



National Certificate Level-4, in Security Services (Security Officer)



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.	Monitor areas Through CCTV systems.	Digital skills	4
2.	Perform Planning and execution of authorised entry/exit of vehicles and personnel	Technical	
3.	Carry-out Detention by security operative.	Technical	
4.	Maintain CCTV recording media libraries and preserve potential evidence.	Technical	
5.	Maintains Security of Property and Premises through Observation.	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
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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
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	STEP Institute Lahore



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		Assessor	
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 may require skills and knowledge equivalent to middle (Grade 8) or 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 may require skills and knowledge equivalent to Matric and middle (Grade 8) with National Vocational Certificate level-3, in (Security Services) “Security Supervisor” with minimum 3 years’ experience.
	Entry for assessment for this qualification is open. However,

9. Proposed Scheme of Studies

Security Officer (Level-4)

Code	Name of Subjects	Category	Contact Hour			Credit
			Th	Pr	Total	
00000000	Monitor areas Through CCTV systems.	Technical	60	140	200	20
00000000	Perform Planning and execution of authorised entry/exit of vehicles and	Technical	60	240	300	30



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	personnel					
00000000	Carry-out Detention by security operative.	Technical	60	140	200	20
00000000	Maintain CCTV recording media libraries and preserve potential evidence.	Technical	60	140	200	20
00000000	Maintains Security of Property and Premises through Observation.	Technical	60	240	300	30
Total			300	900	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
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



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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

C. National Certificate of Level: 4 in Security Services (Security Officer)

22. Monitor areas Through CCTV systems,

Overview: This competency standard covers the skills and knowledge required to monitor areas using CCTV systems, monitor CCTV camera images and react to incidents, locate pre-determined targets using CCTV

Competency Units	Performance Criteria
CU1. Monitor areas using CCTV systems	P1 Identify the area of responsibility P2 Check that the CCTV equipment is working properly, following organisation's instructions and procedures P3 Adjust the CCTV equipment and system controls, including external lighting, to get the best performance P4 Investigate the system for any faults when performance is adversely affected P5 Clean monitor screens to maximize clarity of image
CU2. Monitor CCTV camera images and react to incidents	P1 Operate CCTV systems and equipment in line with operating instructions and within legal constraints P2 Locate pre-determined targets using CCTV P3 Record activities or incidents following the organizations instructions and guidelines P4 Demonstrate how to prioritize multiple incidents in relation to their seriousness or to instructions P5 Interpret and report incidents promptly and clearly to the appropriate person P6 Demonstrate how to work with external agencies in a way that is effective and efficient P7 Maintain the confidentiality of information observed and recorded as per SOP P8 Complete incident logs accurately and clearly P9 Communicate with the field / concern staff.

Knowledge & Understanding.

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



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

- K1.** Describe what action to take if faults are found
- K2.** Describe activities or incidents that should be recorded, following the organisation's instructions and guidelines
- K3.** Describe the local geography of the areas that are monitored
- K4.** Describe the area of coverage of each camera in use

Critical Evidence(s) Required

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

- Check that the CCTV equipment is working properly, following organization's instructions and procedures
- Investigate the system for any faults when performance is adversely affected
- Operate CCTV systems and equipment in line with operating instructions and within legal constraints
- Identify activities or incidents that should be recorded, following the organization's instructions and guidelines
- Operate systems to their full operational ability to monitor and record incidents until no longer required to do so
- Demonstrate how to work with external agencies in a way that is effective and efficient
- Interpret information provided in order to select the most appropriate cameras and viewing areas
- Determine the capabilities and limitations of systems and equipment in use

TOOLS AND EQUIPMENT'S

1. CCTV cameras
2. Internet connection
3. LED monitor
4. DVR
5. Connecting cables
6. Hard disks
7. BNC video input



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8. Coax cables, flat cables
9. RJ11, Cable cutter stripper
10. RCA and F connectors
11. CAT-5 cable
12. PTZ tester



23. Perform Planning and execution of authorised entry/exit of vehicles and personnel

Overview: This competency standard covers the skills and knowledge required to Plan and execute the authorised entry/exit of vehicles and personnel

Competency Units	Performance Criteria
CU1. Plan to control entry and exit of the vehicles and personnel	P1. Identify security parameters P2. Allocate area of responsibility to security supervisors P3. Demand and obtain required/additional resources from the competent authority.
CU2. Execute the security plan for the entry and exit of the vehicles and personnel	P1. Provide equipment, weapons and resources as per requirement P2. Deliver the security plan to supervisors and monitor the efficient execution. P3. Respond in a timely manners to the reported incidents P4. Report the relevant authority about any incident/breaches.

