



National Certificate Level-2, in Security Services (Security Guard)



Competency Standards

National Vocational and Technical Training Commission
(NAVTTTC) Government of Pakistan



Table of Contents

1.	Introduction.....	3
2.	Purpose Of The Qualification.....	3
3.	Core Competencies Of The Qualification	4
4.	Date Of Validation	5
5.	Codes Of Qualifications	5
6.	Members Of Qualifications Development Committee	5
7.	Members Of Qualifications Validation Committee	6
8.	Entry Requirements.....	6
9.	Proposed Scheme Of Studies	7
10.	Qualification Packaging Of Security Services.....	7
11.	Occupation Packaging Of Security Services	8
12.	Detail Of Qualifications And Its Competency Standards.....	9
A.	National Certificate of Level: 2 in Security Services (Security Guard)	9
1.	Reduce risks to health and safety at work	9
2.	Maintain Workplace Safety.....	11
3.	Develop basic communication Skill	13
4.	Represent a positive personal image.....	15
5.	Carry out searches of people and their goods	17
6.	Control Entry and Exit from premises	19
7.	Communicate through Radio equipment	22
8.	Control security incidents.....	24
9.	Deal with lost and found property	26



1. Introduction

Security services or persons provided to public / private sector to protect the assets, property and personnel etc. from a variety of hazards such as waste, damaged property, unsafe worker behaviour, criminal activity such as theft, etc. by enforcing preventative measures. Security guards do this by maintaining a high-visibility presence to deter illegal and inappropriate actions, looking either directly, through patrols, or indirectly, by monitoring alarm systems or video surveillance cameras for signs of crime or other hazards such as a fire, taking action to minimize damage such as warning and escorting trespassers off property, and reporting any incidents to their clients and emergency services such as the police or paramedics.

Security guards and their officers are generally uniformed to represent their lawful authority to protect private property. Security guards are generally governed by legal regulations, which set out the requirements for eligibility (e.g., a criminal record check) and the permitted authorities of a security guard in a given jurisdiction. The authorities permitted to security guards vary by country and subnational jurisdiction.

Until the 1980s, the term watchman and then night-watchman was more commonly applied to this function. Both the terms were replaced with the modern security-based titles. Security guards/officers are sometimes regarded as fulfilling a private policing function.

Security services have significant role in the life of every human being, though one may not truly sense its importance in our daily routine. Thus, the importance of Security services may be determined according to its usefulness in our daily life. Therefore, industry expectations for skilled workforce are also dynamic which can only be managed through setting relevant competency standards in collaboration with the leading industries. Being familiar of this fact, National Vocational & Technical Training Commission (NAVTTTC) developed competency standards for Security services under National Vocational Qualifications Framework (NVQF). These competency standards have been developed by a Qualifications Development Committee (QDC) and validated by the Qualifications Validation Committee (QVC) having representation from the leading agencies of the country.

2. Purpose of the Qualification

The purpose of this qualification is to set high professional standards for Security Services sector. The specific objectives of developing these qualifications are as under:

- Improve the professional competence of the trainees
- Provide opportunities for recognition of skills attained through non-formal or informal pathways
- Improve the quality and effectiveness of training and assessment for security services industry



3. Core competencies of the Qualification

The Security services qualifications of level:2- 4 consists 20% of Theory and 80% of Practical, and for Level-5 consists 40% of Theory and 60% of Practical. The Core competencies of the qualification are as follows:

Codes	Competencies Standards	Category	Level
1.	Reduce risks to health and safety at work	Functional	2
2.	Maintain Workplace Safety	Functional	
3.	Develop basic communication Skill	Generic	
4.	Represent a positive personal image	Generic	
5.	Carry out searches of people and their goods	Technical	
6.	Control Entry and Exit from premises	Technical	
7.	Communicate with radio	Technical	
8.	Control security incidents	Technical	
9.	Deal with lost and found property	Technical	



4. Date of Validation

The level-5 of National qualification on Security Services has been validated by the Qualifications Validation Committee (QVC) members on 20-24 July, 2020 and will remain valid for 3 years.

