

 **MEETING MINUTES**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Subject** | **Date** | **Day** | **Time** | **Venue** |
| **Ninth Meeting of Panel on Security Services, SSD 09/P-1** | **31-07-2024** | **Wednesday** | **1500 hrs** | **Green Room****BIS, Headquarter on*****(Hybrid Mode)*** |

**Convener: Shri Kunwar Vikram Singh, Chairman, CAPSI**

**Member Secretary: Mrs. Parul Gupta, Deputy Director, SSD, BIS**

**ITEM 0 General**

* 1. The member secretary extended a warm welcome to the attending members *(Physical and virtual)* of the ninth meeting on Security Services. In his opening remarks, she provided a brief overview of the document. She then with the permission of the convener proceeded with the document.
	2. Shri. Kunwar Vikram Singh, Convener, SSD 09/P-1 welcomed all the members *(Physical and virtual)* and appreciated the efforts by all the members that have been put in drafting of the ongoing standard.
	3. The list of participants attended the meeting is attached at **Annex-1** *(Page no - 3*).

**ITEM 1 SCOPE AND COMPOSITION OF PANEL ON SECURITY SERVICES, SSD 09/P-1**

* 1. The committee members noted the information given in **Item 1** of the Agenda.

**ITEM 2 DRAFT INDIAN STANDARDS FOR FINALIZATION “PRIVATE SECURITY AGENCIES - REQUIREMENTS FOR TRAINING AND SERVICE DELIVERY”.**

* 1. The draft Indian Standard titled “Private Security Agencies — Requirements for Training and Service Delivery” was discussed. It was resolved that, instead of including exact extracts from the PSARA Act and Rules in the document, references to the Act and Rules would be made to preserve the document's flexibility. The draft will be circulated for a comment period of 2 weeks following the distribution of these minutes. Should no comments be received, the document will be forwarded for circulation as P-Draft upon the Convener’s approval.
	2. The amended document is placed in **Annex-A**.

**ITEM 3. With no other business the meeting ended at heart vote of thanks to all the members and convener.**

**ITEM 4 Next date and place of meeting shall be communicated in consultation with the convener.**

**ANNEX-1**

**Attendance of 9th Meeting of Panel on Security Services, SSD 09/P-1**

|  |  |  |
| --- | --- | --- |
| **SI No.** | **Organization** | **Name of Representative** |
|  | Central Associaton of Private Security Industry, New Delhi | Shri Kunwar Vikram Singh ***(Convenor)*** |
| Shri Mahesh Sharma |
|  | Terre Armee India, New Delhi | Col. Shri D R Semwal |
|  | Bennett Coleman and Company Limited, New Delhi | Col. Shri Deepak Dadhwal |
|  | Elite Facilities & Systems Private Limited, New Delhi | Shri Sudhir Bhasin |
|  | Olive Heritage Education & Welfare Society, Gurugram | Col Shri K. K Singh |
| **(Virtually Participants)** |
|  | Rashtriya Raksha University | Shri Ashwani Kaushik |
| Shri Sumit Sharma |
|  | Ministry of Home Affair, New Delhi | Smt. Madhavi Mohan |
|  | Central Investigation and Security Services Limited, Delhi | Dr Raj Kumar Tyagi |
|  | Cushman and Wakefield, Gurugram | Lt Col. Kumar Vikram Singh |
|  | Checkmate Services, Gurugram | Brig Shri Baldev Singh |
|  | IN PERSONAL CAPACITY | Maj Gen K Majumdar |
|  | IN PERSONAL CAPACITY | Shri C Pal Singh |
| **(BIS Directorate)** |
|  | Shri S K Kanojia, **Scientist F & Head (SSD)** |
|  | Smt. Parul Gupta, **(Member Secretary)** |

**Annex-A**

**(Not to be reproduced or used as an Indian Standard)**

**BUREAU OF INDIAN STANDARDS**

***Draft*** Indian Standard

**PRIVATE SECURITY AGENCIES — REQUIREMENTS FOR TRAINING AND SERVICE DELIVERY**

**FOREWORD**

*(Formal clauses shall be added later)*

Private Security Industry perform an important role in protecting people, property and premises. The Private Security Agencies (PSA) handle security matters professionally very effectively. The PSA are licensed and their security professionals are trained to handle diverse security issues.