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.** Give reasons why access by unauthorized vehicles should be controlled
- K2.** State the frequency and pattern of vehicle searches required by the organisational SOPs
- K3.** List the unauthorised items that should be looked for during searches
- K4.** Identify the possible hiding places in different types of vehicle
- K5.** Identify the possible reactions to the request to submit to a search and how to deal with them
- K6.** Describe the action to be taken in the event of a vehicle's occupants refusing consent to search
- K7.** State the procedures and instructions to be followed when searching vehicles, including:
 - different types of search at entry and exit
 - methods of searching different types of vehicle
 - when witnesses should be present
 - the implications of carrying out searches incorrectly
- K8.** Describe the sequence of actions that should be taken when unauthorised items are found which are within the limits of personal responsibility and authority



- K9.** Explain the procedure for handing over items/personnel with illegal items to concerned authorities

Critical Evidence(s) Required

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

- Communicate with all occupants of vehicles in a professional and polite manner
- Confirm the identity of all occupants, their reason for entry, and the vehicle details
- Control the issue of passes, permits to work and vehicle access, in line with the organisation's policies and procedures
- Demonstrate how to search a vehicle effectively whilst maintaining personal health, safety and welfare
- Demonstrate the correct use of equipment to search vehicles effectively and efficiently
- Take appropriate action to deal with people suspected of having unauthorised items, following site instructions and approved policies and procedures
- Record and report the details relating to searches to the appropriate person clearly, accurately and within required timescales

TOOLS AND EQUIPMENT'S

1. List of illegal items for entry.
2. List of authorized personnel for entry.
3. Detector/scanners of items .
4. Licensed pistol/gun
5. Contact numbers of concerned authorities /LEAs/police.



24. Carry-out Detention by security operative

Overview: This competency standard covers the skills and knowledge required to carry out a lawful arrest, preserve the scene and any potential evidence, detain people suspected of committing a crime for which they can be arrested, detain people who have been arrested on suspicion of committing a crime for which they can be arrested, preserve the integrity of potential evidence.

Competency Units	Performance Criteria
CU1. Perform a lawful detention to preserve the scene for potential evidence	P1. Ensure preservation of scene till LEAs arrive P2. Ensure all potential evidences preserved till LEAs P3. Ensure forcefully detention till arrival of LEAs P5. Identify for lawful arrest by law enforcement agencies (LEAs) P6. Hand over evidences to LEA representatives
CU2. Detain people suspected of committing a crime for which they can be arrested	P1 Inform the relevant people and authorities that a suspect has been apprehended, in line with instructions and within required timescales P2 Record full and accurate details of the arrest as soon as practicable P3 Ensure that all witnesses are correctly identified and their contact details obtained P4 Ensure to obtain evidence while taking item from suspect P5

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 implications of wrongful arrest
- K2.** Describe the situations in which it is permitted to apprehend suspects, and the limits of legal authority
- K3.** Describe how to identify and preserve evidence, and why it is important
- K4.** Describe legal position relating to the rights of detainees
- K5.** Describe where the dedicated detention area is and how it must be maintained
- K6.** Identify what constitutes potential evidence, including anything said by detainees

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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- Identify arrest by law enforcement agencies (LEAs)
- Ensure forcefully detention till arrival of LEAs
- Ensure preservation of scene till LEAs arrive
- Ensure no person leave the site till arrival of LEAs
- Perform a correct procedure handover of suspects to the LEAs

TOOLS AND EQUIPMENT

1. Weapon with valid license
2. Communication equipment
3. Whistle
4. Hand cuffs
5. Stationery items



25. Maintain CCTV recording media libraries and preserve potential evidence.

Overview: This competency standard covers the skills and knowledge required to maintain CCTV recording media storage system, preserve potential media evidence.

