



National Certificate Level-5, in Security Services (Security Manager)



Competency Standards

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



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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.	Coordinate with Law Enforcement Agencies (LEAs)	Technical	5
2.	Manage loss and theft in retail environments	Technical	
3.	Implement current legislation and regulation relevant to the security	Technical	
4.	Manage arrangements regarding key/VIP holding visits	Technical	
5.	Manage Security Plans	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



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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
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
2	Lt Col. ® Zulfiqar	Principal	NLC Dina
3	Maj ® Khalid Hussain	Director	Security 2007, Lahore
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 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 Manager (Level-5)

Code	Name of Subjects	Category	Contact Hour			Credit
			Th	Pr	Total	
00000000	Coordinate with Law Enforcement Agencies (LEAs)	Technical	70	130	200	20
00000000	Manage loss and theft in retail environments	Technical	50	150	200	20
00000000	Implement current legislation and regulation relevant to the security	Technical	60	190	250	25
00000000	Manage arrangements regarding key/VIP holding visits	Technical	60	190	250	25
00000000	Manage Security Plans	Technical	70	230	300	30
Total			310	890	1200	120

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
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



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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

D. National Certificate of Level: 5 in Security Services (Security Manager)

27. Coordinate with Law Enforcement Agencies (LEAs)

Overview: This competency standard covers the skills and knowledge required to develop working arrangements with staff in other agencies and sustain effective working with staff in other agencies.

Competency Units	Performance Criteria
<p>CU1. Develop working relations and coordinate with LEAs</p>	<p>P1. Interpret the relevant legislation, organisational policies and procedures that apply to joint working and their impact</p> <p>P2. Identify concerned/relevant agencies/organizations</p> <p>P3. Clarify respective roles/responsibilities and perspectives.</p> <p>P4. Identify common/related/joint tasks/responsibilities if any.</p> <p>P5. Identify the information that needs to be shared, the reasons for this and how to maintain the security of information</p> <p>P6. Record the arrangements for joint working that:</p> <ul style="list-style-type: none"> • are appropriate to the nature and purpose of the work are likely to be effective in achieving their aims include factors likely to hinder joint working (such as stereotyping, discrimination) • include how joint working is to take place when different individuals become involved <p>P7. Coordinate with concerned/relevant agencies/organizations</p> <p>P8. Review and monitor the joint work.</p>
<p>CU2. Work and coordinate with staff in other agencies</p>	<p>P1. Demonstrate how to represent own organization's views and policies in a clear and constructive way</p> <p>P2. Develop/maintain respect for respective organisational culture/norms/traditions</p> <p>P3. Demonstrate joint working in a way that is consistent with agreements made, own job role and relevant policies and standards</p> <p>P4. Demonstrate how to interact with people in the other agency in ways which:</p> <ul style="list-style-type: none"> • Effective relationships and participation is encouraged. • Respect their views, roles and responsibilities



	<ul style="list-style-type: none">• Promote equality and value diversity• Acknowledge the value of joint working <p>P5. Maintain reliable contact/communication</p> <p>P6. Identify differences/areas/points of dispute/friction/clash and effective methods to address them with the people involved</p> <p>P7. Identify when and where to seek support when experiencing difficulty working effectively with staff in other agencies</p> <p>P8. Assist in Smooth/effective removal of all disputes /clashes and areas of tension/friction.</p> <p>P9. Reporting of disputes /clashes to higher authorities accurately/timely.</p>
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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 nature and purpose of the industry/sector
- K2.** Explain concerned/relevant agencies/organizations
- K3.** Explain common/related/joint tasks/responsibilities
- K4.** Describe the principles and benefits of joint working between different agencies
- K5.** Describe the roles and responsibilities of the different people and agencies involved
- K6.** Describe how agency structure and culture can affect joint working
- K7.** Describe methods of reviewing the effectiveness of joint working relationships
- K8.** Explain differences/areas/points of dispute/ friction/clash
- K9.** Explain rules/regulations and decisions for removal/settling of disputes/friction.

Critical Evidence(s) Required

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

- Identify concerned/relevant agencies/organizations
- Clarify respective roles/responsibilities and perspectives.
- Identify differences/areas/points of dispute/friction/clash.
- Identify ways/means for prevention/removal of all differences/areas/ points of dispute
- Assist in smooth/effective removal of all disputes/clashes and areas of tension/friction.

TOOLS AND EQUIPMENT'S



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1. Contact details of concerned/relevant agencies/organizations .
2. List of respective roles/functions.
3. List/contact details of focal/ key personnel.



28. Manage loss and theft in retail environments

Overview: This competency standard covers the skills and knowledge required to perform to gather and evaluate information to detect offences and suspects and to respond to requests to identify and surveil suspects.

