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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)

Address if different from above: Same as above

Tel number(s): T: +91-124-4937450, Fax: +91-124-4937499, M: +91-9540645355

E-mail address: principal.sqa@sssd.in

List of documents submitted in support of the Qualifications File

1. Career map of Security Officer - Annexure 1
2. QP – SSS/Q0601 –Security Officer - Annexure 2

QUALIFICATION FILE SECTION 1

SUMMARY

| | | | |
|---|--|--|--------------|
| Qualification Title | Security Officer | | |
| 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/bodies which will assess candidates | Security Sector Skill Development Council | | |
| Body/bodies which will award the certificate for the qualification. | Security Sector Skill Development Council | | |
| Occupation(s) to which the qualification gives access | Security Officer | | |
| Proposed level of the qualification in the NSQF. | 6 | | |
| Anticipated volume of training/ learning required to complete the qualification. | 250 hours | | |
| Entry requirements / recommendations. | Graduate | | |
| Progression from the qualification. | Security Officer (Career progression for Security Officer with due learning and experience is Assignment Manager) | | |
| Planned arrangements for RPL. | No | | |
| 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/N0601 - Manage the operations of a security unit | Mandatory | 21 | 6 |
| SSS/N0602 - Organise training of a security unit | Mandatory | 20 | 6 |
| SSS/N0603 - Administering a security unit | Mandatory | 21 | 6 |
| SSS/N0604 - Manage security in different deployment contexts | Mandatory | 20 | 6 |
| SSS/N0605 - Handle emergencies and security incidents | Mandatory | 10 | 6 |
| SSS/N0606 - Reduce risks to health and safety in the workplace | Mandatory | 18 | 6 |
| SSS/N0607 - Maintain effective communication | Mandatory | 10 | 6 |
| SSS/N0608 - Conform to legal requirements while undertaking security operations | Mandatory | 10 | 6 |

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/Q0601) for Security Officer – 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?

No RPL envisaged for Security Officer.

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 OFFICER

Job Role Security Officer

Qualification Pack SSS/Q0601

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/N0601 – (Manage the operations of a security unit) | PC1. Comply with organisational procedures related to security operations | | 5 | 4 | 1 |
| | PC2. Understand likely threats and risks to premises | | 5 | 3 | 2 |
| | PC3. Ensure personnel and resource management in security operations | | 5 | 3 | 2 |
| | PC4. Organise security and | | 8 | 5 | 3 |

| | |
|--|---|
| | guarding operations; carry out temporary adjustments in deployment to cover deficiency of personnel and equipment and report deficiencies to superiors |
| | PC5. Follow the laid down procedure of key control |
| | PC6. Institute a system of supervision, periodic/ surprise checks and inspections/ patrolling and reporting |
| | PC7. Ensure briefing and debriefing of guards/ patrols/ supervisors after the tasks and take feedback |
| | PC8. Carry out periodic review, checks/ inspections of performance and functioning of security unit, shifts, personnel and equipment and carry out improvements |
| | PC9. Record and report status and issues related to operations, personnel and equipment |
| | PC10. Organise security operations manually in the event of equipment malfunction |
| | PC11. Communicate effectively with team members and stakeholders |
| | PC12. Take report and feedback from team members |
| | PC13. Coordinate security unit's participation in mock drills and rehearsals, respond to emergencies and irregular situations, within available means |
| | PC14. Maintain personal safety and safety of security unit members |

125

| | | |
|---|---|---|
| | | |
| 4 | 2 | 2 |
| 5 | 3 | 2 |
| 4 | 2 | 2 |
| 6 | 4 | 2 |
| 5 | 4 | 1 |
| 3 | 1 | 2 |
| 5 | 3 | 2 |
| 3 | 2 | 1 |
| 6 | 4 | 2 |
| 5 | 3 | 2 |

| | | | | |
|--|--|------------|-----------|-----------|
| | PC15. Maintain security operations related documents and reports | 6 | 4 | 2 |
| | PC16. Listen to grievances of team members and resolve problems | 4 | 2 | 2 |
| | PC17. Control functioning and operations of CCTV control room, if provided | 5 | 3 | 2 |
| | PC18. Deal with lost and found property | 5 | 3 | 2 |
| | PC19. Organise/ coordinate training of team members in security operations and on provided security equipment | 8 | 5 | 3 |
| | PC20. Brief team members regarding organisational procedures and site instructions | 5 | 3 | 2 |
| | PC21. Sensitise subordinates to respect persons' right to dignity, privacy and gender/ religious/ cultural sensitivity | 5 | 3 | 2 |
| | PC22. Deal with persons and vehicles violating laid down procedures | 5 | 2 | 3 |
| | PC23. Identify presence of prohibited/ unauthorised items and Segregate material containing prohibited/ unauthorised items | 5 | 2 | 3 |
| | PC24. Organise traffic control and parking operations in the premises and operation of the equipment in use | 5 | 3 | 2 |
| | PC25. Deal with irregular situations and ask for assistance | 3 | 2 | 1 |
| | Total | 125 | 75 | 50 |