The Private Security Industry comprises of millions of work force and is growing at a phenomenal rate. Thousands of PSA are engaged in managing this force in providing security in a vast range of guarding roles involving personal security, security to residential complexes, public sector undertakings, commercial and corporate complexes, airports, metros etc. Operational and administrative activities of PSA are governed by the Private Security Agencies (Regulations) Act, 2005 (PSARA) and Private Security Agencies Central Model Rules, 2020, herein after called Model Rules which mandates that all PSA register their establishment with their respective Controlling Authorities of the State and obtain the necessary license in order to perform their business. Similarly, in the training and skilling domain, the industry follows the curriculum enumerated in the Act and Model Rules. Various Job Roles identified by the industry are in accordance with the National Skills Qualification Framework (NSQF) and National Occupation Standards (NOS).

Over the years, the Private Security Industry has matured into an organized sector which is in demand across the country and has established itself as one of the “Essential Service” of the Nation. The Private Security Industry is presently on the threshold of exporting its services and expertise in the international arena. In order to achieve this, it is imperative that the PSAs adopt training, operational and management standards acceptable not only in India but also abroad. While IS/ISO 18788:2015 lays down the Management System for Private Security Operations, this Standard is aimed to delve on the issues pertaining to the training and service delivery by the PSA.

This standard has therefore been formulated keeping in mind the current Indian environment existing in the private security domain covering aspects related to training and operational parameters. Adoption of this standard by the PSA will ensure a very high standard of service delivery and at the same time will imbibe confidence amongst the clients in terms of safety of their spheres of activities. The criteria enumerated in this standard provides clients of private security services with an assessment tool to objectively evaluate the standard of service and the consistency of such services being provided by the PSA. It also offers guidance to the PSA to enhance the service delivery and improve their capabilities. Attaining a high standard of professional competence of security guards and supervisors will benefit the society as their vigil will help in bringing down the crime rate as also help State Police personnel in the long run.

In the preparation of this standard, assistance has been drawn from the following acts/regulations/

Schemes:

1. The Private Security Agencies (Regulation) Act, 2005
2. Private Security Agencies Central Model Rules, 2020, herein after called Model Rules.
3. ~~Code of Conduct and Ethics for Private Security Service Providers, CAPSI~~

Any changes/modifications to any of the above acts/regulations/schemes will lead to corresponding changes in the relevant paras of this Standard.

For the purpose of deciding whether a particular requirement of this standard is complied with the final value, observed or calculated, expressing the result of a test or analysis shall be rounded off in accordance with IS 2: 2022 ‘Rules for rounding off numerical values (second revision)’. The number of significant places retained in the rounded off value shall be the same as that of the specified value in this standard.

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**BUREAU OF INDIAN STANDARDS**

***Draft*** Indian Standard

**PRIVATE SECURITY AGENCIES — REQUIREMENTS FOR TRAINING AND SERVICE DELIVERY**

**LAST DATE FOR COMMENTS:**

# **SCOPE**

This draft Indian Standard establishes the necessary framework which specifies the requirements applicable to the PSA providing security services and covers aspects of training, staffing and delivery in unarmed security guarding of people, property and premises in the private security domain.

Note: This Indian Standard is applicable for any type of organization conducting or contracting unarmed security operations.

# **TERMINOLOGY**

For the purpose of this standard, the following definitions shall apply.

