inform concerned department on arrival of consignments		4	2	2
	PC7. handle different situations faced during access control operations		2	1	1
	PC8. maintain basic security registers as per instructions		3	2	1
	PC9. report irregularities to superior		2	1	1
	PC10. operate access control equipment in accordance with laid down procedures		3	1	2

	and carry out manual operations, in case of a breakdown				
	PC11. check and report functioning/ malfunctioning of access control equipment and respond to signals from access control equipment	35	3	1	2
		Total	35	19	16
6. 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 hazards and emergencies		7	3	4
	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
7. SSS/ N 0102 - (Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act – 2005 when undertaking security tasks)	PC1. comply with basic legal provisions applicable to your role and tasks	15	5	4	1
	PC2. obtain clarity in case of lack of understanding		2	1	1
	PC1. take cognisance of offences and report to superiors/ police		4	3	1
	PC4. cooperate in investigations		2	1	1

	PC5. give evidence in court, if required by law		2	1	1
		Total	15	10	5
8. SSS/N0103 - (Provide private guarding service to people, property and premises)	PC1. familiarise with the area of your responsibility	70	4	1	3
	PC2. guard people, property and premises as per site instructions		8	3	5
	PC3. receive briefing for guard duty and patrolling		4	1	3
	PC4. patrol designated premises as per instructions		4	1	3
	PC5. use security equipment to carry out your task		6	2	4
	PC6. report and respond to security breaches		5	1	4
	PC7. maintain basic security registers		6	2	4
	PC8. carry out required searches as per instructions		4	1	3
	PC9. caution and report risks, threats and hazards during the search		4	1	3
	PC10. liaise with other search parties in the premises		4	1	3
	PC11. detain suspect(s) during the search and report to superior		4	1	3
	PC12. prevent tampering of evidence and report		4	1	3
	PC13. maintain personal safety		5	2	3
	PC14. maintain communication during search		4	1	3
	PC15. report incident details to superiors		4	1	3
		Total	70	20	50
9. SSS/N0105 - (Carry out screening and search activities to maintain security)	PC1. comply with organisational procedures with respect to screening and search of people/ vehicle/ material seeking to enter/ exit from the premises		5	2	3
	PC2. organise queue to manage people at the screening and search point		3	2	1
	PC3. respond to situations arising during screening and search		3	2	1

	PC4. carry out screening and search manually/ with equipment		5	2	3
	PC5. report irregularities to superior		2	1	1
	PC6. maintain personal safety during screening and search		3	1	2
	PC7. respect persons' right to dignity, privacy and gender/ religious/ cultural sensitivity		3	1	2
	PC8. segregate persons violating laid down procedures		1	-	1
	PC9. segregate material containing prohibited/ unauthorised items		3	1	2
	PC10. carry out physical search of vehicle as per laid down procedures		5	2	3
	PC11. segregate suspected vehicle for detailed search	35	2	1	1
		Total	35	15	20
10. SSS/N0106 - (Control parking in designated areas)	PC1. identify entry and exit routes to available parking areas		3	2	1
	PC2. check prevailing conditions within the parking areas		3	2	1
	PC3. observe correct positioning of signage for guiding drivers		2	-	2
	PC4. guide drivers to the available parking areas		2	1	1
	PC5. use provided traffic and protective gear		3	1	2
	PC6. ensure drivers leave the area after parking as per laid down instructions	25	1	-	1
	PC7. identify and respond to irregular situations in accordance with organisation's procedures and guidelines		3	1	2
	PC8. call for assistance and take preventive steps		2	1	1
	PC9. report irregular situations immediately to superior		1	-	1
	PC10. report hazards and defects to superior		1	-	1

	PC11. respond as per organisational procedure		2	1	1
	PC12. ensure own safety		2	1	1
		Total	25	10	15
11. SSS/N0108 - (Health and safety)	PC1. carry out safety of workplace in line with organisational procedures	65	4	2	2
	PC2. keep emergency and escape routes free from obstructions and report violation		3	1	2
	PC3. wear personal safety gear and clothing as per organisational procedure		4	1	3
	PC4. check violators of defined safety and security instructions and report violations		2	1	1
	PC5. report to superiors and emergency service organisations for assistance in the event of emergencies		2	1	1
	PC1. undertake physical exercises and activities (commensurate with age)		2	1	1
	PC2. maintain personal hygiene and good habits		3	1	2
	PC3. refrain from alcohol, tobacco, drugs and other intoxicants		3	1	2
	PC4. guard against sexually transmitted diseases and HIV and take precautions against common ailments		3	1	2
	PC5. identify and report fire hazards		6	2	4
	PC6. carry out fire-fighting in line with organisational training and procedures		12	3	9
	PC7. report fire incidents to superiors and emergency service organisations		3	1	2
	PC13. participate in evacuation of casualty and premises		3	1	2
	PC14. render first-aid		9	2	7
	PC15. use available basic first-aid equipment		6	1	5
		Total	65	20	45
12. SSS/N0109 - (Security commercial deployments) in	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
13. 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
	PC7. Communicate effectively with concerned stakeholders		5	1	4
	PC4. follow good behavioural standards		5	1	4
	PC5. maintain basic security registers as prescribed		6	2	4
	PC7. report incidents to superiors		5	1	4
		Total	35	10	25
14. SSS/N0111 - (Positive projection of self and the organisation)	PC1. maintain good health, personal hygiene & sanitation	50	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		600	260	340

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. Unarmed Security Guard and Armed Security Guard at the lowest rung and Security Supervisor at supervisory level are the most populated job roles in the industry, which has a seven million strong workforce. 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 10000 security supervisor are added to 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 duplication

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/Q0301) of Security 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.