| | | | | | |
|---|---|-----------|--------------|-----------|-----------|
| 2. SSS/ N 0602- (Organise training of a security unit) | PC1. Have general understanding of legislation/ regulations, organizational requirements relating to standards of training in the Private Security Sector (PSS) | 60 | 5 | 3 | 2 |
| | PC2. Identify and report site-specific training requirements for security personnel | | 15 | 10 | 5 |
| | PC3. Coordinate with trainers to train security unit members | | 3 | 1 | 2 |
| | PC4. Brief security unit on training schedule | | 5 | 3 | 2 |
| | PC5. Carry out/ facilitate induction training/ on-the-job-training | | 10 | 6 | 4 |
| | PC6. Facilitate training of team members in the operation of security, communication and fire safety equipment by trainers | | 12 | 8 | 4 |
| | PC7. Coordinate and participate in mock-drills/ rehearsals for security unit as per site instructions | | 10 | 5 | 5 |
| | | | Total | 60 | 36 |
| 3. SSS/N0603 – (Administering a security unit) | PC1. Commence operations at a new or existing site, as per site instructions | | 5 | 3 | 2 |
| | PC2. Assess site-specific administrative requirements and superiors about the requirements | | 6 | 4 | 2 |
| | PC4. Issue identity cards to security unit members | | 3 | 2 | 1 |
| | PC5. Inform superior about complaints/ suggestion received from employer | | 5 | 3 | 2 |
| | PC6. Interact with security unit members frequently and resolve grievances of the staff | | 5 | 3 | 2 |
| | | | | | |

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|---|---|--------------|-----------|-----------|-----------|
| | PC9. Receive/ issue/ account for stores/ uniform meant for security unit/ team | | 6 | 4 | 2 |
| | PC10. Prepare attendance sheet, overtime details and MIS reports | | 10 | 6 | 4 |
| | PC11. Oversee documentation of new entrants/ those leaving the site | | 5 | 3 | 2 |
| | PC12. Handle and account for petty cash | | 5 | 4 | 1 |
| | PC13. Pursue pending issues of security unit and Agency with employer | | 5 | 3 | 2 |
| | PC15. Arrange for accommodation, transportation and food for security unit members | 85 | 6 | 3 | 3 |
| | PC17. Enforce dress code and maintain discipline | | 4 | 2 | 2 |
| | PC18. Liaise with own Agency and employer to resolve issues | | 5 | 3 | 2 |
| | PC19. Ensure privacy and personal safety of the security unit members, especially of the female staff | | 5 | 3 | 2 |
| | PC22. Assess performance and standards of security unit members | | 5 | 2 | 3 |
| | PC23. Counsel team members on their performance and conduct | | 5 | 2 | 3 |
| | | Total | 85 | 50 | 35 |
| 4. SSS/N0604 - (Manage security in different deployment contexts) | PC1. Manage security operations as per organisation's procedures and site instructions | | 3 | 2 | 1 |
| | PC2. Assess and lay down plans for addressing site/domain-specific threats and risks | | 3 | 2 | 1 |

| | | | | | |
|--|---|-----------|---|---|---|
| | PC3. Assess deployment-specific training requirements for personnel and facilitate training | | 5 | 3 | 2 |
| | PC5. Deploy personnel and equipment as per site instruction | | 5 | 3 | 2 |
| | PC6. Employ armed security guards and personal security officers | | 2 | 1 | 1 |
| | PC7. Brief the unit and appointments on their assigned tasks | | 3 | 2 | 1 |
| | PC8. Assess and communicate any bomb threat calls received through emails, letters and telephone calls to management and other agencies | | 3 | 2 | 1 |
| | PC9. Prepare to execute contingency plans for effective situational response to bomb threat calls | | 4 | 3 | 1 |
| | PC10. Assist and coordinate with police and bomb search and disposal squads | | 3 | 1 | 2 |
| | PC11. Execute evacuation of premises, if required | | 3 | 1 | 2 |
| | PC12. Control response of the security unit to other domain-specific risks and threats and emergencies | | 3 | 2 | 1 |
| | PC14. Carry out routine/ surprise checks and inspections | | 3 | 2 | 1 |
| | PC15. Communicate effectively with stakeholders | | 4 | 2 | 2 |
| | PC16. Report and record details related to security operations | | 3 | 2 | 1 |
| | PC17. Review security plan and security unit's performance periodically | 50 | 3 | 2 | 1 |