* 1. **Assignment Instructions** — Site specific operational document enumerating contractual duties to be performed at each site in accordance with agreed contractual agreement.
	2. **Audit** — An official independent inspection of the PSA training and delivery mechanism to determine adherence of the PSA to statutory and regulatory norms.
	3. **Certification** — Assurance given by an independent certification body that the training and delivery mechanism meets the requirements of the standard.
	4. **Communication** — Iterative process to obtain and share information as also to verify the location and status of a security guard on an assignment.
	5. **Competency**— A qualified person possessing knowledge and practical experience of the subject entrusted to carry out the entrusted tasks.
	6. **Contract** — An agreement between the parties specifying the obligatory requirements which are legally binding on the said parties.
	7. **Controlling Authority** – An officer *not below the rank of a Joint Secretary ~~of~~* ~~the rank of a Joint Secretary or equivalent~~ appointed by the Home Ministry of the State Government to oversee the functioning of the PSA.
	8. **Control Centre** — The functional hub of the PSA from where operational procedures are managed/monitored.
	9. **Controller** — A designated person responsible to monitor and manage Control Centre operations and communications.
	10. **Customer/Client** — Individual or body utilising the services rendered by the Private Security Agency.
	11. **Delivery** — Culmination of all security services by an organisation based on the requirements of the customer.
	12. **Documented Information** — Information required to be controlled and maintained by an organisation.
	13. **Post** — A fixed location which facilitates performance of assigned instructions by the detailed security guard.
	14. **Incident** — Event with consequences that has the capacity to cause losses detrimental to the interests of the PSA and/or customer.
	15. **License** – A licence granted under Sub-section (5) of Section 7 of PSARA 2005 or amendments/ revisions thereof. It is the official document issued by the Controlling authority to the PSA under the Act and Rules permitting the PSA to conduct business in the Private Security domain.
	16. **Mobile Patrol** — A group of security guards on foot or vehicles assigned to visit multiple sites physically distant from one another, within a defined period of time/or in response to a call.
	17. **Personnel** — Persons working for a PSA, whether as employees or under a contract, including its staff, managers and directors.
	18. **Management**— Owner, partner, board director, Management Executive or any other authorized person appointed by the management in the organization.
	19. **Private Security Agencies (PSA)** — *means a person or body of persons other than a government agency, department or organisation engaged in the business of providing private security services including training to private security guards or their supervisor or providing private security guards to any industrial or business undertaking or a company or any other person or property*

~~An individual(s), corporation, firm or partnership other than a government agency, department or organisation engaged in the business of watching, guarding or protecting premises, property or persons employing security professionals for the task.~~

* 1. **Private Security Guard** — *~~means~~ A person providing private security with or without arms to another person or property or both and includes a supervisor;*

~~A person employed by the PSA who performs duties relevant to security at a static site or on a mobile patrol.~~

* 1. **Policy** — Intentions and directions of the PSA, related to training/security services, as formally expressed by its top management.
	2. **Service Level Agreement (SLA)** — An formal agreement between a PSA (either internal or external) which details the services that the customer expects the PSA to render.
	3. **Site** — Specific areas, (property, assets, life) where the PSA is required to provide security in accordance with parameters defined in the SLA.
	4. **State Government** – In relation to a Union territory, includes the Administrator of that Union territory appointed by the President under Article 239 of the Constitution.
	5. **Top Management** — Person or a group of persons who directs and controls an organisation at the highest level.

# **GENERAL REQUIREMENTS**

* 1. **General**
		1. The PSA shall identify issues that are relevant to its purpose which effect its ability to achieve training and delivery compliances to applicable mandatory statutory and regulatory requirements. The PSA shall ensure that all mandated issues like training policies of the government and other statutory delivery processes are explicitly complied.
		2. The PSA should have processes in place to implement any fresh orders and rules issued by the government/local authorities without any delay.

# **Understanding the Requirements of Customer**

The PSA will determine the requirements of customer while ascertaining that they are compliant to the applicable statutory and regulatory requirements.

# **Determining the Scope of the Training and Delivery of the PSA**

PSA should establish and determine the training and the delivery mechanism to be adopted. The scope shall be available as documented information. The scope will state the types of training and delivery mechanism that may be adopted by the PSA to fulfil the need of customer and customize the services.

# **Establishing the Training and Delivery Process**

The PSA should establish, implement, maintain and continually improve the training and delivery processes. The training shall be in consonance with the government policies and directions. The curriculum of training should ensure required skills are achieved and shall be in accordance with National Skills Qualification Framework (NSQF). The delivery processes shall be in consonance with the instructions and directions enumerated in the Private Security Agencies (Regulations) Act 2005 and Model Rules 2020 and any other Government statute/order/guideline.