5. Codes of Qualifications

The International Standard Classification of Education (ISCED) is a framework for assembling, compiling and analysing cross-nationally comparable statistics on education and training. ISCED codes for these qualifications are assigned as follows:

ISCED Classification for Security Guard level: 2-5	
Code	Description
	Level 2 National Qualification Certificate, in "Security Guards"
	Level 3 National Qualification Certificate, in "Security Supervisor"
	Level 4 National Qualification Certificate, in "Security Officer"
	Level 5 National Qualification Certificate, in "Security Manager"

6. Members of Qualifications Development Committee

The following members participated in the qualification's development and validation of these qualifications:

S#	Name	Designation	Organization
1	Lt Col Sharjeel Zubair (Retd)	Owner	Security Co, Lahore
2	Lt Col. ® Zulfiqar	Principal	NLC Dina
3	Lt Col. ® Zia ur Rehman	Ex. Principal	NLC Amangarh Nowshera
4	Maj ® Khalid Hussain	Director	Security 2007, Lahore
5	Capt. ® M. Zammad Zia	Director	Eagle Security Services Lahore
6	Mr. Jabbar Ahmad	Director	Griffin Security Services Lahore
7	Engr. M. Hassan	Emergency Security officer	Safety Training Academy Rescue 1122, Lahore
8	Mr Awais Ali	Assistant Manager (CCTV Security)	Telenor, Islamabad
9	Mr. Tariq Mahmood	Emergency officer	Safety Training Academy Rescue 1122, Lahore
10	Mr. Naveed Anjum	Asstt. Security In charge	PCSIR Lahore
11	Mr. Jawaria Qazi	Web. Admin	PBTE Lahore
12	Mr. Abdul Maqsood	Principal	GPI Mardan



National Certificate of Level: 2 in Security Services (Security Guard)



13	Engr. Inayat ur Rehman	DACUM, Facilitator	Peshawar
14	Ms Mehwish Aisha	CBT expert/Certified Assessor	Consultant Lahore
15	Ms Saima Asghar	Senior Instructor/Certified Assessor	STEP Institute Lahore
16	Atif Anees	Consultant PSDF	PSDF Lahore
17	Muhammad Ishaq	QDC Coordinator	NAVTTTC, Islamabad

7. Members of Qualifications Validation Committee

The following members participated in the qualification's development and validation of these qualifications:

S#	Name	Designation	Organization
1	Lt Col ® Sharjeel Zubair	Owner	Security Co, Lahore
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4	Capt. ® M. Zammad Zia	Director	Eagle Security Services Lahore
5	Mr. Jabbar Ahmad	Director	Griffin Security Services Lahore
6	Mr. Rashid Ali Khan	Asstt. Professor	KP-TEVTA
7	Mr Awais Ali	Assistant Manager (CCTV Security)	Telenor, Islamabad
8	Mr. Sohail Aslam	Office Assistant	PVTC Lahore
9	Mr. Naazir Khan Niazi	Chairman	PBTE Lahore
10	Mr. Abdul Maqsood	Principal	GPI Mardan
11	Ms Mehwish Aisha	CBT expert/Certified Assessor	Consultant Lahore
12	Ms Saima Asghar	Senior Instructor/Certified Assessor	STEP Institute Lahore
13	Atif Anees	Consultant PSDF	PSDF Lahore
14	Syed Salman Shah	Dy. Manager	P-TEVTA
15	Engr. Inayat ur Rehman	DACUM, Facilitator	Peshawar
16	Muhammad Ishaq	QDC Coordinator	NAVTTTC, Islamabad

8. Entry Requirements

The entry for National Vocational Certificate level-5, in (Services Sector) "Security Services" are given below:

Title	Entry requirements
National Vocational Certificate level-2, in (Security Services) "Security Guard"	Entry for assessment for this qualification is open. However, entry into formal training institutes, based on this qualification may require skills and knowledge equivalent to middle (Grade 8). Age: Minimum 18 years



National Certificate of Level: 2 in Security Services (Security Guard)



National Vocational Certificate level-3, in (Security Services) “Security Supervisor”	Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is person having National Vocational Certificate level-2, in (Security Services) “Security Guard” with minimum 3 years’ experience.
National Vocational Certificate level-4, in (Security Services) “Security Officer”	Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is person having National Vocational Certificate level-3, in (Security Services) “Security Supervisor” with minimum 3 years’ experience.
National Vocational Certificate level-5, in (Security Services) “Security Manager”	Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is person having National Vocational Certificate level-4, in (Security Services) “Security Officer” with minimum 5 years’ experience.

