

Revision made by NSDA_25 May 2015

QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Name and address of submitting body:
Management & Entrepreneurship and Professional Skills Council,
14 Management House, Institutional Area,
Lodhi Road, New Delhi-110003

Name and contact details of individual dealing with the submission

Name: Col. Anil Kumar Pokhriyal

Position in the organisation: Chief Executive Officer

Address if different from above

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List of documents submitted in support of the Qualifications File

1. Career map of CCTV Supervisor - Annexure 1
2. CCTV Supervisor - Annexure 2

QUALIFICATION FILE SECTION 1

SUMMARY

Qualification Title	Assignment Manager		
Body/bodies which will assess candidates	<ul style="list-style-type: none"> • Aspiring Minds Assessments Pvt Ltd • Co Cubes Technology Pvt Ltd • India Skills Pvt Ltd • Induslynk Training Services Pvt Ltd (METTL) • Skill Training Management Partners Ltd (STAMP) • Trend Setters Skills Assessors 		
Body/bodies which will assess candidates	Management & Entrepreneurship and Professional Skills Council		
Body/bodies which will award the certificate for the qualification.	Management & Entrepreneurship and Professional Skills Council		
Occupation(s) to which the qualification gives access	Assignment Manager		
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.	Career progression for an Assignment Manager with due learning and experience is Manager Security and beyond.		
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
Manage the operations of security units	Mandatory	40	6
Organise training of multiple security units	Mandatory	40	6
Administer multiple security units	Mandatory	40	6
Manage security operations of units in different deployment contexts	Mandatory	30	6
Deal with emergencies and security incidents involving security units	Mandatory	25	6
Occupational health and safety at workplaces	Mandatory	25	6
Maintain effective communication with stake holders	Mandatory	25	6
Conform to legal requirements while undertaking security operations	Mandatory	25	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 for Assignment Manager – Annexure 2

SECTION 1

ASSESSMENT

Name of assessment body:

Assessments agencies empanelled with MEPSC to carry out assessment:

- Aspiring Minds Assessments Pvt Ltd
- Co Cubes Technologies Pvt Ltd
- India Skills Pvt Ltd
- Induslynk Training Services Pvt Ltd (METTL)
- Skill Training Assessment Management Partners Ltd (STAMP)
- Trendsetters Skill Assessors Pvt Ltd

Will the assessment body be responsible for RPL assessment?

No RPL envisaged for Assignment Manager.

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:

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

Give details of the document(s) here:

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 ASSIGNMENT MANAGER

Job Role Assignment Manager

Qualification Pack

Sector Skill Council Management & Entrepreneurship and Professional Skills 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	Theory	Skills Practical
1 (Manage the operations of security units)	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 guarding operations; carry out temporary		8	5	3 4

	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
	PC15. Maintain security operations related documents and reports
	PC16. Listen to grievances of team members and resolve problems
	PC17. Control functioning and operations of CCTV control room, if

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
6	4	2
4	2	2
5	3	2

	provided				
	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. (Organise training of multiple security units)	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	24
3. (Administer multiple security units)	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
	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		5	3	2

	employer	85			
	PC15. Arrange for accommodation, transportation and food for security unit members		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
4. (Manage security operations of units 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		3	2	1
		50			
		Total	50	30	20
5. (Deal with emergencies and security incidents involving security	PC1. Follow organisational procedures while responding to emergencies and security incidents		4	3	1

units)					
	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. (Occupational health and safety at workplaces)	PC1. Carry out security operations in line with workplace health and safety norms		5	3	2
	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. (Maintain effective communication with stakeholders)	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		3	2	1

	stakeholders as per procedure				
	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	60	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. (Plan and manage operations of security units at multiple sites)	PC1. Assess threats and risks to the site(s), draw up a security plan; present plan to the employer (s); Discuss security unit operations with the employer(s) on behalf of the Agency		10	6	4
	PC2. Arrange for requisite manpower, equipment and stores for the site(s) from the Agency and employer(s) and commence operations		10	6	4

	at assigned site (s)			
	PC3. Coordinate training and logistic support for personnel being deployed	5	3	2
	PC4. Establish a chain of reporting from the site(s) and Prepare MIS and submit requisite report to parent Agency	5	3	2
	PC5. Deploy security personnel and equipment as per site instructions, execute assigned tasks in line with client expectations, carry out periodic review and implement procedural changes if required	8	4	4
	PC6. Assign security officers and other appointments to site(s) and task them to organise security as per security plan	5	3	2
	PC7. Institute system of checks, inspections and reporting on performance, training and administration	5	3	2
	PC8. Visit site(s) and meet employer(s)	3	2	1
	PC9. Organise training of security personnel and stakeholders	5	3	2
	PC10. Recruit/ readjust manpower between various site(s)	3	2	1
	PC11. Ensure maintenance of security, operations and training documents by security officers	8	4	4
	PC12. Ensure compliance on health and safety aspects at site(s)	8	6	2
	PC13. Liaise with employer(s) to pursue pending operational, administrative, training and business-related issues	5	3	2
	PC14. Prepare MIS and share periodic reports and feedback with parent Agency	10	6	4
	PC15. Report security incidents to designated superior	5	3	2
	PC16. Carry out or order investigations; cooperate with police in investigations	5	3	2

100

		Total	100	60	40
8. (Conform to legal requirements while undertaking security operations)	PC1. Comply with legal provisions as applicable to security operations	30	5	4	1
	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
		Total	600	360	240

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. Assignment Manager is a managerial job-role, which controls more than one 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 500 Assignment Managers 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 of Assignment Manager – 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.