Security Supervisor - QP SSS/Q0301

Process required	Professional Knowledge	Professional Skills	Core Skills	Responsibility	Level
<p>A Security Supervisor is expected to ensure and supervise private security operations organised to secure life, premises and property from risks and threats. He/ she organises security as per site instructions and deploys manpower and resources accordingly. Through security guards a security supervisor is first person to know about security breach/ incident in the premises. Security supervisor takes preventive counter measures, including reporting about incidents. Considering the outcomes the job roles is pegged at level 5.</p>	<p>A Security Supervisor is expected to be adept in supervision, operation and administration of a security unit, aware of risk and threats, basic guarding practices, legal knowledge of job-roles and domain-specific security operations. Considering the type of knowledge the job holder is placed at level 5</p>	<p>A Security Supervisor is expected to deploy manpower and other resources as per site instructions on a site. He/ she supervises security operations and gives instructions to security guards as per situation. Apart from following established procedures a security supervisor is expected to take independent decision in case of emergencies. Hence, the job holder can be placed at level 5</p>	<p>A Security Supervisor's core skill lies in ensuring effective functioning of a security unit and its deployment on a site. Considering these outcomes the job holder can be placed at level 5</p>	<p>A Security Supervisor is fully responsible for the safety and security of assigned premises and property and the conduct of security guards during his/ her course of duty. Hence the job role has been placed at level 5</p>	5
Level 5	Level 5	Level 5	Level 5	Level 5	

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

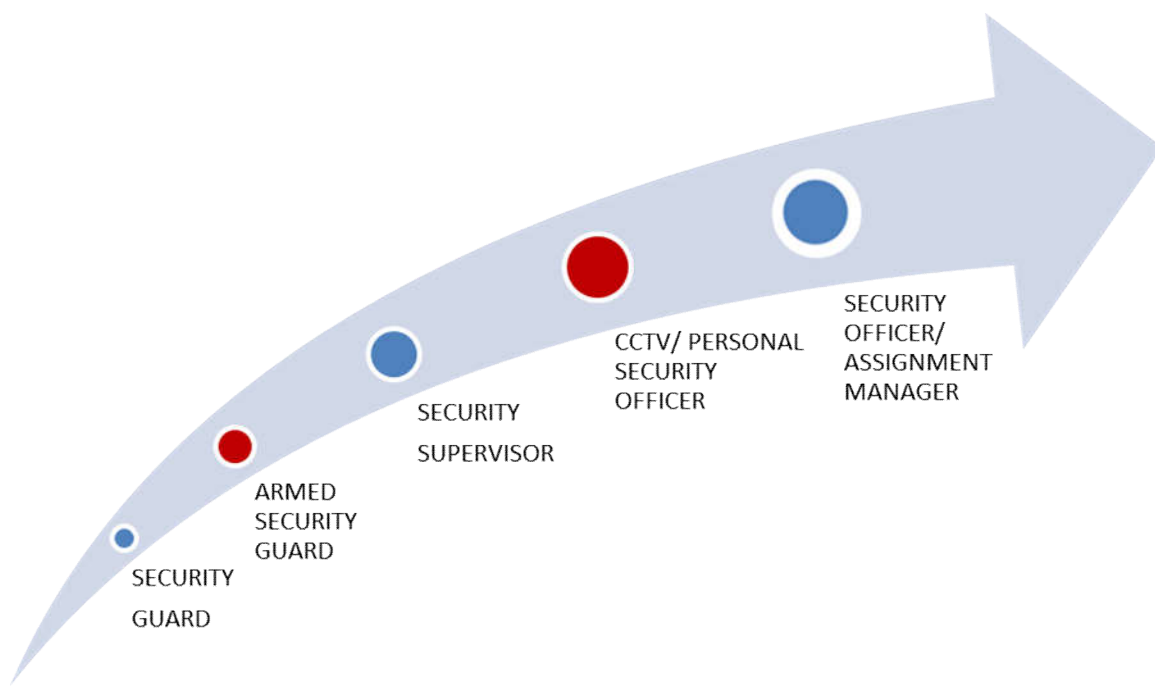
Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

1. Career map of Security Supervisor - Annexure 1

ANNEXURE 1

CAREER MAP IN THE PRIVATE SECURITY SECTOR



Annexures 2 to 5 attached as soft copies