**3.5 Recruitment of Guard**

Recruitment of Guards/Supervisors may be resorted to by following any/all the following processes:

1. Organizing Job Melas
2. Conducting recruitment drives
3. Inter PSA transfers.

# **SELECTION AND TRAINING REQUIREMENTS**

* 1. **Selection**

Candidates shall be selected based on the eligibility criteria as specified in Para 10 of PSARA 2005 and Para 7 of the Model Rules. *Any person desirous of getting employed or engaged as security guard or supervisor shall submit prescribed Form V and Form VI as prescribed in ~~PSARA~~ Model Rules.* The records including identification documents such as AADHAR and character antecedents’ verification report provided by Crime and Criminal Tracking Network and Systems (CCTNS), *Interoperable Criminal Justice System (IJCS*) obtained through the Controlling Authority or Police shall remain valid for a period of five years irrespective of any change in employer status. Based on the character and antecedents’ verification, PSA shall issue requisite certificate in Form VII of Model Rules.

The PSA shall issue an identification card (I Card) in accordance with Para 17 of PSARA and Para 13 of Model Rules in the format enumerated in Form XI of Model Rules to all employed Security Guards/Supervisors.

**4.2 Training Centre**

**4.2.1 *General***

Training of Unarmed Security Guards and Security Supervisors shall be conducted by the Controlling Authority Approved Training Centres. Nominated person from the Management (Licensee) of the PSA will also undergo training for a minimum period of six days at these Training Centres. Each Training Centre should display license obtained from the approved controlling authority at a prominent place. Minimum period of hundred hours of classroom instructions and sixty hours of field training spread over at least twenty working days will be conducted in conformity with PSARA and Model Rules. *MHA to suggest what to do with NCVET guidelines regarding training period of various job roles of security personnel (Unarmed Security Guard and Security Supervisor). On completion of the training each successful trainee shall be awarded a certificate in Form VIII (contained n PSARA Rules) by the training institute. Based on training completed and requirements of the job, PSAs may have their own designations provided that no agency shall adopt any of the ranks of the armed forces, paramilitary forces or state police forces.*

**4.2.2 Infrastructure**

**4.2.2.1 Classroom**

Training Centre may have an administrative area for office of the staff, counselling room and reception. The academic block will include minimum three classrooms and a hybrid lab for practical/computer-based trainings.

**4.2.2.2 Outdoor**

Facilities for conducting outdoor training shall be provided by each Training Centre.

Training Centres shall conduct drill, physical training, obstacle course training on a ground of adequate size. Training Centre shall have infrastructure as given at **Annex A**.

**4.2.2.3 Laboratory**

It shall be mandatory for each training centre of PSA to have a laboratory with all the prescribed equipment needed to support training which shall always be maintained in a functional order. Details of the equipment is given at Annex B.

**4.2.3 Approval of Training Centre**

Training Centres shall be approved by the Controlling Authority. The approval details shall be hosted on the website of the Controlling Authority as well as the Training Centre.

* 1. **Training Curriculum**
		1. Training curriculum shall be based on the National Skill Qualification Framework (NSQF) read in conjunction with guidelines enumerated in the Act and Model Rules of the government. The training activites will be monitored by the MHA through respective Controlling Authorities of the State. For reference, the details of the curriculum of the various courses are given at:
1. Annex C for Unarmed Security Guard.
2. Annex D for Security Supervisor. Duration of training is in variance with MEPSC.
3. Annex E for Licensee.
4. Annex F for Trainer.
5. Annex G for Assessor.