| | | | | | |
|---|--|--------------|-----------|-----------|-----------|
| | | | | | |
| | | Total | 50 | 30 | 20 |
| 5. SSS/N0605 - (Handle emergencies and security incidents) | PC1. Follow organisational procedures while responding to emergencies and security incidents | | 4 | 3 | 1 |
| | PC2. Train and prepare security unit to respond to emergencies and security incidents | | 5 | 2 | 3 |
| | PC4. Identify and investigate causes of alarms and inform and seek assistance | | 5 | 2 | 3 |
| | PC6. Ensure personal safety and safety of security unit members | | 3 | 2 | 1 |
| | PC7. Instruct security unit members in the event of emergencies | | 4 | 2 | 2 |
| | PC9. Assist in evacuation of premises and casualties/ affected people as per emergency plan | | 4 | 2 | 2 |
| | PC10. Cordon off the area, control traffic and movement | | 2 | 1 | 1 |
| | PC11. Participate in post-incident process of identifying victims, witnesses and suspects | | 3 | 1 | 2 |
| | PC12. Record and report incident-related details | | 4 | 3 | 1 |
| | PC13. Cooperate in investigation | | 3 | 1 | 2 |
| | PC14. Sensitize security unit members on findings of the investigation | | 3 | 1 | 2 |
| | | Total | 40 | 20 | 20 |
| 6. SSS/N0606 (Reduce risks to health and safety) | PC1. Carry out security operations in line with workplace health and safety norms | | 5 | 3 | 2 |

| | | | | | |
|--|---|--------------|-----------|-----------|-----------|
| in the workplace) | | | | | |
| | PC2. Identify the main safety and health-related threats/ risks within the premises | | 10 | 6 | 4 |
| | PC3. Participate in discussions/ training on safety and health issues | | 3 | 2 | 1 |
| | PC4. Implement health and safety-related procedures | | 10 | 7 | 3 |
| | PC5. Enforce the use of personal protective equipment (PPE) | | 3 | 1 | 2 |
| | PC6. Identify key people for anchoring safety and health-related roles | | 3 | 2 | 1 |
| | PC7. Ensure placement of provided equipment and signage as per plan | | 5 | 3 | 2 |
| | PC8. Participate in mock drills/ rehearsals | | 3 | 2 | 1 |
| | PC9. Deal with emergencies and hazards with available means | | 4 | 2 | 2 |
| | PC10. Report and record safety and health incidents | | 4 | 3 | 1 |
| | | Total | 50 | 31 | 19 |
| 7. SSS/N0607- (Maintain effective communication) | PC1. Liaise and communicate effectively with stakeholders on security functions | | 3 | 2 | 1 |
| | PC2. Institute a system of receiving feedback from stakeholders | | 3 | 2 | 1 |
| | PC3. Enforce organisation's standards of communication, behaviour and courtesy within the security unit | | 10 | 7 | 3 |
| | PC4. Operate communication equipment effectively | | 8 | 4 | 4 |

| | | | | | |
|---|---|--------------|-----------|-----------|-----------|
| | | | | | |
| | PC5. Interact with media on instructions | | 3 | 2 | 1 |
| | PC6. Resolve queries/ complaints of stakeholders as per procedure | | 3 | 2 | 1 |
| | PC7. Train security personnel in required communication etiquettes | | 9 | 4 | 5 |
| | PC8. Educate security staff on gender, cultural and religious sensitivities | | 3 | 2 | 1 |
| | PC9. Intervene and resolve instances of aggressive and unruly behaviour | | 3 | 2 | 1 |
| | PC10. Identify essential documents to be maintained by the security unit and adopt format for recording information/ incident | | 4 | 3 | 1 |
| | PC11. Decide on timelines and frequency for submission of reports | | 2 | 2 | - |
| | PC12. Use computers and other equipment to facilitate documentation | | 3 | 2 | 1 |
| | PC13. Record and store documents as per organizational procedure and forward feedback to designated superiors | | 3 | 1 | 2 |
| | PC14. Store and handle information/ media generated by the security equipment(s) as per organisational procedure and share information with authorized stakeholders on instructions | | 3 | 2 | 1 |
| | | Total | 60 | 37 | 23 |
| 8. SSS/N0608 - (Conform to legal requirements while undertaking | PC1. Comply with legal provisions as applicable to security operations | | 5 | 4 | 1 |

60

| | | | | | |
|----------------------|---|--------------|------------|------------|------------|
| security operations) | | | | | |
| | PC2. Obtain clarifications in case of doubt | | 3 | 2 | 1 |
| | PC3. Take cognizance of offences and report to superiors/ police | | 3 | 2 | 1 |
| | PC4. Assist client in lodging complaint and FIR | | 3 | 2 | 1 |
| | PC5. Cordon off place of incident/ accident and preserve evidence if possible | | 2 | 1 | 1 |
| | PC6. Report and record details of security incident/ accident accurately | | 4 | 3 | 1 |
| | PC8. Co-operate in investigations | | 2 | 1 | 1 |
| | PC9. Give evidence in court, if required by law | | 3 | 2 | 1 |
| | PC10. Sensitise subordinates on legal provisions affecting their role | | 5 | 4 | 1 |
| | | Total | 30 | 21 | 9 |
| | Total | | 500 | 300 | 200 |

