



National Certificate Level: 4 in Security Services (Security Officer)



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



Curriculum

National Vocational & Technical Training Commission



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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 behavior, 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 training programme

The Security Services programme is to engage young people with a programme of development that will provide them with the knowledge, skills and understanding to start this career in Pakistan. The specific objectives of developing these qualifications are as under:



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- 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. Overall objectives of training programme

The overall objectives of the Security Services program are producing skilled staff to:

- Patrolling
- Monitoring
- Use surveillance systems
- Respond to alarms
- Investigate problems with the desire to create a safe living environment

4. Competencies to be gained after completion of course

- Monitor areas Through CCTV systems.
- Perform Planning and execution of authorized entry/exit of vehicles and personnel
- Carry-out Detention by security operative.
- Maintain CCTV recording media libraries and preserve potential evidence.
- Maintain security of property and premises through observation.

5. Possible available job opportunities available immediately and later in the future

- Security Guard
- Security Supervisor



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- Security Officers
- Security Manager
- CCTV Supervisor
- Airport Security Officer
- Cash Transit Security Guard
- VIP Protection Guard
- Educational Institution Security Guard
- Security Guard with Guard Dog

6. Trainee entry level

- ☐ Matric
- Middle with L3(English, Urdu and Numeracy reading and writing skills)
- Age 18 years or above

7. Minimum qualification of trainer

Teaching staff should be ex-army/ex-police personnel/Level 5-Security Services qualified. They should also hold or be working towards a formal teaching qualification/experience.

Recommended trainer: trainee ratio

The recommended maximum trainer: trainee ratio for this programme is 1 trainer for 25 trainees.

8. Medium of instruction (language of instruction)

Instruction will be Urdu and English.

9. Duration of the course (Total time, Theory & Practical time)



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This curriculum comprises 5 modules. The recommended delivery time is 1200 hours. Delivery of the course could therefore be full time, 5 days a week, for 12 months. Training providers are at liberty to develop other models of delivery, including part-time and evening delivery.

The full structure of the course is as follow:

C. Level-4 (Security Officer)

Modules	Theory	Practice	Total Contact hours	Credit hours
Module 22: Monitor areas Through CCTV systems.	60	140	200	20
Module 23: Perform Planning and execution of authorized entry/exit of vehicles and personnel	60	240	300	30
Module 24: Carry-out Detention by security operative.	60	140	200	20
Module 25: Maintain CCTV recording media libraries and preserve potential evidence.	60	140	200	20
Module 26: Maintains Security of Property and Premises through Observation.	60	240	300	30
Total	300	900	1200	120



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10. Summary – overview of the curriculum

Module Title and Aim	Learning Units	Theory Days/hours	Workplace Days/hours	Timeframe of modules
Module 22: Monitor areas Through CCTV systems Aim: The aim of this module to develop advanced knowledge, skills and understanding for Monitoring areas Through CCTV systems	LU1: Monitor areas using CCTV systems LU2: Monitor CCTV camera images and react to incidents LU3: Locate pre-determined targets using CCTV	60	140	200
Module 23: Perform Planning and execution of authorized entry/exit of vehicles and personnel Aim: The aim of this module to develop advanced knowledge, skills and understanding for Performing planning and execution of authorized entry/exit of vehicles and personnel	LU1: Plan to control entry and exit of the vehicles and personnel LU2: Execute the security plan for the entry and exit of the vehicles and personnel	60	240	300



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Module Title and Aim	Learning Units	Theory Days/hours	Workplace Days/hours	Timeframe of modules
Module 24: Carry-out Detention by security operative Aim: The aim of this module to develop advanced knowledge, skills and understanding for Carrying-out Detention by security operative	LU1: Perform a lawful detention to preserve the scene for potential evidence LU2: Detain people suspected of committing a crime for which they can be arrested LU3: Detain people who have been arrested on suspicion of committing a crime for which they can be arrested LU4: preserve the integrity of potential evidence	60	140	200
Module 25: Maintain CCTV recording media libraries and preserve potential evidence. Aim: The aim of this module to develop advanced knowledge, skills and understanding for Maintaining CCTV recording media libraries and preserve potential evidence.	LU1: Maintain CCTV recording media storage system, Measure a Line LU2: Preserve potential media evidence LU3: Report operational errors/faults	60	140	200
Module 26: Maintains Security of Property and Premises through Observation Aim: The aim of this module to develop advanced knowledge, skills and understanding for Maintaining Security of Property and Premises through Observation	LU1: Monitor property and premises using security and protective systems LU2: Respond to breaches in security or safety	60	240	300



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11. Details of Modules

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Module 22: Monitor areas Through CCTV systems

Objective of the module: The aim of this module to get knowledge, skills and understanding to monitor areas Through CCTV systems