9. Proposed Scheme of Studies

Security Guard (Level-2)

Code	Name of Subjects	Category	Contact Hour			Credit
			Th	Pr	Total	
00000000	Reduce risks to health and safety at work	Functional	9	36	45	4.5
00000000	Maintain Workplace Safety	Functional	26	114	140	14
00000000	Develop basic communication Skill	Generic	12	42	54	5.4
00000000	Represent a positive personal image	Generic	9	36	45	4.5
00000000	Carry out searches of people and their goods	Technical	12	42	54	5.4
00000000	Control Entry and Exit from premises	Technical	12	42	54	5.4
00000000	Communicate Through Radio Equipment	Technical	12	42	54	5.4
00000000	Control security incidents	Technical	20	80	100	10
00000000	Deal with lost and found property	Technical	12	42	54	5.4
Total			124	476	600	60

10. Qualification Packaging of Security Services

Regular Courses of Security Services (Level: 2-5)						
S #	Occupations	Competencies Standards	No of Modules	Level	Occupation Credit Hours	Training duration



National Certificate of Level: 2 in Security Services (Security Guard)



1	Security Guard	CS:1 To CS:9	9	2	60	6 Months
2	Security Supervisor	CS:10 To CS: 21	12	3	60	6 Months
3	Security officer	CS:22 To CS:26	5	4	120	1 Year
4	Security Manager	CS:27 To CS:31	5	5	120	1 Year

11. Occupation Packaging of Security Services

Short Courses						
S #	Occupations	Competencies Standards	No of Modules	Level	Occupation Credit Hours	Training duration
1.	CCTV Supervisor	CS:19, CS:23 & CS:25	3	4	42	6 Months
2.	Airport Security Officer	CS:11, CS:21, CS:24, CS:27 & CS:35	5	4	44	6 Months
3.	Cash Transit Security Guard	CS: 7, CS:15, CS:16, & CS:17	4	3	25	3 Months
4.	VIP Protection Guard	CS:12, CS:16 & CS:17	3	3	25	3 Months
5.	Educational Institution Security Guard	CS:16, CS:17, CS:18, & CS:24	4	2	27	3 Months
6.	Security Guard with Guard Dog	CS:5, CS:10, CS:14, & CS:20	4	2	27	3 Months



12. Detail of Qualifications and its Competency Standards

A. National Certificate of Level: 2 in Security Services (Security Guard)

1. Reduce risks to health and safety at work

Overview: This competency standard covers the skills and knowledge required to Interpret roles and responsibilities in the reduction of risks to health and safety in the workplace, Assess risks to health and safety in the workplace, Take appropriate action when risks to health and safety in the workplace have been identified and Maintain health and safety in workplace.

Competency Units	Performance Criteria
CU1. Interpret roles and responsibilities in the reduction of risks to health and safety in the workplace	<p>P1. Adopt HS&E SOP</p> <p>P2. Wear relevant PPEs</p> <p>P3. Follow organizational SOPs</p> <p>P4. Identify which workplace instructions are relevant to the job</p>
CU2. Assess risks to health and safety in the workplace	<p>P1. Identify hazards / risks / aspects of the workplace which could harm people</p> <p>P2. Take corrective measures to overcome / rectify the identified risk and hazards</p> <p>P3. Record the findings</p>
CU3. Take appropriate action when risks to health and safety in the workplace have been identified	<p>P1. inform / call the responsible people as per SOPs</p> <p>P2. Identify workplace SOPs for managing risks which cannot be dealt with</p> <p>P3. Demonstrate dealing with hazards in accordance with workplace instructions / SOPs and legal requirements</p> <p>P4. Suggest measures for reducing risks</p>
CU4. Maintain health and safety in workplace.	<p>P1. Demonstrate behaviour that does not endanger the health and safety of people in the workplace</p> <p>P2. Follow / Comply with the workplace / supplier's or manufacturer's instructions and legal requirements for the safe use of equipment, materials and products</p>

Knowledge & Understanding.