Competency Units	Performance Criteria
CU1. Gather and evaluate information to detect offences and suspects	<p>P1 Collate and evaluate details related to the organisation's loss and potential offences</p> <p>P2 Communicate with store management and loss prevention department to understand the levels of losses and risk in the store</p> <p>P3 Agree appropriate action with store management and loss prevention department to lower the levels of loss and risk in the store</p> <p>P4 Investigate the pattern of theft or loss to select the suitable action</p> <p>P5 Report details of loss, theft and subsequent actions taken, fully and accurately, to the relevant person</p>
CU2. Respond to requests to identify and surveil suspects	<p>P1 Record information from relevant authorities clearly and accurately maintaining own responsibility to take the appropriate action</p> <p>P2 Identify suspects correctly</p> <p>P3 Demonstrate the surveillance techniques that should be used to identify loss or theft</p> <p>P4 Take action to deal with suspects that is in line with the organisation's policies and procedures</p> <p>P5 Report details of suspects and action to be taken clearly to the relevant person as per SOP</p> <p>P6 Maintain the covert nature of the security role while responding to the identification of suspects</p> <p>P7 Communicate effectively with associates to give details of suspects and action to take, in line with the organisation's policies and procedure</p> <p>P8 Keep the information secret while identifying the suspect.</p> <p>P9 Assist law enforcement agencies to identify the suspect by drawing their sketches.</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 where reliable and factual information about the organisation's loss and theft can be found
- K2.** Describe how to help store management ensure that employees comply with company procedures to deter loss and theft
- K3.** Describe how to recognise when there is sufficient information and what effective action can be taken
- K4.** Describe how to identify suspicious behaviour and people suspected of causing loss or theft
- K5.** Describe ways to prevent loss and theft from retail environments
- K6.** Explain laws and codes relating to theft from retail environment.
- K7.** How to decide when the information is completed and what action should be undertaken.
- K8.** How to maintain the secrecy of the work during the investigation
- K9.** How the retail theft or loss can be prevented
- K10.** What surveillance techniques should be used to identify the suspect?

Critical Evidence(s) Required

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

- Maintain the covert nature of the security role while gathering information or evaluating evidence of loss or theft
- Maintain security equipment and ensure that integrity of data and evidence is protected
- Report details of loss, theft and subsequent actions taken, fully and accurately, to the relevant person
- Collect and then examine reliable details related to loss and other offences
- Identify suspects correctly
- Demonstrate the surveillance techniques that should be used to identify loss or theft

TOOLS AND EQUIPMENT'S

1. Audio/Video
2. Photographs
3. Witness terminology
4. Witness statement



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5. Pocket book
6. Control log
7. Occurance log
8. Incident reports



29. Implement current legislation and regulation relevant to the security

Overview: This competency standard covers the skills and knowledge required to interpret current legislation and regulation relevant to the security, implement new legislation and regulate, maintain and update codes of practice and procedures.

Competency Units	Performance Criteria
<p>CU1. Deal with current legislation and regulation relevant to the security</p>	<p>P1 Identify and access appropriate sources of relevant information</p> <p>P2 Identify the areas of own security activities that are affected by current law</p> <p>P3 Identify key points related to security operations</p> <p>P4 Ensure points are followed as per legislation and regulation relevant to the security</p>
<p>CU2. Implement new legislation and regulation</p>	<p>P1 Identify any addition in legislation and regulation.</p> <p>P2 Make check list to ensure implementation.</p> <p>P3 Implement new legislation within agreed timescales</p> <p>P4 Provide details of implementation of legislation in a language and format that aids understanding</p> <p>P5 Record accurate and full details of the impact on the organization of applying new legislation</p> <p>P6 Maintain the security and confidentiality of security arrangements</p> <p>P7 Ensure legislation and regulation implemented and followed after due date.</p> <p>P8 Apprise senior management about implementation of new legislation</p>
<p>CU3. Maintain and update codes of practice and procedures</p>	<p>P1 Arrange regular scheduled reviews of security procedures with staff and all relevant stakeholders</p> <p>P2 Establish and promote a culture of continuous improvement with staff and stakeholders</p> <p>P3 Implement processes to ensure prompt notification of relevant legislative or internal changes to all relevant stakeholders</p> <p>P4 Propose changes in codes of practice or procedures and communicate them to required stakeholders for feedback</p>



	<p>P5 Produce new documentation and processes as required when legislation has changed</p> <p>P6 Record all changes to codes of practice, procedures and authorizations in accordance with the organization's procedures</p> <p>P7 Follow check list for adhering to security related points.</p> <p>P8 Report for modification of procedures.</p>
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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 the impact of legislation, regulation, codes of practice and guidelines on own role
- K2.** Describe how to obtain specialist help and advice on legislation and regulation when it is needed
- K3.** Explain the importance of maintaining knowledge and understanding of legislation relevant to personal role
- K4.** Explain new techniques and practices that are required by legislation to people who need to know them
- K5.** Explain how different pieces of legislation impact on each other and the affect on own role
- K6.** Explain how to confirm personal authority to apply new legislation and why it is important
- K7.** Describe how to carry out a review of a process or changes and re-evaluate as required
- K8.** Explain why it is important to have in-depth knowledge of processes, policies and procedures that may be affected by change
- K9.** Explain Security culture as per environment of industry.
- K10.** Explain Rules, laws and regulations upon security aspects.
- K11.** Explain Regulation and legislation of security equipment
- K12.** Explain handling of security equipment.

