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QUALIFICATION FILE – CONTACT DETAILS 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

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Position in the organisation: Chief Executive Officer

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List of documents submitted in support of the Qualifications File

1. Career map of Security Officer - Annexure 1
2. QP – MEP/Q7202 –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 • 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 Pvt Ltd 		
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	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
MEP/N7206 - Manage the operations of a security unit	Mandatory	21	6
MEP/N7207 - Organize training of a security unit	Mandatory	20	6
MEP/N7208 - Administering a security unit	Mandatory	21	6
MEP/N7209 - Manage security in different deployment contexts	Mandatory	20	6
MEP/N7210 - Handle emergencies and security incidents	Mandatory	10	6
MEP/N7211 - Reduce risks to health and safety in the workplace	Mandatory	18	6
MEP/N7212 - Maintain effective communication	Mandatory	10	6
MEP/N7102 - 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 MEP/Q7202 for Security Officer – 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 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:

MEPSC empanels 3rd party assessment agencies for carrying out Skills assessment. Assessment agencies develop assessments guide/blueprints specific to job roles and develop 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:
 - Tentative number of trainees for assessment
 - SPOC on the day of assessments
 - Location of assessment
 - Any other special instruction for the day of assessments
 - Assessment language
- MEPSC along with assessment agency will empanel assessor to conduct the assessment. Assessor has to undergo a telephonic interview with Subject Matter Expert.
- Assessment Batch should not be less than 20 trainees.
- 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 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.

Title of Component:

Assessment outcomes	Assessment criteria for outcomes
MEP/N7206 Manage the operations of a security unit	PC1.comply with organisational procedures related to security operations
	PC2.plan operations as per site instructions and availability of resources
	PC3.deploy personnel and resources in an efficient and economical manner
	PC4.review functioning of teams and shifts and carry out improvements
	PC5.assess training and performance standards of security unit
	PC6.check and report functioning of provided security equipment
	PC7.check and report functioning of personal protection equipment
	PC8.initiate actions to have faulty equipment rectified
	PC9.organise security operations manually in the event of equipment malfunction
	PC10.carry out periodic/ surprise inspections and checks
	PC11.communicate effectively with team members and stakeholders
	PC12.take report and feedback from team members
	PC13.coordinate, organize, train and rehearse emergency response teams (ERT)
	PC14.respond to emergencies and irregular situations
	PC15.take preventive actions and call for assistance to control irregular situations
	PC16.maintain personal safety and safety of team members and stakeholders
	PC17.maintain documents and reports
	PC18.listen to grievances of team members and resolve problems
	PC19.report to designated superior(s)
	PC20.plan and organize required personnel and equipment as per site instructions
	PC21.assess and report suitability of provided personnel and equipment
	PC22.carry out adjustments in deployment to cover deficiency of personnel and equipment

	PC23.record and report status and issues related to personnel and equipment
	PC24.organise security and guarding operations against likely threats and risks
	PC25.organise briefing of guards and supervisors between the shifts
	PC26.carry out periodic review of the deployment and operations
	PC27.control functioning and operations of CCTV control room, if provided
	PC28.follow the laid down procedure of key control
	PC29.institute a system of supervision, periodic/ surprise checks/ inspections and reporting
	PC30.prepare, issue and monitor patrolling plan
	PC31.debrief guards/ patrols/ supervisors after the tasks
	PC32.take feedback
	PC33.deal with lost and found property
	PC34.identify likely threats and risks to premises from outside
	PC35.summarize access control procedure and functioning of the equipment in use
	PC36.train team members in operation of the equipment
	PC37.brief team members regarding people/ vehicles/ material authorized to enter/ leave premises
	PC38.identify papers, passes, permission and documentation to facilitate entry and exit of people/ vehicles/ material to and from the premises
	PC39.organise receipt of postal mail and couriers, if assigned
	PC40.identify procedure of screening and search operations and the functioning of equipment in use
	PC41.train team members in operation of the equipment
	PC42.sensitize subordinates to respect persons' right to dignity, privacy and gender/ religious/ cultural sensitivity
	PC43.deal with persons and vehicles violating laid down procedures
	PC44.identify presence of prohibited/ unauthorised items
	PC45.segregate material containing prohibited/ unauthorised items
	PC46.identify procedures for traffic control, parking and operation of the equipment in use
	PC47.train team members in operation of the equipment

