

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

Tel number(s): 011- 24645100

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List of documents submitted in support of the Qualifications File

1. Career map of CCTV Supervisor - Annexure 1
2. MEP/Q7104 – 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 • 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 which will award the certificate for the qualification.	Management & Entrepreneurship and Professional Skills Council		
Body which will accredit providers to offer the qualification.	Management & Entrepreneurship and Professional Skills Council		
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
MEP/N7126 - Monitor a security unit	Mandatory	30	5
MEP/N7127 – Supervise CCTV operations to secure premises	Mandatory	20	5
MEP/N7128 – Maintain operational performance of CCTV system	Mandatory	30	5
MEP/N7129 – Observe health and safety while monitoring security operations	Mandatory	12	5
MEP/N7101 - Security tasks in accordance with basic security practices	Mandatory	18	5
MEP/N7102 - Conform to rudimentary legal requirements of Private Security Agencies (Regulation) Act - 2005 when undertaking security tasks	Mandatory	10	4
MEP/N7109 - Security in commercial deployments	Mandatory	15	5
MEP/N7110 - Security in industrial deployments	Mandatory	12	5
MEP/N7111 - 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 MEP/Q7104 for CCTV Supervisor – 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?

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:

MEPSC empanels 3rd party assessment agencies for carrying out Skills assessment. Assessment agencies develops assessments guide/blueprints specific to job roles and develops Question bank for conducting theory & practical assessments. MEPSC subject matter experts validate the question bank and ensure the appropriateness of the question bank as per the Job role. MEPSC shares the question bank with SME (having relevant industry and academics experience) for validation.

Assessment agency also source assessors (having rich industry experience) cv's and share it with MEPSC for conducting telephonic interviews by the experts and post approval these assessors are allowed to carry out assessments on the ground.

Assessment Execution Process

- Training Provider (TP) to share the start date and end date with no. of trainees under the specified job role.
- Training Provider to share the assessment date to conduct assessment at the training centre.
- MEPSC will share the assessment date with the 3rd party assessment agency and give confirmation to the TP on the assessment dates
- Following details to be confirmed by TP 10 days prior the assessment date:

- MEPSC & Assessment agency will share a list of requirements (raw material, machinery, class room/infrastructure etc) with the TP for the day of assessment (7 days before assessments)
- TP to make necessary arrangements for the same to conduct the assessment
- On the day of assessment, batches will be divided in two i.e. one for theoretical assessment and second for practical knowledge. Both the batches will run parallel to each other.

Trainees assessment is conducted through Theory & practical question paper. Questions banks are pre-approved by Management SME.

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

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

In this section, you are asked to show how the assessment tools you will use will cover all the outcomes and criteria in the qualification.

Complete a grid for each component as listed in “Formal structure of the the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – ie Learning Outcomes to be assessed, assessment criteria and the means of assessment.

Title of Component:

Assessment outcomes	Assessment criteria for outcomes
MEP/N7126 Monitor a security unit	PC1.commence operations at a new or existing site, as instructed
	PC2.follow organizational procedures and site instructions
	PC3.receive briefing from superiors
	PC4.receive shift report from outgoing supervisor
	PC5.assume charge of an assigned premises/ area of responsibility
	PC6.take attendance of personnel and report about deficiency, if any
	PC7.plan and organize manpower and equipment resources
	PC8.prepare duty roster for the shift
	PC9.assign tasks to team members
	PC10.issue security and safety equipments to team members, as required
	PC11.deploy personnel and equipment as per site instructions
	PC12.organise collection of intelligence and information
	PC13.check work of team members
	PC14.control entry/ exit to control room
	PC15.liaise with fire, maintenance personnel
	PC16.be available to resolve concerns/ grievances of team members
	PC17.resolve issues and report problems to superiors
	PC18.motivate security team through personal example and involvement
	PC19.report on performance standards of personnel
	PC20.report on training needs of personnel
	PC21.carry out/ facilitate on-the-job-training for personnel
	PC22.report and record incidents
	PC23.carry out routine and surprise checks
	PC24.participate in rehearsals as per instructions and report about the standard of response of security personnel and stakeholders
	PC25.communicate with superiors/ team members and other stakeholders
	PC26.comply with organisation's standards of grooming, conduct and performance
	PC27.prepare shift report and handover to the reliever