Critical Evidence(s) Required

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

- Identify key points related to security operations
- Ensure points are followed as per legislation and regulation relevant to the security



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- Identify any addition in legislation and regulation.
- Make check list to ensure implementation.
- Implement new legislation within agreed timescales
- Inform other relevant people about implementation of new legislation
- Implement processes to ensure prompt notification of relevant legislative or internal changes to all relevant stakeholders
- Propose changes in codes of practice or procedures and communicate them to required stakeholders for feedback
- Produce new documentation and processes as required when legislation has changed
- Understand law and regulations of security.

TOOLS AND EQUIPMENT'S

1. Pencil,
2. Eraser,
3. Sharpner,
4. Calculator,



30. Manage arrangements regarding key/VIP visits

Overview: This competency standard covers the skills and knowledge required to collate and confirm information about visit requests, take responsibility for keys and site information, arrange key holding

Competency Units	Performance Criteria
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Response visits and other actions and allocate resources for key holding responses

CU-1 Respond to key/VIP visit requests	<p>P1 Collate and confirm information about visit requests</p> <p>P2 Take responsibility for the site of key/VIP visits</p> <p>P3 Arrange visits of key/VIP according to the request</p>
CU-2 Visit sites in response to key/VIP request	<p>P1. travels between sites safely and efficiently</p> <p>P2. carry out visual risk assessments on arrival</p> <p>P3. enter sites and premises</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 organisation’s procedures and contractual requirements for responding to visit requests
- K2.** Describe the organisation’s procedures for the security and management of keys and site information
- K3.** explain about visit request than we confirm visit with higher authority and arrange the Complete travelling detail of the visitor. And provide the fool proof security.
- K4.** Define about the location of the keys. And then contact with supervisor to deal with it. And then check out the last visit information of the visitor.
- K5.** Define calculated time of arrival and ensure the visit handle.
- K6.** Describe the recourses for key holding.

Critical Evidence(s) Required

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



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- Ensure there is sufficient valid information on which to confirm visit requirements
- Confirm the authority and validity of callers following the organization's contractual requirements (password, codeword)
- Record required details of requested visits accurately and completely, including the purpose of the visit
- Confirm the correct keys, access codes and site information are available for the sites or premises to be visited
- Maintain the security of keys and site information, following the organisation's procedures and guidelines
- Allocate keys, access codes and site information to response officers in line with organizational requirements, within required timescale and security requirements
- Confirm that response officers have the correct and sufficient equipment required for visit to sites and premises

TOOLS AND EQUIPMENT'S

1. Pencil,
2. Eraser,
3. Sharpner,
4. Calculator,
5. Measuring scale,
6. Drawing sheet,
7. Measuring Tape,
8. Compass,
9. Chain (Engineering, Gunter & Metric)
10. Cross Staff
11. Tripod
12. Ranging Rods
13. Pegs
14. Arrows
15. White Chalk
16. Scotch Tape



31. Manage Security Plans

Overview: This competency standard covers the skills and knowledge required to Manage activities within area of responsibility, manage entree control and identification system, Manage Security of territorial jurisdiction of the company, Enforce emergency response measures and Design system for security reports.

Competency Units	Performance Criteria
CU1. Manage activities within area of responsibility.	P1 Develop Security plan for the access of visitors, clients, employees, vehicles and telephone calls P2 Plan to Conduct roving inspection and patrolling P3 Assess unpleasant incidents and observations P4 Manage emergency equipment
CU2. Design system for security reports	P1 Plan emergency drill P2 Design security reports P3 Train the persons how to write security reports. P4 Design SOP for the Submission of reports to proper authorities

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 Security Plans
- K2.** What is roving inspection and patrolling?
- K3.** Describe civil disturbance plan

Critical Evidence(s) Required

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

Implement security plan to Control the access of visitors, clients, employees, materials and vehicles

- Develop entree and identification system for company properties
- Enforce bomb threat preventive measures
- Design evacuation measures during emergencies
- Design security reports



TOOLS AND EQUIPMENT'S

1. Metal detectors
2. Communication radio
3. Stun devices
4. Armor vests
5. Computer
6. Electric fan
7. Multimedia equipment
8. Sound system
9. Dummy hand guns