The candidate must be able to demonstrate underpinning knowledge and understanding, required to carry out tasks covered in this competency standard. This includes the knowledge of

K1. Define 'hazards' and 'risks'



- K2.** Explain personal responsibilities and legal duties in respect of health and safety in the workplace
- K3.** Describe the hazards which exist in the workplace and the safe working practices which must be followed
- K4.** Explain the importance of remaining alert to the presence of hazards in the workplace
- K5.** Explain the importance of dealing with, or promptly reporting, risks
- K6.** Describe where and when to get additional health and safety assistance
- K7.** Identify / Report any differences between workplace instructions and suppliers / manufacturer's instructions

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Identify hazards / risks.
- Identify aspects of the workplace which could harm people
- Take corrective measures.
- Record the findings.

TOOLS AND EQUIPMENT

1. Standard Operating Procedure (SOPs)
2. stationery
3. visitor log
4. Gate IN/Out Log



2. Maintain Workplace Safety

Overview: This competency standard covers the skills and knowledge required to Ensure use of personal protective equipment (PPE), Maintain First-aid Box, Maintain Fire Extinguisher, Operate Fire Hydrants, Ensure Safety of Instruments & Equipment, adopt company policies & procedures and Respond to emergencies

Competency Units	Performance Criteria
CU1. Ensure use of personal protective equipment (PPE)	<p>P1. Arrange Personal protective equipment as per requirements</p> <p>P2. Wear correct personal protective equipment</p> <p>P3. Store PPE at appropriate place after use</p>
CU2. Maintain First-aid Box	<p>P1. Identify first aid box</p> <p>P2. Check first aid box for requisite emergency items</p> <p>P3. Check expiry of medicines</p> <p>P4. Demonstrate first aid treatment as per requirement</p> <p>P5. Demonstrate first aid treatment/bandages against minor injuries</p>
CU3. Operate Fire Extinguisher	<p>P1. Check expiry of fire extinguisher</p> <p>P2. Select correct fire extinguisher against nature of fire</p> <p>P3. Report for the replacement of empty fire extinguisher</p>
CU4. Operate Fire Hydrants	<p>P1 Identify location of Fire Hydrant</p> <p>P2 Identify location of Fire Hydrant Hose</p> <p>P3 Join Fire Hydrant Hose with Fire Hydrant.</p> <p>P4 Activate Fire Hydrant</p>
CU5. Maintain Safety of Equipment	<p>P1. Store tools and equipment safely</p> <p>P2. Clean tools on a regular basis before storing.</p>
CU6. Adopt company policies & procedures	<p>P1. Interpret company policy and procedures</p> <p>P2. Follow company procedures</p> <p>P3. Follow environmental regulations</p>
CU7. Respond to emergencies	<p>P1. Perform emergency exercise</p> <p>P2. Demonstrate first aid cardio respiratory, resuscitation and CPR</p> <p>P3. Follow emergency plan</p> <p>P4. Operate emergency equipment and supplies</p>



Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1.** Define physical hazards
- K2.** Define chemical hazards
- K3.** Define electrical hazards
- K4.** Define emergency plan.
- K5.** Describe Uses of Personal Protective Equipment (PPE).
- K6.** Knowledge and understanding of company policy and procedures.
- K7.** Describe use of emergency equipment
- K8.** Knowledge of first-aid-box items.
- K9.** Know about the techniques for provision of first aid treatment.
- K10.** Describe the use of fire hydrant.
- K11.** Types and Use of fire extinguisher according to the nature of fire

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Demonstrate the use of at least one of the PPEs in front of assessor as per assessors' directions
- Demonstrate first aid treatment as per assessor directions.
- Operate firefighting equipment

Tools and Equipment

1. Safety gloves,
2. Appropriate safety glasses,
3. Breathing apparatus,
4. Site emergency response plan,
5. Fire extinguishers,
6. Fire blankets,
7. Respirators, masks,
8. Fire hoses,
9. First aid kits, stretchers,



3. Develop basic communication Skill

Overview: This competency standard covers the skills and knowledge required to adopt effective listening, apply verbal and nonverbal communication, demonstrate interpersonal communication skills and Practice different method of communication.