Assignment Manager					
Process required	Professional Knowledge	Professional Skills	Core Skills	Responsibility	Level
<p>Assignment Managers carry out threats and risks assessment, plan and organize security; develop Standard Operating Procedures (SOP) and site instructions. They deploy manpower and equipment as per security plan. Assignment Managers assess the efficacy of security unit's guarding operations, training standards and preparedness to deal with emergencies through security officers. Considering the outcomes the job roles is pegged at level 6.</p>	<p>An Assignment Manager is expected to be aware of operations, training and administration of more than one security unit. Knowledge of site-specific risk and threats and security planning and documentation is a prerequisite. Considering the type of knowledge the job holder is placed at level 6.</p>	<p>An Assignment Manager is expected to possess managerial skills in operations, training and administration of security units under charge. Assignment Manager carry out threats and risks assessment, plan and organize security; develop SOP and site instructions. Hence, the job holder can be placed at level 6.</p>	<p>A Assignment Manager's core skill lies in Planning, training, deployment, administration, documentation, reporting and liaison for security units under charge. Considering these outcomes the job holder can be placed at level 6.</p>	<p>An Assignment Manager is overall responsible for the operation, administration and training of security units under charge. Hence the job role has been placed at level 6.</p>	6
Level 6	Level 6	Level 6	Level 6	Level 6	

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?

An Assignment Manager is equated to managerial role in the hierarchy of Private Security Sector. With requisite learning and service experience Assignment Manager can progress on career path to become Security Managers and beyond.

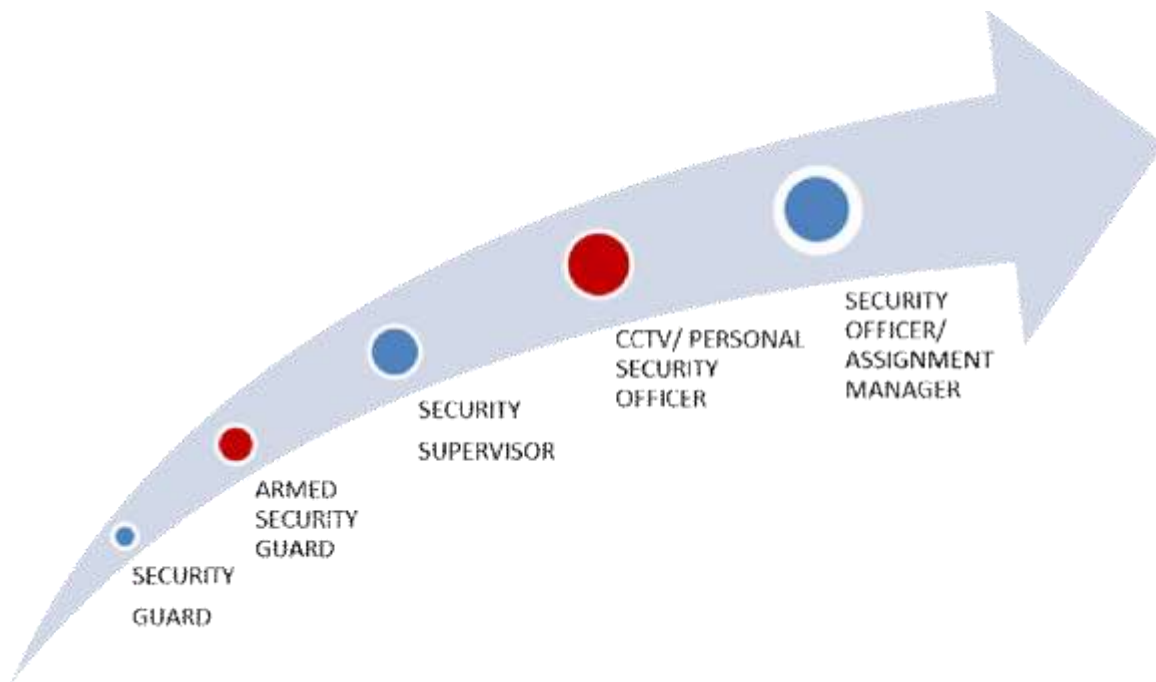
Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

1. Career map of Assignment Manager - Annexure 1

ANNEXURE 1

CAREER MAP IN THE PRIVATE SECURITY SECTOR



Annexures 2 to 5 attached as soft copies