Competency Units	Performance Criteria
CU-1 Maintain CCTV recording media storage system,	P1 Store recording media in approved locations to maintain their operational condition P2 Demonstrate how to use recording media in line with the organisational SOPs. P3 Recognize when recording media is missing and take required action in line with given instructions P4 Maintain the confidentiality of recorded information, in line with relevant legislation and codes of practice P5 Complete required records accurately, legibly and within required timescales. P6 Demonstrate how to preserve recording media that contains potential evidence
CU2. Report operational errors/faults	P1 Identify the fault/error in CCTV equipment or component P2 Report the fault/error to concern department P3 Maintain operational log P4 Make necessary arrangements to carry out the work when CCTV system is in maintenance work. P1

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 types of recording media, including their life expectancy and how these should be stored to preserve their operational condition

K2. Describe how to log and classify recording media

K3. Explain the importance of procedures for using recording media, including:

- requisition
- rotation
- disposal

K4. Explain the importance to follow the organizational SOPs for maintaining the security and



confidentiality of recorded information

- K5.** Describe the organizational SOPs for access to recording media and screen printouts containing potential evidence
- K6.** Explain the importance of preserving recording media evidence
- K7.** Explain the procedure for disclosing confidential information to authorised persons
- K8.** Define Terminologies used with CCTV system and equipment.
- K9.** Describe the limits of authority to maintain, test and adjust the performance of CCTV systems
- K10.** Describe the functional operations of the CCTV systems and equipment to be maintained
- K11.** Describe how to recognise poor performance of CCTV systems
- K12.** Explain how to test CCTV system for maintenance.
- K13.** How to recognize the problems faced by the CCTV systems
- K14.** What equipment are required for the maintenance of the system.

Critical Evidence(s) Required

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

- Store recording media in approved locations to maintain their operational condition
- Identify the functional operations of the CCTV systems and equipment to be maintained
- Carry out tests as per SOPs to determine the operational performance of CCTV systems
- Identify equipment or components that are not working correctly
- Make required adjustments to achieve the best performance from CCTV systems
- Test to confirm basic operation and system performance
- Adjustment of the system and equipment: image quality, coverage of cameras, camera movement, monitor image quality.
- Report to relevant person in case of any failure: internal colleague, manufacturer, supplier, specialist
- Recognize when recording media is missing and take required action in line with organizational SOPs
- Maintain the confidentiality of recorded information as per SOPs
- Demonstrate how to preserve recording media that contains potential evidence
- Demonstrate how to record the required details as per SOPs
- Demonstrate how to ensure that recording media containing potential evidence is stored securely and made available only to authorised persons

TOOLS AND EQUIPMENT'S



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1. CCTV cameras
2. Internet connection
3. LED monitor
4. DVR
5. Connecting cables
6. Hard disks
7. BNC video input
8. Coax cables, flat cables
9. RJ11, Cable cutter stripper
10. RCA and F connectors
11. AHD test monitor
12. CAT-5 cable.
13. PTZ tester



26. Maintain Security of Property and Premises through Observation

Overview: This competency standard covers the skills and knowledge required to monitor property and premises using security and protective systems, patrol designated areas and respond to breaches in security or safety.

Competency Units	Performance Criteria
CU1. Monitor property and premises using security and protective systems	P1 Check protection system are working as per SOPs. P2 Perform monitoring of property and premises as per SOPs. P3 Take prompt action to respond to alarms, indications or other signals from security and protection systems. P4 Record and report malfunctions / breakdown in equipment promptly. P5 P6 Complete required documentation in line with instructions and within required time scales.
CU2. Respond to breaches in security or safety	P1 Identify actual or potential breaches of security and safety correctly. P2 Respond to any situation that poses risk to security or safety. P3 Take action for any breach within your responsibility and authority P4 Inform concerned authority as per approved SOPs. P5 Preserve evidence immediately after the incident.

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 functions and operating principles of the security and protection systems
- K2.** Describe the requirements and extent of responsibility and authority when patrolling designated areas
- K3.** Explain why it is important to record accurate and complete details of any security risks or suspicious situations that are found during patrols
- K4.** Describe how to get immediate help from relevant people when it is required
- K5.** Describe practices of good security patrolling.

Critical Evidence(s) Required



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

- Take prompt action in response to alarms, indications or other signals from security and protection systems.
- Demonstrate how to test and record that the security and protection systems are working properly
- Monitor property and premises in line with legislation and instructions

TOOLS AND EQUIPMENT'S

1. Alarm registers
2. Incident reports
3. Occurrence log
4. Control log
5. Patrol recording device report
6. Health and safety reports
7. Building faults reports
8. Witness testimony
9. Witness statement
10. Pocket books
11. Patrol report