	PC48.ensure vehicular traffic in the premises is regulated
	PC49.organise parking operations
	PC50.deal with irregular situations
MEP/N7207 Organise training of a security unit	PC1.identify relevant legislation/ regulations, organizational requirements relating to standards of training in the Private Security Sector (PSS)
	PC2.assess site-specific training requirements for security personnel and stakeholders
	PC3.assess the standards of training of security unit personnel
	PC4.report to superiors on existing training standards and additional training required
	PC5.assess time required for conduct of training
	PC6.decide on learning objectives of the training
	PC7.maintain environmental and situational awareness to upgrade training standards
	PC8.decide on the type and method of training keeping in view availability of time and resources
	PC9.chalk out training programme(s)
	PC10.arrange for required trainers and training infrastructure
	PC11.brief security unit on training schedule
	PC12.carry out/ facilitate pre-induction training
	PC13.carry out/ facilitate on-the-job training
	PC14.train team members in the operation of security and communication equipment
	PC15.carry out routine checks to assess training efficacy
	PC16.conduct mock-drills/ rehearsals for security unit as per site instructions
	PC17.assess and report on standards of training and performance
	PC18.carry out training related documentation
	PC19.enforce organisation's standards of grooming, conduct and behaviour
	PC20.motivate security team through personal example and involvement
	PC21.organise stakeholders into emergency response teams (ERT)
	PC22.decide on the type and method of training to be imparted
	PC23.chalk out training programme(s)

	PC24.arrange for required trainers and training infrastructure
	PC25.brief stakeholders on training schedule
	PC26.carry out/ facilitate training
	PC27.carry out routine assessment of training efficacy
	PC28.conduct mock-drills/ rehearsals as per site instructions
	PC29.record and report the standards of preparedness and response of stakeholders/ ERTs
	PC30.encourage stakeholders' participation through personal example and involvement
MEP/N7208 Administering a security unit respond to	PC1.commence operations at a new or existing site, as per site instructions
	PC2.assess site-specific administrative requirements
	PC3.inform superiors about the requirements
	PC4.issue identity cards to team members
	PC5.inform superior about complaints/ suggestion received from principal employer
	PC6.interact with team members frequently
	PC7.resolve grievances of staff
	PC8.maintain confidentiality of information
	PC9.receive/ issue/ account for stores meant for security unit
	PC10.prepare attendance sheet, overtime details and MIS reports
	PC11.oversee documentation of new entrants/ those leaving the site
	PC12.handle and account for petty cash
	PC13.pursue pending issues of security unit and agency with principal employer
	PC14.identify and address important administrative concerns
	PC15.arrange for accommodation, transportation and food for the unit
	PC16.issue uniforms and accoutrements to the unit
	PC17.enforce dress code
	PC18.maintain discipline
	PC19.liaise with own agency/ principal employer to resolve issues
	PC20.ensure privacy and personal safety of the unit, especially of female staff
	PC21.motivate team through personal example and concern
	PC22.be impartial in dealings
	PC23.assess performance and standards of team members