	PC28.plan and arrange personnel and equipment in line with the site instructions
	PC29.report suitability of personnel and equipment provided for specific tasks
	PC30.cater for anticipated threat/ risks
	PC31.prioritise emergent situations
	PC32.take proactive measures against possible threat/ risks to the people, property and premises
	PC33.record and report status and issues related to personnel and equipment
	PC34.operate as part of organisation's response team
	PC35.liaise with on-site emergency team, if constituted
	PC36.participate in periodic rehearsals with the team on various emergency scenario
	PC37.anticipate emergencies/ contingencies to the assigned premises
	PC38.take support from stakeholders and other departments
	PC39.report to designated superior and other agencies during an emergency
	PC40.assist in evacuation of the premises
	PC41.assist in on-site briefing and guidance for fire fighters, rescue workers and medical teams
	PC42.cooperate with in-house or police investigation
	PC43.report and record incidents
	PC44.coordinate and liaise with stakeholders
	PC45.know your team members
	PC46.listen to and address grievance of team members
	PC47.intimate management about grievances
	PC48.facilitate resolution of HR/ administration-related problems of team members
	PC49.motivate team members through personal example and concern
	PC50.be impartial in performance of duties
	PC51.ensure health and safety of team members in workplace
	PC52.recommend achievers for reward/ recognition
MEP/N7127 Supervise CCTV operations to secure premises	PC1.familiarise with the layout and coverage of a CCTV system in the assigned premises
	PC2.take over shift duty from the predecessor

	PC3.receive briefing and instructions from a designated superior
	PC4.control access to the CCTV control room in line with organizational procedure
	PC5.cover an on-going security situation, if any
	PC6.monitor CCTV and pay equal attention to all monitors
	PC7.ensure recording of CCTV footage for archival/ evidence purpose
	PC8.preserve footage, as per instruction
	PC9.maintain confidentiality as per organizational procedure
	PC10.record and report events as per procedure
	PC11.brief the reliever and hand over shift duties
	PC12.familiarise with the area of responsibility
	PC13.appreciate premises-specific threat/ risks
	PC14.scan and monitor premises as per site instructions
	PC15.monitor designated premises with the use of CCTV as per site instructions and laid down procedure
	PC16.monitor the area of responsibility using approved surveillance techniques/ patterns and based on site instructions
	PC17.report irregular situations to superior/ concerned agency
	PC18.record details related to incidents/ operations in approved formats
	PC19.scan the area of responsibility using approved surveillance techniques/ patterns and based on site instructions
	PC20.look for irregular situations, exceptions and breaches to security and safety
	PC21.respond to early indications of a security breach/ irregular situations
	PC22.respond to security incidents based as per organizational instructions
	PC23.report to designated superior
	PC24.obtain help from security unit/ stakeholders/ concerned agencies as per organizational protocol
	PC25.record and report details of exceptions, breaches, and irregular situations, as well as response, in line with organizational protocol