# **Courses**

PSA will ensure the following types of courses for efficient security services delivery, as applicable and training records shall be maintained:

1. *Licensee ~~Management~~ training* — a six-day training capsule shall be conducted at a Controlling Authority approved training centre for the management cadre (Licensee) of the PSA including the MD/CEO of the PSA.
2. *Basic training* — all agencies shall ensure that security guards being employed have successfully undergone the mandatory specified training and possess valid certificates in accordance with guidelines enumerated in the Act and Model Rules or as applicable in their jurisdiction. Training shall be based on the corresponding National Occupation Standards (NOS) for the specified Job Role. Controlling Authority shall frame the detailed training syllabus in accordance with National Skill Framework. For entry level, this training shall be for a minimum period of hundred hours of classroom instructions and sixty hours of field training, spread over at least twenty working days. For ex-servicemen and former police personnel a condensed course of minimum forty hours of classroom instructions and sixteen hours of field training spread over at least seven working days will apply.
3. *Induction training* — the agency shall provide induction training in matters related to conditions of employment and organizational procedures to all its employees. This induction training shall be in addition to the basic training. Induction training shall be completed before the security personnel are appointed to an assignment.
4. *Assignment-specific training* —assignment specific on-the-job training appropriate to the assignment to be performed by the individual will be imparted by the agency to all guards being freshly inducted on the site.
5. *Security Supervisor training* — Security Supervisors will be imparted training in accordance with the NOS for the Job Role.
6. *Train the Trainer/Assessors* — Centres approved by the Controlling Authority may conduct Train the Trainer/Assessors courses for all prospective trainers/assessors in accordance with the National Occupation Standards (NOS) on the subject.
7. *Control Centre training* — Controllers responsible for operations at the Control Centre may be given adequate training in accordance with the requirement.
8. *Career progression training* — the agency should have a documented process to ensure their career progression of their personnel.
9. *Refresher training* — the agency will prepare suitable policies to ensure periodic refresher training for its personnel as specified in the Model Rules. App based training may be imparted as part of the refresher training capsule.

# **LEADERSHIP**

* 1. **Organization**

ThePrivate Security Agency shall:

* + 1. be bona fide and registered in India in accordance with the laws of the country;
		2. have the legal authority to conduct business in the private security domain and possesses requisite PSARA license from relevant Controlling Authorities;
		3. not provide private security abroad without obtaining permission of the Controlling Authority, which shall consult the Central Government before according such permission;
		4. be responsible for compliance with legal requirements related to private security services training and delivery, which shall rest with the top management, or as specified in the applicable statute.
	1. **Commitment**

Top management of the PSA will:

* + 1. ensure compliance to the statutory and regulatory compliance;
		2. ensure client satisfaction within the purview of statutory and regulatory compliances.
		3. nominate individuals from within their organization as Nodal officer who shall be responsible for ensuring compliance of all statutory and regulatory requirements. The appointment and responsibilities of Nodal Officer shall be communicated to all within the organization. The compliance tasks entrusted to the Nodal Officer shall be documented and readily available.
		4. be responsible to maintain a Code of Conduct and Ethics as given in **Annex H**.
	1. **Policy**

PSA will ensure as a matter of policy:

* + 1. transparency in all its activities;
		2. no violation of procedures and rules;
		3. proper monitoring of activities and feedback;
		4. correct reporting of any incident which has occurred.

# **PLANNING**

* 1. **Risk Mitigation**

PSA shall identify operational and administrative risks and take actions to address these risks in order to prevent their occurrences. Standard Operating Procedures (SOP) on the subject enumerating various risk mitigation preventive actions shall be formulated. The agency shall hold adequate insurance cover commensurate with the business undertaken and assets in the inventory shall be maintained at all times.

* 1. **Attaining Objectives**

The organization shall establish objectives at relevant functions, levels and processes needed for training and service delivery. These objectives shall be documented, communicated to all concerned, monitored, periodically reviewed and updated.

* 1. **Resources**

**6.3.1 *General***

The human resources, infrastructure and financial resources required to ensure training and smooth delivery of security services and implementing mandatory compliances shall be analyzed, determined and provided. PSA shall exhibit its statutory license/s as required, in a conspicuous place of business, preferably the front office.

* + 1. ***Premises***

PSA shall establish an office premise from where all planning and executional directions related to training and delivery of security services emanate. The top management of the organisation should normally operate from this premise.