	PC24.counsel team members on their performance and conduct
	PC25.recommend deserving personnel for promotion and rewards
MEP/N7209 Manage security in different deployment contexts	PC1.manage security operations as per organisation's procedures and site instructions
	PC2.assess and lay down plans for addressing site/domain-specific threats and risks
	PC3.assess deployment-specific training requirements for personnel
	PC4.provide pre-induction/ on-the-job training to the security unit
	PC5.deploy personnel and equipment as per site instruction
	PC6.employ armed security guards and personal security officers
	PC7.brief the unit and appointments on their assigned tasks
	PC8.assess and communicate any bomb threat calls received through emails, letters and telephone calls to management and other agencies
	PC9.prepare to execute contingency plans for effective situational response to bomb threat calls
	PC10.assist and coordinate with police and bomb search and disposal squads
	PC11.execute evacuation of premises, if required
	PC12.control response of the security unit to other domain-specific risks and threats
	PC13.handle other emergencies effectively
	PC14.carry out routine/ surprise checks and inspections
	PC15.communicate effectively with stakeholders
	PC16.report and record details related to security operations
	PC17.review efficacy of security plan and performance of security unit periodically
MEP/N7210 Handle emergencies and security incidents	PC1.follow organisational procedures while responding to emergencies and security incidents
	PC2.review organizational procedure periodically
	PC3.train and prepare security unit to respond to emergencies and security incidents
	PC4.take appropriate action
	PC5.identify and investigate causes of alarms

	PC6.communicate information and seek assistance
	PC7.ensure health and safety while responding to risks and threats
	PC8.issue clear instructions to security unit in the event of emergencies
	PC9.protect casualties and affected people from further risk
	PC10.evacuate premises to a safe location, as per plan
	PC11.retrieve property and valuables
	PC12.cordon off the area and preserve evidence
	PC13.participate in post-incident process of identifying victims, witnesses and suspects
	PC14.record and report incident-related details
	PC15.participate in investigation process
	PC16.sensitize security unit on findings of the investigation
	PC17.maintain the security and confidentiality of information
MEP/N7211 Reduce risks to health and safety in the workplace	PC1.carry out security operations in line with workplace health and safety norms
	PC2.identify the main safety and health related threat/ risks within the premises
	PC3.participate in discussions/ training on safety and health issues
	PC4.implement health and safety related procedures
	PC5.enforce the use of personal protective equipment (PPE) by stake-holders
	PC6.ensure safety of self and others while carrying out duties
	PC7.identify key people for anchoring safety and health related roles
	PC8.organize required equipment/ resources
	PC9.organize awareness training for stakeholders
	PC10.organize and train emergency response teams (ERT)
	PC11.maintain the desired state of readiness for dealing with emergencies
	PC12.ensure placement of equipment and signage as per plan
	PC13.organize periodic mock drills/ rehearsals
	PC14.deal with hazards and report based on operational procedures
	PC15.report and record safety and health incidents

MEP/N7212 Maintain effective communication	PC1.liaise and communicate effectively with stakeholders on security functions
	PC2.institute a system of receiving feedback from stakeholders
	PC3.enforce organisation's standards of communication, behaviour and courtesy within the security unit
	PC4.operate communication equipment effectively
	PC5.communicate security-related protocol to stakeholders
	PC6.interact with stakeholders to understand their requirements
	PC7.interact with media on instructions
	PC8.resolve queries/ complaints of stakeholders as per procedure
	PC9.train the security personnel in required communication etiquettes
	PC10.educate security staff on gender, cultural and religious sensitivities
	PC11.intervene and resolve instances of aggressive and unruly behaviour
	PC12.identify essential documents to be completed and maintained by the security unit
	PC13.finalise the format for recording information/ incidents as per organizational procedure
	PC14.decide on timelines and frequency for submission of reports
	PC15.use computers and other equipment to facilitate documentation
	PC16.record and store documents as per organizational procedure
	PC17.forward report/ feedback to designated superior
	PC18.store and handle information/ media generated by the security equipment(s)
	PC19.handle electronic media and archive to store information/ documents safely
	PC20.share information with authorized stakeholders on a 'need-to-know' basis
	PC21.maintain security and confidentiality of information
MEP/N7102 Conform to regulatory and legal requirements governing security tasks	PC1.comply with legal provisions as applicable to security operations
	PC2.obtain clarifications in case of doubt
	PC3.take cognizance of offences and report to superiors/ police
	PC4.assist client in lodging complaint and FIR
	PC5.cordon off place of incident/ accident
	PC6.preserve evidence, if possible