Competency Units	Performance Criteria
CU1. Adopt effective listening	P1. Practice active listening P2. Ask clarifying questions P3. Listen and empathize with another person
CU2. Apply nonverbal communication	P1. Adopt hand gestures if required P2. Make eye contact with communicator P3. Make relaxed, open stance during communication
CU3. Apply verbal communication	P1. Encourage others to express clearly / openly P2. Adopt face to face conversations P3. Adopt phrases as simple as possible
CU4. Demonstrate interpersonal communication skills	P1. Communicate firmly but politely P2. Demonstrate sound interpersonal skills P3. Respect others and their ideas
CU5. Practice different means of communication	P1. Convey your message in words P2. Convey message through live phone calls. P3. Convey text message through phone P4. Convey message through WhatsApp P5. Convey message through email P6. Convey message through writing
CU6. Maintain the security/confidentiality of information	P1. Follow legislation, policies and procedures related to the security of information P2. Share the information on need-to-know basis P3. Ensure security while recording, storing and handling P4. Inform on breach of security as per SOPs

Knowledge & Understanding

The candidate must possess underpinning knowledge and understanding required to carry out tasks covered in this competency standard. Therefore he/she must be able to:

- K1.** Define effective Listening.



National Certificate of Level: 2 in Security Services (Security Guard)



- K2.** Describe various types of effective listening.
- K3.** Define Non-verbal Communication and its types.
- K4.** Define verbal Communication.
- K5.** Enlist various communication Media
- K6.** What precautionary measures would be taking when communicating confidential or sensitive information

Critical Evidence(s)

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Adopt effective Listening
- Develop Nonverbal Communication
- Develop verbal communication
- Develop Confidence
- Pick the Right Medium



4. Represent a positive personal image

Overview: This competency standard covers the skills and knowledge required to establish an effective relationship with customers, respond appropriately to customers and communicate information to customers.

Competency Units	Performance Criteria
CU1. Establish an effective relationship with customers	<p>P1. Demonstrate a standard of appearance and behaviour that complies with the organisation’s requirements</p> <p>P2. Demonstrate how to greet a customer respectfully</p> <p>P3. Communicate with customers in a way that makes them feel valued and respected</p> <p>P4. Demonstrate the way to treat customer politely and helpfully</p> <p>P5. Ensure to keep the customer well informed about present situation</p> <p>P6. Demonstrate how to respond effectively to different customer behaviour</p>
CU2. Respond appropriately to customers	<p>P1. Respond positively to a customer seeking assistance</p> <p>P2. Select the most appropriate way of communication with the customer</p> <p>P3. Seek appropriate feedback from customer</p>
CU3. Communicate information to customers	<p>P1. Ensure to provide essential information to customer</p> <p>P2. Ensure clarity of complicated information to customer if any</p> <p>P3. Ensure to identify the reasons of non-compliance to customer’s requirements if any</p>
CU4. Maintain Physical Fitness	<p>P1. Perform 1.6 km running in 10 minutes</p> <p>P2. Perform 10 push ups in 1 minute</p> <p>P3. Perform 10 sit-ups in 1 minute</p>

Knowledge & Understanding.

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of

- K1.** Define a system which comply with human behaviours.
- K2.** Describe valuable information for better understanding
- K3.** Identify the customer’s expectations



K4. Explain the importance / requirements of physical fitness

K5. Describe criteria of physical fitness

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Demonstrate how to greet a customer respectfully
- Communicate with customers in a way that makes them feel valued and respected
- Identify the customer's expectations
- Demonstrate the way to treat customer politely and helpfully
- Respond promptly and positively to the customer's comments and respond accordingly
- Perform 1.6 km running in 10 minutes
- Perform 10 push ups in 1 minute



5. Carry out searches of people and their goods

Overview: This competency standard covers the skills and knowledge required to search people and their goods for illegal items and respond to finding illegal items.