* + 1. ***Control Centre***

Control Centre of the PSA shall be established at appropriate location with adequate infrastructure including communication equipment, drinking water, clean toilets, first aid kit, firefighting equipment etc. The Control Centre shall be functional 24x7 to receive operational communication and to coordinate and escalate actions on issues needs action on priority. A Controller should be deputed as the overall in-charge of the Control Centre, however in case of large scale operations, the number of controllers may be deputed to handle the work load.

**6.3.3.1 *Activities***

The following activities will normally be performed in the Control Centre:

* + - * 1. Monitoring of activities of security guards and supervisors while on static posts or mobile patrols. It should be preferably done with the help of suitably developed App by the organization. All activities captured in this manner shall be documented and analysed to determine the areas of concern in the overall delivery of security services;
				2. Communication between the Controller and the security guard/supervisor in order to monitor and render advice to them on their task execution. In case of any untoward occurrences reported, appropriated action to mitigate the problem will be taken. All such actions should be recorded appropriately;
				3. In addition to above, adequate power back up may be made be available at Control Centre for operations of computerized and/or electronic systems in the event of power failure. Where required, an alternate wireless system for communication may be provided for communication between Control Centre and security guard/supervisor.

* + - 1. ***Control Centre procedures***

The PSA shall establish, implement and review the Control Centre manual for operations and procedure. Incidents occurrence shall be reported to the customer by the fastest available means of communication. The method of reporting shall be defined and documented in the Control Centre Manual which shall be readily available in the Control Centre at all times.

* + - 1. ***Information***

Following information will be available with the Controller for speedy reactions:

* + - * 1. names, addresses and telephone/mobile numbers of supervisors and concerned officials of the PSA;
				2. contact details of customers;
				3. details of police stations within the operational area of the Control Centre and contact details of concerned personnel;
				4. telephone numbers of emergency services (fire station, power stations, hospitals etc.);
				5. copy of Control Centre Procedures.

The PSA will review and update Control Centre information at regular intervals (at least once a quarter).

* + - 1. ***Records***

Records of incidents which have occurred will be maintained to include the following details:

a) date, time and location of the incident;

b) date and time of reporting, who reported and who received the report;

c) details of the incident;

d) action taken, including onward reporting.

Entries will be numbered serially and the name of the controller who has recorded the incident recorded. A duty roster for all personnel working in the Control Centre be prepared and retained for a period of at least 12 months. The location of records and documents, both local and centralized, will be clearly defined and documented.

* 1. **Competence and Training**

The agency shall have a clearly defined and documented training policy. The agency shall determine the necessary competence for personnel performing work for it or on its behalf affecting compliance with legal and statutory requirements.

* 1. **Awareness**

The PSA shall ensure that any person performing tasks for it or on its behalf are aware of the importance of compliance of legal requirements and the implications of departure from specified procedures;

* 1. **Communication**

The PSA shall ensure that appropriate communication processes are established for communicating relevant information including legal and statutory requirements to the concerned regulatory authority and stakeholders. Internal and external communication relevant to security service delivery shall be maintained.

* 1. **Documentation**
		1. **General**

The PSA shall establish, implement and maintain procedures to protect the sensitivity, confidentiality and integrity of records including access to, identification, storage, protection, retrieval, retention and disposal of records. Records shall be retained as required by the contract and applicable law. Employment and service records shall be retained for a minimum of seven years or as required by applicable law. Organizations shall ensure the integrity of documents by rendering them securely backed-up, accessible only to authorized personnel, and protected from unauthorized disclosure, modification, deletion, damage, deterioration, or loss.

* + 1. **Records**

Separate records shall be maintained for each customer and employee. Records shall be held in a secure manner, but shall be easily accessible to authorised persons who have been screened. Amended and/or updated records shall be identifiable by date and clearly distinguishable from previous versions. Information stored in an electronic retrieval system shall be regularly backed-up. Back-up copies shall be stored separately. Archived records shall be clearly indexed. All records concerning a contract shall be maintained for at least 12 months or as specified by law after termination of contract.