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. Security Officer and Assignment Manager at the highest rung of the Private Security Sector. Security Officer is a managerial job-role, which controls a security unit. Its demand is increasing as more and more establishments hire private security. 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 1000 Security Officers join 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/Q0601) of Security Officer – 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 Officer - QP SSS/Q0601 | | | | | |
|--|---|---|--|--|-------|
| Process required | Professional Knowledge | Professional Skills | Core Skills | Responsibility | Level |
| Security Officers are expected to manage operations, administration, training of a security unit and liaison with employer. Considering the outcomes the job roles is pegged at level 6. | A Security Officer is expected to be aware of operations, training and administration of a security unit. Knowledge of site-specific risk and threats and security planning is a prerequisite. Considering the type of knowledge the job holder is placed at level 6. | A Security Officer is expected to possess managerial skills in operations, training and administration of a security unit and ability to perceive risk and threats to the assigned premises. Additionally, a security officer should be able to communicate and liaise with all stakeholders effectively. Hence, the job holder can be placed at level 6. | A Security Officer's core skill lies in managing operations, administration and training of a security unit and liaison and communication with all stake holders. Security officer should be able to plan security of premises and commence operations afresh. Considering these outcomes the job holder can be placed at level 6. | A Security Officer is responsible for the operations, administration and training of a security unit. Hence the job role has been placed at level 6. | 6 |
| 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 Officer is equated to managerial role in the hierarchy of Private Security Sector. With requisite learning and service experience Security Officer can progress on career path as per Annexure 1.

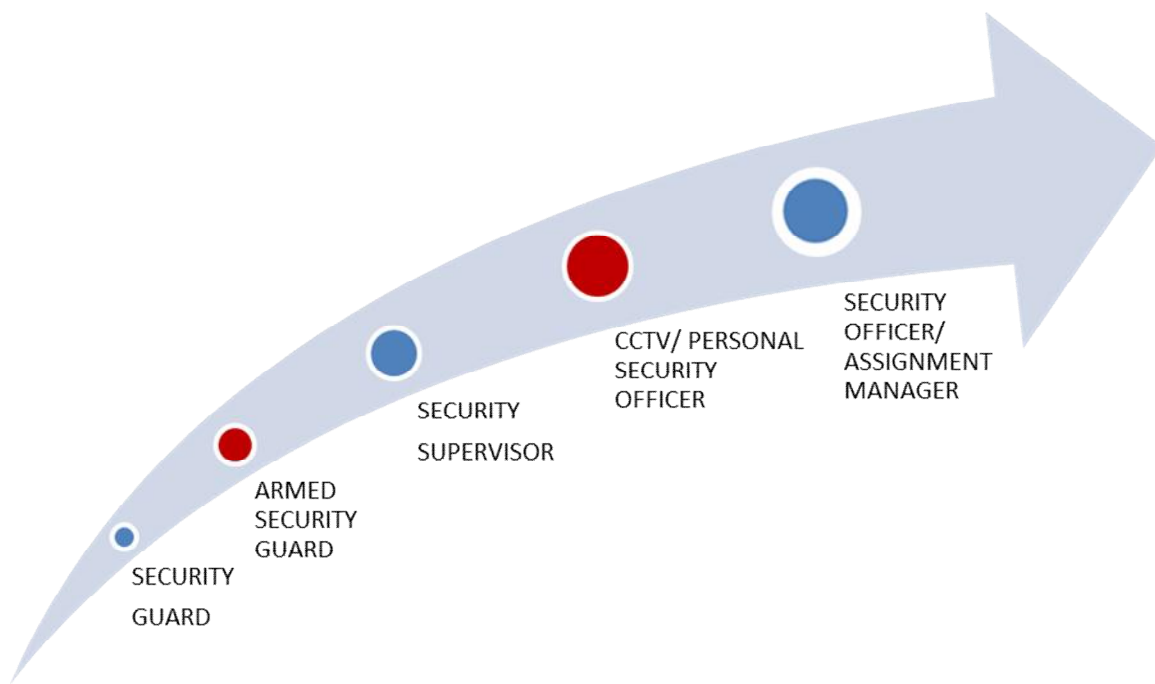
Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

1. Career map of Security Officer - Annexure 1

ANNEXURE 1

CAREER MAP IN THE PRIVATE SECURITY SECTOR



Annexures 2 to 5 attached as soft copies