MEP/N7128 Maintain operational performance of CCTV system	PC1.operate CCTV system in line with manufacturer’s instructions and organizational procedures
	PC2.ensure safety precautions and correct handling of equipment
	PC3.carry out basic operational checks / inspection to confirm that the equipment is in operational use
	PC4.report functioning/ malfunctioning to designated superior as per organizational procedure
	PC5.secure the assigned equipment
	PC6.respond to signals/ alarms from equipment as per organizational procedure
	PC7.communicate system breakdown to designated superior so that back-up security process can be initiated
	PC8.maintain records and media pertaining to operations in the prescribed format
	PC9.handle surveillance equipment (hardware/ software) in line with manufacturer’s instructions and organizational procedure
	PC10.handle recorded media as per organizational procedure
	PC11.store and secure the recorded media as per organizational procedure
	PC12.share the recorded media with authorized person (s) on instructions from designated superior
	PC13.maintain security and confidentiality of recorded media
	PC14.maintain documentation pertaining to events and recorded media in the prescribed format
	PC15.share the recorded media with authorized person(s) only on instructions from designated superior
	PC16.obtain clarifications and approval from designated superior before sharing data and information
	PC17.retrieve recorded media from archives as per approved procedure
	PC18.operate equipment/ take assistance from technical personnel to identify, isolate and copy footage from archives
	PC19.hand over recorded media in accordance with organisational procedure
	PC20.complete process-related documentation
	PC21.maintain security and confidentiality
MEP/N7129 Observe health and safety while monitoring security	PC1.carry out safety of workplace in line with organisational procedures

operations	PC2.keep emergency and escape routes free from obstructions and report violation
	PC3.wear personal safety gear and clothing as per organisational procedure
	PC4.check violators of defined safety and security instructions and report violations
	PC5.report to superiors and emergency service organisations for assistance in the event of emergencies
	PC6.undertake physical exercises and activities (commensurate with age)
	PC7.maintain personal hygiene and good habits
	PC8.refrain from alcohol, tobacco, drugs and other intoxicants
	PC9.guard against sexually transmitted diseases and HIV
	PC10.take precautions against common ailments
	PC11.identify and report fire hazards
	PC12.carry out fire-fighting in line with organisational training and procedures
	PC13.report fire incidents to superiors and emergency service organisations
	PC14.participate in evacuation of casualty and premises
	PC15.render first-aid
	PC16.use available basic first-aid equipment
	MEP/N7101 Perform security tasks in accordance with basic security practices
	PC2.respond and report about risks and threats
	PC3.respond and report about hazards and emergencies
	PC4.assist police and other organisations, if required
	PC5.recognise rank/ badge of rank in police and military
	PC6.identify various arms in use in public and police
	PC7.identify improvised explosive devices
MEP/N7102 Conform to regulatory and legal requirements governing security tasks s	PC1.comply with basic legal provisions applicable role and tasks
	PC2.obtain clarity in case of lack of understanding
	PC3.take cognisance of offences and report to superiors/ police
	PC4.cooperate in investigations

	PC5.give evidence in court, if required by law
MEP/N7109 Perform security in commercial deployments	PC1.carry out security duties as per organisation’s procedures and instructions
	PC2.respond to domain-specific risks and threats
	PC3.operate security equipment
	PC4.communicate effectively with concerned stakeholders
	PC5.follow good behavioural standards
	PC6.maintain basic security registers as prescribed
	PC7.report incidents to superiors
MEP/N7110 Perform security in industrial deployments	PC1.carry out security duties as per organisation’s procedures and instructions
	PC2.respond to domain-specific risks and threats
	PC3.operate security equipment
	PC4.communicate effectively
	PC5.follow good behavioural standards
	PC6.maintain basic security registers as prescribed
	PC7.report incidents to superiors
MEP/N7111 Project positive image of self and the organisation	PC1.maintain good health, personal hygiene & sanitation
	PC2.comply with organisation's standards of grooming and personal behaviour
	PC3.stay free from intoxicants (alcohol, tobacco and drugs)
	PC4.wear organisation’s uniform with name tab correctly and smartly
	PC5.wear, carry and use personal protection gear and equipment
	PC6.co-operate with team members
	PC7.observe organisation’s ‘Meet and Greet Procedure’
	PC8.observe confidentiality as per organisational procedure
	PC9.observe discipline and punctuality
	PC10.carry out assigned tasks and duties diligently
	PC11.co-operate with team members

Means of assessment 1

Depending on the profile of candidates trained in a particular batch.