# **OPERATIONAL REQUIREMENTS**

# **Pre-Contract**

#  **Planning**

The PSA is required to plan all operations down to the last detail, including the manpower and other resources needed at each site and control mechanisms thereof. Plans created must still adhere to all statutory and regulatory compliance standards.

* + 1. **Site Survey**
			1. PSA must conduct a survey of the location where they security services have to be provided before signing of an official agreement. The survey report must outline the safety risks that the potential customer is exposed to as well as the amount of manpower and other resources that are needed to reduce those risks. This report will serve as the foundation for the PSA and customer's agreement and the signing of the contract. It is necessary to maintain a record of all the discussions between PSA and the customer on the survey report.
			2. Periodic review surveys shall be conducted to monitor the changes, if any, required in execution of security services, and records thereof shall be maintained.
			3. Where existing assignments are taken over, the agency shall discuss and document with the customer and the previous service provider any implications with respect to the assignment.
		2. **Quotations**

The deductions arrived at from the survey report coupled with customer requirements for security services delivery and related statutory and regulatory requirements shall be the basis of preparing the quotation to be presented to the customer.

**7.2 Contracts**

**7.2.1** Contract document shall contain the following:

* + - * 1. Mutually agreed terms and conditions between the PSA and the customer;
				2. Agreement on engagement of sub-contractors, if applicable; and
				3. Period of contract as agreed upon.
				4. Financial consideration
				5. Exit and extension clauses
				6. Any other clauses which are deemed necessary keeling in view of the nature of assignment.
		1. **SLA**

The SLA shall comprise mutually agreed service levels and terms and conditions for the concerned level of delivery. PSA should conduct periodic checks to ascertain that the services being provided is in conformity to the mutually agreed SLA. Records of such checks be maintained.

# **Post Contract**

# **Assignment Instructions**

**7.3.1.1** Assignment instructions will be prepared for all the sites in accordance with the SLA. Responsibilities and duties for the security personnel deployed on the site will be prepared. The acknowledgement of the customer will be obtained. The prepared document will be signed by both the PSA and the customer. In the event of any refusal by the customer, a copy shall be sent to the customer with a letter stating that, in the absence of indication to the contrary, these assignment instructions apply.

**7.3.1.2 Content**

Assignment instructions will comprise the following details:

* + - * 1. location, description and extent of the site or property;
				2. agreed means of access;
				3. emergency procedures and lines of communication;
				4. escalation matrix for incident reporting.
				5. frequency and method of communication with Control Room;
				6. availability of customer’s facilities, vehicles or equipment for use by security personnel;
				7. accountability for and restrictions on security personnel actions;
				8. number of personnel involved in the assignment, individual duties and responsibilities, including:
1. working hours and any hand over requirements;
2. any patrol routes, and routine reporting points and times;
3. the management of CCTV surveillance systems and/or other specifically requested services;
4. access control and searching procedures; and
5. record keeping.

**7.3.1.3** **Amendments**

Amendments necessitated by any deviation from the existing assignment instructions will which permanently alters the duties of the security personnel will be agreed upon in writing by both PSA and the customer. Thereafter, the amended Assignment Instructions will be sent to the customer at the earliest. Temporary alterations shall be recorded in the site records.

# **7.3.2 Site Operations**

**7.3.2.1** **General**

Assignment Instructions will be available at each site location and the security guard will be fully conversant with these instructions. *There shall be one supervisor to supervise the work of not more than fifteen security guards. In case the provate security guards are on security duty in different premises and it is not practical to supervise their work by one supervisor, the agency shall depute more number of supervisors so that at least for every six private security guards there is one supervisor available for assistance, advice, and supervision.*

**7.3.2.2 Responsibilities**

**7.3.2.2**.**1Static Guarding**

A guard deployed on a static post will be responsible to ensure safety to the customers’ personnel, property and assets during hours of duty. Duties of the static guard will include, but are not limited to:

* + - * 1. keeping a close check on movement of people, goods or transport and maintaining records thereof;
				2. ensuring security of the site by ascertaining the security arrangements/devices available there;
				3. receiving calls and enquiries and responding satisfactorily;
				4. checking communication, serviceability of safety and other equipment deployed at the site as specified in the assignment instructions;
				5. checking and recording movement of equipment and stores arriving or exiting the site in accordance with the challan
				6. responding to and reporting incidents and emergencies occurring at the site.