Duration: 200 hours

Theory: 60 hours

Practical: 140 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Monitor areas using CCTV systems	The trainee will be able to: 1. Identify the area of responsibility 2. Check that the CCTV equipment is working properly, following organizational instructions and procedures 3. Adjust the CCTV equipment and system controls, including external lighting, to get the best performance 4. Investigate the system for any faults when performance is adversely affected 5. Clean monitor screens to maximize clarity of image	• Main purpose of CCTV Cameras • Advantages of Using CCTV Systems • Duties and responsibilities of CCTV operator/staff • Parts of CCTV camera • Operations of CCTV Equipment ◦ Functioning ◦ Troubleshooting/Adjustments • Organization's instructions and procedures regarding CCTV Camera	Total: 80hrs Theory: 30hrs Practical: 50hrs	• Notebooks • Pencils • Erasers • Sharpeners • White board • Multimedia • Internet • Computer system • CCTV equipment	Class room Computer lab
LU2: Monitor CCTV	The trainee will be able to: 1. Operate CCTV systems and equipment in line	• Knowledge of legal constraints while using CCTV equipment	Total: 120hrs Theory: 40hrs Practical: 180hrs	• Notebooks • Pencils	Class room Computer lab



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camera images and react to incidents	with operating instructions and within legal constraints 2. Locate pre-determined targets using CCTV 3. Record activities or incidents following the organizations instructions and guidelines 4. Demonstrate how to prioritize multiple incidents in relation to their seriousness or to instructions 5. Interpret and report incidents promptly and clearly to the appropriate person 6. Demonstrate how to work with external agencies in a way that is effective and efficient 7. Maintain the confidentiality of information observed and recorded as per SOP 8. Complete incident logs accurately and clearly 9. Communicate with the field / concern staff.	• Accurate and concise information of predetermined/multiple targets • Recording/data management regarding incidents • Reporting of incidents • Importance of prioritization in relation to the seriousness/severity of the incidents • Interpretation and reporting of incidents clearly and accurately • Procedure for liaison and coordination with external agencies (LEAs) • Importance of confidentiality		• Erasers • Sharpeners • White board • Multimedia • Internet • Computer system • CCTV equipment	
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Module 23: Perform Planning and execution of authorised entry/exit of vehicles and personnel

Objective of the module: The aim of this module to get knowledge, skills and understanding to perform planning and execution of authorised entry/exit of vehicles and personnel

Duration: 300 hours

Theory: 60 hours

Practical: 240 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Plan to control entry and exit of the vehicles and personnel	The trainee will be able to: 1. Identify security parameters 2. Allocate area of responsibility to security supervisors 3. Demand and obtain required/additional resources from the competent authority.	• Knowledge of security parameters • Knowledge of required resources • Procedure for requisition of additional resources from competent authorities	Total: 150hrs Theory: 50hrs Practical: 100hrs	• Notebooks • Pencils • Erasers • Sharpeners • White board • Multimedia • Internet • Computer system	Class room
LU2: Execute the security plan for the entry and exit of the vehicles and personnel	The trainee will be able to: 1. Provide equipment, weapons and resources as per requirement 2. Deliver the security plan to supervisors and monitor the efficient execution. 3. Respond in a timely manner to the reported incidents 4. Report the relevant authority about any incident/breaches.	• Knowledge of security plans • Explanation of plan to the security supervisors • Implementation/execution of security plan according to given instructions • Knowledge of relevant authorities and reporting procedures	Total: 150hrs Theory: 50hrs Practical: 100hrs	• Notebooks • Pencils • Erasers • Sharpeners • White board • Multimedia • Internet • Computer system	Class room



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Module 24: Carry-out Detention by security operative

Objective of the module: The aim of this module to get knowledge, skills and understanding to carry-out Detention by security operative

Duration: 200 hours

Theory: 60 hours

Practical: 140 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Perform a lawful detention to preserve the scene for potential evidence	The trainee will be able to: 1. Ensure preservation of scene till LEAs arrive 2. Ensure all potential evidences preserved till LEAs 3. Ensure forcefully detention till arrival of LEAs 4. Identify for lawful arrest by law enforcement agencies (LEAs) 5. Hand over evidences to LEA representatives	• Procedure for preservation of scene • Procedure to prevent access to scenes of suspected offences by unauthorized people • Procedure for preservation of potential evidence • Knowledge/explanation of lawful detention • Difference between detention and imprisonment • Procedure for lawful detention • Procedure for handing over suspect and evidence to LEAs	Total: 120hrs Theory: 40hrs Practical: 80hrs	• Notebooks • Pencils • Erasers • Sharpeners • White board • Multimedia • Internet • Computer system	Class room
LU2: Detain people suspected of committing a crime for which they can be	The trainee will be able to: 1. Inform the relevant people and authorities that a suspect has been	• Procedure to inform/report arrest of suspects to relevant authority in a timely manner • Procedure to record accurate	Total: 80hrs Theory: 20hrs Practical: 60hrs	• Notebooks • Pencils • Erasers	Class room