Pass/Fail

1. 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 be deemed competent in the Qualification Pack, every trainee should score 70% aggregate of the NOS's in Qualification Pack.
 6. Trainees has to score minimum 70% on QP aggregate to qualify in the assessments.
- 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.

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

The primary role of the CCTV Supervisor is the first supervisory job-role in the hierarchy of Private Security Sector related to electronic surveillance..

Many residential, commercial and industrial deployments are employing private security guards for the safety of personnel and assets.

We are also a growing country and physical infrastructure is growing at a rapid pace. This also calls for security of personnel and property. There is a definite need to create a pool of trained of CCTV Supervisor.

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

This sector currently employs over 7 million employees and it is expected employ more than 11.8 million by 2022.

Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences

Ministry of Skill Development and Entrepreneurship (MSDE)

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

The qualification discussed above is checked for any duplication across sectors and given the qualification niche to MEPSC sector, there is no duplication or already existing similar qualifications

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?

The comments, feedback and suggestions were collected through interaction with industry. The same will be compiled and justifiable changes will be incorporated in the next/updated version of the QP. This QP is set to be revised post November 2021.

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 MEP/Q7104 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 MEP/Q7104					
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>	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?

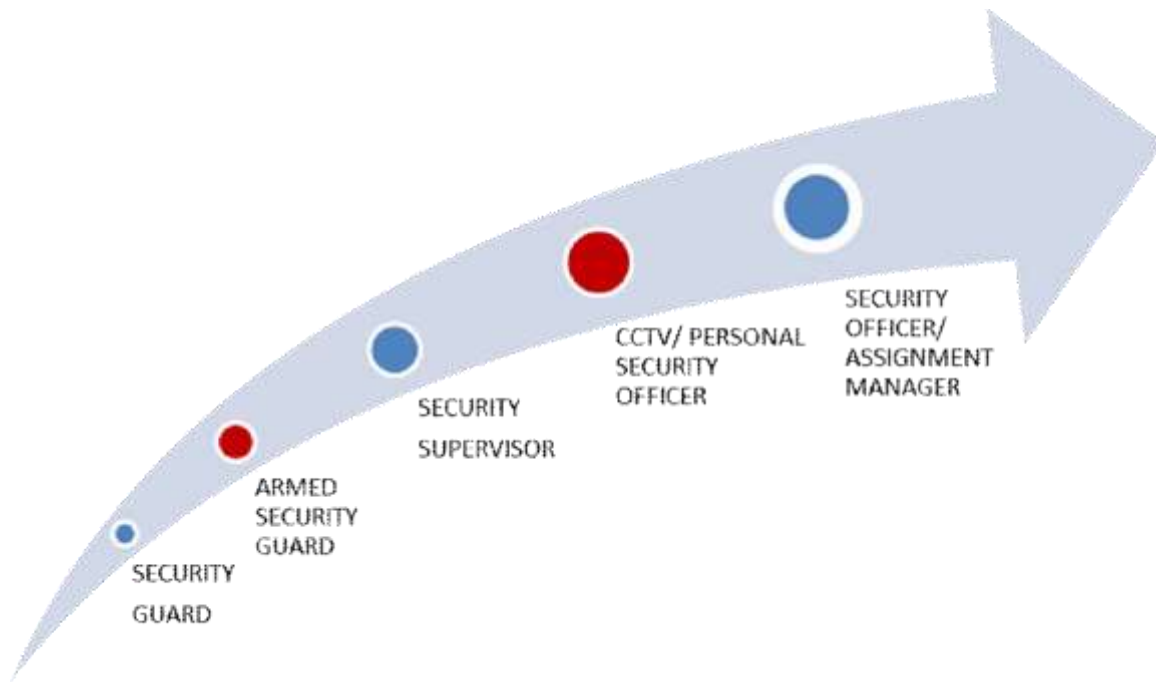
A CCTV Supervisor is the first supervisory job-role in the hierarchy of Private Security Sector related to electronic surveillance. With requisite learning and service experience CCTV Supervisor can progress on career path as per Annexure 1.

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