Competency Units	Performance Criteria
<p>CU1. Search people and their goods for illegal items</p>	<p>P1 Carryout searches at frequencies and in patterns as per SOP</p> <p>P2 Confirm that individuals have understood the reasons given for why they have been selected for search</p> <p>P3 Ensure consent to search has been given before searching individuals</p> <p>P4 Take appropriate and permitted action as per SOP, if consent to search is refused</p> <p>P5 Carry out searches in suitable locations, in the presence of suitable witnesses, and in a polite, professional and courteous manner</p> <p>P6 Maintain personal HS&E while carrying out searches</p> <p>P7 Record and report the details of searches as per SOP.</p>
<p>CU2. Respond to finding illegal items</p>	<p>P1 Identify any illegal imports items.</p> <p>P2 Take prompt and appropriate action as per SOP, when unauthorised items are found</p> <p>P3 Demonstrate how to deal safely with unauthorised items found during a search and retain them securely as evidence</p> <p>P4 Demonstrate how to apprehend people suspected of having unauthorised items, following instructions and approved policies and procedures</p> <p>P5 Record and report the relevant details relating to the unauthorised items, clearly and accurately, to the appropriate person within required timescales</p>

Knowledge & Understanding.

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1.** State the current relevant legislation, regulations, codes of practice and guidelines relating to authority to search people and their property
- K2.** List the unauthorised items that should be looked for during searches



- K3. Describe the possible reactions of suspects to finding unauthorised items and how to deal with them
- K4. Explain how to barricade the Entry
- K5. Explain how to barricade the Exit

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Confirm that individuals have understood the reasons given for why they have been selected for search
- Ensure consent to search has been given before searching individuals
- Take appropriate and permitted action as per SOP, if consent to search is refused
- Take prompt and appropriate action as per SOP, when unauthorized items are found
- Establish the reason for the person being in possession of unauthorized items
- Demonstrate how to deal safely with unauthorized items found during a search and retain them securely as evidence
- Demonstrate how to apprehend people suspected of having unauthorized items, following instructions and approved policies and procedures
- Record and report the relevant detail

TOOLS AND EQPT

1. X-ray machine
2. Metal detector
3. Canine



6. Control Entry and Exit from premises

Overview: This competency standard covers the skills and knowledge required to control entry and exit by employees, control entry and exit by visitors, respond to illegal entry and exit from premises and Manage access control systems OR (Manage people, Inspect baggage and vehicles, Manage vehicular traffic and Manage access control systems.)

Competency Units	Performance Criteria
<p>CU1. Control entry and exit of employees (Manage people).</p>	<p>P1 Confirm that persons wishing to enter premises have the required authority to do so</p> <p>P2 Admit authorised persons in accordance with organisation’s policies and procedures</p> <p>P3 Take action when anyone attempts to gain entry without acceptable identification when required</p> <p>P4 Record the credentials of the entrant</p> <p>P5 Report unauthorized entry to concerned authority</p> <p>P6 Maintain the security of keys.</p>
<p>CU2. Control entry and exit of visitors (Inspect baggage and vehicles).</p>	<p>P1 Confirm the identity of visitors, the purpose of their visit, and whether they have authority to enter the premises</p> <p>P2 Inform quickly the concerned authority to whom visitors should be directed or escorted</p> <p>P3 Direct visitors to the appropriate location, in line with organisational SOPs.</p> <p>P4 Demonstrate how to deal with incidents involving visitors.</p> <p>P5 Complete the required documentation, including visitor pass and visitor register, in line with organisation SOPs.</p> <p>P6 Search baggage as per SOPs.</p> <p>P7 Inspect vehicles as per SOPs.</p> <p>P8 Follow special codes for special visitors.</p> <p>P9 Store and tag the suspicious items found during search as per SOPs.</p>
<p>CU3. Respond to illegal entry and exit from premises (Manage vehicular traffic)</p>	<p>P1 Check Vehicle entry validations.</p> <p>P2 Take appropriate action when discovering indications of unauthorised entry, in line with organisation’s policies and procedures</p> <p>P3 Demonstrate how to get immediate help from concerned authority</p>