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arrested	apprehended, in line with instructions and within required timescales 2. Record full and accurate details of the arrest as soon as practicable 3. Ensure that all witnesses are correctly identified and their contact details obtained 4. Ensure to obtain evidence while taking item from suspect	details of incident in timely manner • Procedure for identification of witnesses and recording their contact details. • Procedure for obtaining evidence from suspect		• Sharpeners • White board • Multimedia • Internet Computer system	
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Module 25: Maintain CCTV recording media libraries and preserve potential evidence

Objective of the module: The aim of this module to get knowledge, skills and understanding to maintain CCTV recording media libraries and preserve potential evidence

Duration: 200 hours

Theory: 60 hours

Practical: 140 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Maintain CCTV recording media storage system	The trainee will be able to: 1. Store recording media in approved locations to maintain their operational condition 2. Demonstrate how to use recording media in line with the organizational SOPs. 3. Recognize when recording media is missing and take required action in line with given instructions 4. Maintain the confidentiality of recorded information, in line with relevant legislation and codes of practice 5. Complete required records accurately, legibly and within required timescales.	• Procedure to store recorded media in appropriate locations • Organizational SOPs regarding use of recorded media • Procedure for periodic examination of media libraries to ensure the proper maintenance of the records • Management of media libraries	Total: 120hrs Theory: 40hrs Practical: 80hrs	• Notebooks • Pencils • Erasers • Sharpeners • White board • Multimedia • Internet • Computer system • CCTV equipment	Class room



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	6. Demonstrate how to preserve recording media that contains potential evidence				
LU2: Report operational errors/faults	The trainee will be able to: 1. Identify the fault/error in CCTV equipment or component 2. Report the fault/error to concern department 3. Maintain operational log 4. Make necessary arrangements to carry out the work when CCTV system is in maintenance work.	• Knowledge of common CCTV faults/errors • Maintenance of operational log and appropriate procedure to report faults/errors • Procedure for alternative monitoring arrangements in case of CCTV failure/maintenance process	Total: 80hrs Theory: 20hrs Practical: 60hrs	• Notebooks • Pencils • Erasers • Sharpeners • White board • Multimedia • Internet • Computer system CCTV equipment	Class room



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Module 26: Maintain Security of Property and Premises through Observation

Objective of the module: The aim of this module to get knowledge, skills and understanding to maintain Security of Property and Premises through Observation

Duration: 300 hours

Theory: 60 hours

Practical: 240 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Monitor property and premises using security and protective systems	The trainee will be able to: 1. Check protection system are working as per SOPs. 2. Perform monitoring of property and premises as per SOPs. 3. Take prompt action to respond to alarms, indications or other signals from security and protection systems. 4. Record and report malfunctions / breakdown in equipment promptly. 5. Complete required documentation in line with instructions and within required time scales.	• Organizational SOPs regarding functioning of protection/security systems • Organizational SOPs regarding monitoring of property and premises • Actions/response to alarms, indications or other signals from security and protection systems. • Procedure for reporting malfunctions /breakdown in equipment • Procedure for documentation in line with instructions and within required time scales.	Total: 120hrs Theory: 40hrs Practical: 80hrs	• Notebooks • Pencils • Erasers • Sharpeners • White board • Multimedia • Internet • Computer system • CCTV equipment	Class room Simulated Environment
LU2: Respond to breaches in security or	The trainee will be able to: 1. Identify actual or potential	• Knowledge of potential breaches of security and safety	Total: 180hrs Theory: 60hrs Practical: 120hrs	Notebooks • Pencils	Class room



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safety	breaches of security and safety correctly. 2. Respond to any situation that poses risk to security or safety. 3. Take action for any breach within your responsibility and authority 4. Inform concerned authority as per approved SOPs. 5. Preserve evidence immediately after the incident.	• Different security situations and likely response within the area of responsibility • Procedure for reporting security breaches to concerned authorities • Procedure for preserving evidence and relevant documentation		• Erasers • Sharpeners • White board • Multimedia • Internet • Computer system - CCTV equipment	
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12. General assessment guidance for “Security Officer”

Good practice in Pakistan makes use of sessional and final assessments, the basis of which is described below. Good practice by vocational training providers in Pakistan is to use a combination of these sessional and final assessments, combined to produce the final qualification result.

Sessional assessment is going on all the time. Its purpose is to provide feedback on what students are learning:

- To the student: to identify achievement and areas for further work
- To the teacher: to evaluate the effectiveness of teaching to date, and to focus future plans.