	PC7.report and record details of security incident/ accident accurately
	PC8.co-operate in investigations
	PC9.give evidence in court, if required by law
	PC10.sensitize subordinates on legal provisions affecting their role

<p>Means of assessment 1</p> <p>Depending on the profile of candidates trained in a particular batch.</p>
<p>Pass/Fail</p> <ol style="list-style-type: none"> 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. <p>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.</p>

SECTION 2

EVIDENCE OF NEED

<p>What evidence is there that the qualification is needed?</p> <p>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.</p>
<p>What is the estimated uptake of this qualification and what is the basis of this estimate?</p> <p>Every year about 1000 Security Officers join PSS.</p>
<p>What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?</p> <p>QPs for Job Roles of various related SSC's were studied to ensure that there is no duplicity</p>

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 MEP/Q7202 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 MEP/Q7202					
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.

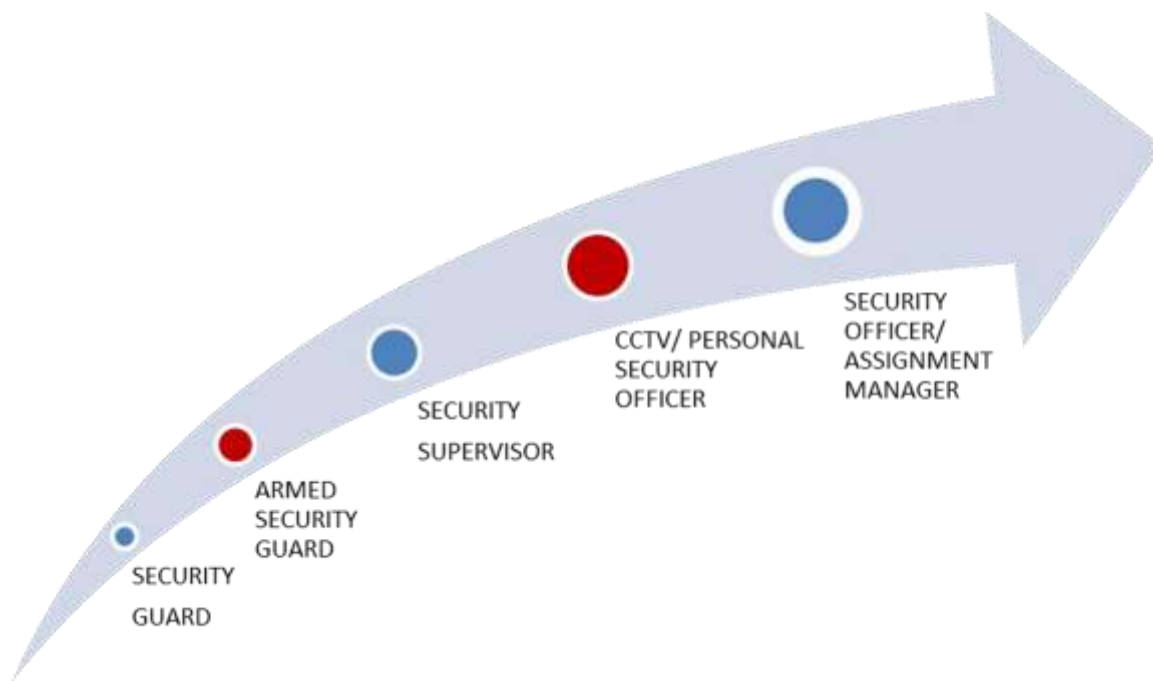
Please attach any documents giving further information about any of the topics above.

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