National Certificate of Level: 2 in Security Services (Security Guard)



	<p>P4 Record and report the details of unauthorised entry in line with instructions</p> <p>P5 Check dispatched product against the shipment log in a vehicle.</p> <p>P6 Guide incoming vehicles to the designated area.</p>
CU4. Manage access control systems	<p>P1.</p> <p>P2. Operate access control systems as per SOPs.</p> <p>P4. Identify unauthorized vehicle at entry.</p> <p>P5. Record relevant documentation.</p>

Knowledge & Understanding.

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1.** Explain why it is important to control entry to and exit from premises.
- K2.** Explain the limits of personal authority when controlling entry and exit.
- K3.** Identify the types of identity and other authority documents in use
- K4.** Describe how to recognise invalid or false entry documents
- K5.** Describe the actions to take for lost or stolen identification, or other documents authorising access
- K6.** State where to find a record of internal phone number
- K7.** Describe the layout and geography of the premises where they provide a security service
- K8.** State the limits of responsibility, authority and the requirements of site instructions for dealing with unauthorised entry to premises
- K9.** Identify indications that there has been unauthorised entry to the premises
- K10.** Describe what actions could be taken to deal with unauthorised entry
- K11.** Describe how to contact people who would make emergency repairs
- K12.** Describe approved communication terminology, codes and signals
- K13.** Define emergency and evacuation procedures
- K14.** Explain legal provisions relating to powers of arrest and 'use of force' guidelines
- K15.** Explain procedures to handle dangerous goods

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- completing, processing and maintaining documentation



National Certificate of Level: 2 in Security Services (Security Guard)



- Explain security and communications equipment
- Write procedure for preparation of confiscation goods log.

TOOLS AND EQUIPMENT

- incident reports
- vehicle and personnel movements
- visitor logs
- Stores IN/Out Log
- Visitor passes.



7. Communicate through Radio equipment

Overview: This competency standard covers the skills and knowledge required to, Identify and Interpret radio communication equipment, Operate radio communication equipment effectively.

Competency Units	Performance Criteria
CU-1 Identify and Interpret radio communication equipment	P1 identify the frequency. P2 capability of the radio. P3 identify the proper functioning of the device P4 identify the ranges of frequency. P5 ensure the secrets codes while using the device. P7 identify the call sign. P8 identify the network.
CU-2 Operate radio communication equipment effectively.	P1 Ensure the squelch pressing time. P2 Identify the battery timing. And use alternative battery. P3 Ensure the range of the radio. P4 Interpret code lists. P5 Operate radio equipment in line with manufacturers' instructions and statutory regulations P6 Respond to incoming communications promptly and appropriately in line with organisation's procedures P7 Pass on information to the appropriate people, who are authorised to receive it, within agreed timescales P8 Operate outgoing communication equipment in line with organizational SOP P9 Maintain complete and accurate records of transmitted and received communications

Knowledge & Understanding.

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1.** Describe the effect of regulations affecting the transmitting and receiving of radio communications in both normal and emergency situations
- K2.** Describe the procedure for confirming that the radio communication equipment is working properly and for any troubleshooting
- K3.** responsibility for passing on information



K4. Describe how to report any difficulties in transmitting and receiving information promptly and accurately to the relevant person

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Identify the frequency.
- Capability of the radio.
- Ensure the secrets codes while using the device.
- Ensure the code list.
- Identify the call sign.
- Operate radio equipment in line with manufacturers' instructions and statutory regulations
- Pass on information on need-to-know basis

TOOLS AND EQUIPMENT'S

1. Stationery Items
2. Ranging Rods
3. Arrows
4. Wireless set
5. Battery
6. Antenna
7. Squelch button



8. Control security incidents

Overview: This competency standard covers the skills and knowledge required to deal with security incidents and emergencies safely, deal with security threats and recognize and deal with actual or potential breaches of the law or security requirement.