Assessors need to devise sessional assessments for both theoretical and practical work. Guidance is provided in the assessment strategy

Final assessment is the assessment, usually on completion of a course or module, which says whether or not the student has "passed". It is – or should be – undertaken with reference to all the objectives or outcomes of the course, and is usually fairly formal. Considerations of security – ensuring that the student who gets the credit is the person who did the work – assume considerable importance in final assessment.

Methods of assessment

For lessons with a high quantity of theory, written or oral tests related to learning outcomes and/ or learning content can be conducted. For workplace lessons, assessment can focus on the quality of planning the related process, the quality of executing the process, the quality of the product and/or evaluation of the process.

Methods include direct assessment, which is the most desirable form of assessment. For this method, evidence is obtained by direct observation of the student's performance.

Examples for direct assessment of Security Services:

- Work performances, for example maintaining security of property and premises to include: monitoring property and premises using security and protective systems as well as response to breaches in security.
- Work Performances, for example Manage security plans to include: managing activities within the area of responsibility and designing systems for security reports.



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- Demonstrations, for example Execution of security plan.
- Direct questioning, where the assessor would ask the student why he is preparing for a particular application.
- Paper-based tests, such as short answer questions on health and safety, communication skills etc.

Indirect assessment is the method used where the performance could not be watched and evidence is gained indirectly.

Examples for indirect assessment of Security Services include:

- Work products, such as different procedures of First Aids etc.
- Workplace documents, such as a report on health and safety etc.

Indirect assessment should only be a second choice. (In some cases, it may not even be guaranteed that the work products were produced by the person being assessed.)

Principles of assessment

All assessments should be valid, reliable, fair and flexible:

Fairness means that there should be no advantages or disadvantages for any assessed person. For example, it should not happen that one student gets prior information about the type of work performance that will be assessed, while another candidate does not get any prior information.

Validity means that a valid assessment assesses what it claims to assess For example, if Monitor areas Through CCTV systems needs to be analyzed and certificated, the assessment should be involved according to performance criteria that are directly related to that particular monitoring task.

Reliability means that the assessment is consistent and reproducible. The results for the particular application should be the same.

Flexibility means that the assessor has to be flexible concerning the assessment approach. For example, if there is a power failure during the assessment, the assessor should modify the arrangements to accommodate the students' needs.



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Assessment strategy for “Security Services”

This curriculum consists of 5 modules:

Module 22: Monitor areas Through CCTV systems.

Module 23: Perform Planning and execution of authorized entry/exit of vehicles and personnel

Module 24: Carry-out Detention by security operative.

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

Module 26: Maintain security of property and premises through observation.

Sessional assessment

The Sessional assessment for all modules shall be in two parts: theoretical assessment and practical assessment. The Sessional marks shall contribute to the final qualification.

Theoretical assessment for all learning modules must consist of a written paper lasting at least half-hour per module. This can be short answer questions.

For practical assessment, all procedures and methods for the modules must be assessed on a sessional basis. Guidance is provided below under Planning for assessment.

Final assessment

Final assessment shall be in two parts: theoretical assessment and practical assessment. The final assessment marks shall contribute to the final qualification.

The final theoretical assessment shall consist of short-answer questions. This part shall cover the technical, functional and generic modules:



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For Level -4

- Module 22: Monitor areas Through CCTV systems.
- Module 23: Perform Planning and execution of authorized entry/exit of vehicles and personnel
- Module 24: Carry-out Detention by security operative.
- Module 25: Maintain CCTV recording media libraries and preserve potential evidence.
- Module 26: Maintain security of property and premises through observation.

For the final practical assessment each student shall be assessed over a period of one day, with Four hours sessions for each student. During this period, each student must be assessed on his/her ability to the following parameters of security services;

- Area of responsibility
- Tasks
- Guards
- Resources and duties



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13. List of tools and equipment

Sr #	Description	Quantity
1.	Computer with software –Word, Excel, Power point	25
2.	Printer	1
3.	Multimedia	1
4.	Power supply	5
5.	White board	1
6.	Walkthrough gate	1
7.	Metal detector	1
8.	CCTV equipment (DVR, Monitor, Cameras, Wire)	5
9.	X-Ray machine	1
10.	Vehicle searching mirror	5
11.	Radio communication equipment with accessories (Antennas, batteries and cables, etc.): • Walkie Talkie • Wireless set	5
12.	First Aid Box	5
13.	Pistol with ammunition	5
14.	Rifle with ammunition	5
15.	Short Gun	5

14. List of consumable supplies

1. Note books
2. Inventory registers
3. Pen
4. Pencils
5. Sharpeners
6. Erasers



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7. White board markers (Different colors)
8. A4 papers
9. Internet
10. Ammunition