Competency Units	Performance Criteria
CU1. Deal with security incidents and emergencies safely	<p>P1. Confirm that the details relating to emergencies are accurate</p> <p>P2. Take appropriate action in an emergency situation which is within personal responsibility, authority and competence.</p> <p>P3. Demonstrate how to preserve the integrity of an emergency scene in line with the organizational SOPs.</p> <p>P4. Ensure communication of complete and accurate details to the emergency services and other stakeholders, in line with the organizational SOPs</p>
CU2. Deal with security threats	<p>P1. Assess a security threat logically and methodically to decide its severity and nature.</p> <p>P2. Record all relevant details related to threats accurately and clearly.</p> <p>P3. Provide full and accurate details of threats to the relevant person as soon as possible.</p> <p>P4. Complete the required documentation in line with the organisational SOPs.</p>
CU3. Recognise and deal with actual or potential breaches of the law or security requirement	<p>P1. Identify actual or potential breaches of the law correctly and promptly</p> <p>P2. Take action to minimise or prevent the breach or incident in line with instructions and the organisational SOPs.</p> <p>P3. Record full and accurate details of breaches.</p> <p>P4. Complete the required documentation in line with the organisational SOPs.</p>
CU4. Handle the Weapon	<p>P1. Load the weapon</p> <p>P2. Unload the weapon</p> <p>P3. Perform firing</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required



to carry out tasks covered in this competency standard. This includes the knowledge of

K1. State the location of emergency equipment, including:

- alarms
- emergency exits
- assembly points
- utilities isolation points
- nearest alternative telephones
- internal shelter areas

K2. Describe how to use emergency equipment

K3. State the organisational SOPs and any other specific instructions and procedures for dealing with security threats

K4. Describe the individual limits, authority and competence to deal with security threats

K5. Describe how to keep records of security threats safe for use as evidence

K6. State the current laws relating to security breaches including:

- criminal damage
- offences against people
- trespass (criminal and non-criminal)
- public order
- misuse of substances

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Take appropriate action in an emergency situation which is within personal responsibility, authority and competence, and which maintains the safety of all persons
- Demonstrate how to preserve the integrity of an emergency scene in line with the organization's policies and procedures
- Demonstrate how to report the emergency

TOOLS AND EQUIPMENT'S

- Feedback proforma
- Check list



9. Deal with lost and found property

Overview: This competency standard covers the skills and knowledge required to Categorize lost and found property, Deal with lost and found property and Dispose Off lost and found items

Competency Units	Performance Criteria
CU1. Categorise lost and found property	P1 Identify the item for its worthiness P2 Identify the other services to be contacted regarding lost property, P3 Contact other authorities and what information they should be conveyed P4 Identify suspicious bag for any potential / bomb threat
CU2. Deal with lost and found property	P1 Gather information regarding lost and found property in line with the organizational SOPs P2 Record details of lost and found property P3 Report lost / found property to management P4 Keep items / property in safe custody

Knowledge & Understanding.

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1.** Describe organizational SOPs regarding found and lost property items
- K2.** Explain how and why it is important to record details accurately
- K3.** Explain specifications and its measurement of lost or found items
- K4.** Explain time and venue for such losses and found items.
- K5.** Describe how to communicate while reporting such losses and found items.
- K6.** Describe suspicious bag for any potential / bomb threat

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Identify the item for its worthiness
- Identify reasons for loss and found property
- Identify the key points for seeking actual owner.
- Identify for actual owner i.e. individual or organization.
- Identify the other services to be contacted regarding lost property,



National Certificate of Level: 2 in Security Services (Security Guard)



- Gather sufficient information in line with the organisation's policies and procedures
- Record details of lost and found property clearly, accurately and in an easily retrievable format
- Identify suspicious bag for any potential / bomb threat

TOOLS AND EQUIPMENT'S

1. Stationery Items
2. Bag
3. Safe for custody of items
4. Gloves
5. Walki Talkie set