**7.3.2.2.2Mobile Patrol**

Security guard(s) detailed on mobile patrolling duties will visit nominated sites in accordance with the assignment instructions. Any emergency occurring during their course of duty will be promptly responded to by the patrol party and reported to the authorities for expeditious follow up.

**7.3.2.2.3** **Site Records**

The site records shall be maintained in accordance with those enumerated in the SLA. Records of all incidents including nature of the incident, date and time of occurrence will be entered in the records along with action/follow up actions taken.

* 1. **General**

# ***Employment of Training, Security and Administrative Staff***

# Based on the requirements to fulfill its contractual obligations, PSA will engage security and administrative staff. Security guards and Supervisors will be employed in accordance with Para 10 of the Act and Para 9 & 10 of Model Rules.

# Training Centres will employ trainers and administrative staff based on the number of candidates being trained. It shall be ensured that trainers employed have themselves undergone Training of Trainers (ToT) course successfully and possess the relevant certificate. Details of the ToT curriculum is enumerated at **Annex F**. Independent assessors or Assessment Agencies conducting assessment in the domain may be contracted to conduct assessments of candidates. Assessors, similarly will be trained and certified. Details of Training of Assessors (ToA) is given at **Annex G**.

* + 1. ***Deployment***

The agency shall deploy guards and supervisors on each site in accordance with the agreed contract/SLA.

* + 1. ***Screening***

Verification of character and antecedents of all personnel shall be in accordance with Para 7 of the Model Rules. Before any person is employed or engaged as a security guard or supervisor, PSA shall satisfy itself about the character and antecedents of such person in any one or more of the following manner:-

1. By relying upon the character and antecedent verification certificate produced by the person, provided that the character and antecedent certificate shall be valid and the PSA does not have any adverse report regarding the person’s character and antecedent from any other source.
2. By accessing electronic databases of crime and criminal like the CCTNS, ICJS for verification of character and antecedents through the Controlling Authority or the Police.
3. The person desirous of getting employed or engaged as security guard or supervisor shall submit Form V of Model Rules, to the agency. In addition, he shall submit an Affidavit in Form VI of Model Rules incorporating the details in relation to the provisions contained in sub-section (2) of section 10 of the Act.
4. On the basis of character and antecedents’ verification, the PSA shall issue in Form VII of Model Rules a character and antecedent certificate and this certificate will not be taken back by such agency even if the person ceases to be the employee of that agency.

~~Verification of criminal records of the applicants shall be done on the Crime & Criminal Tracking Network & Systems (CCTNS) portal, where applicable.~~

* + 1. ***Health and physical fitness***

Parameters laid down in Para 9 of the Model Rules read in conjunction with the State Model Rules of the concerned state will be complied with.

* + 1. ***Occupational health and safety***

The PSA shall establish, implement and maintain procedures to promote a safe and healthy working environment, including reasonable precautions to protect people working on its behalf, consistent with legal, regulatory and contractual obligations. Guidelines will be issued to address workplace violence, misconduct, alcohol and drug abuse, sexual harassment and other improper behaviour.

* + 1. ***Employee Management***
			1. ***Terms and conditions of employment***

Standard Operating Procedure (SOP) with respect to the terms and conditions of their employees will be formulated by the PSA.

* + - 1. ***Code of Ethics and Conduc****t*

The PSA should establish, implement and maintain a Code of Ethics for norms of behaviour for all persons working on its behalf, including employees. The Code of Ethics will be documented and establish the importance of professional conduct in security delivery and clearly communicate respect for the human rights and dignity of human beings. The Code of Ethics should ensure that all persons working on its behalf understand their responsibilities to prevent and report any abuses of human rights. The Code of Ethics of the industry association (Annex H) may be referred to for preparing PSAs own Code of Ethics. The PSA will communicate and document its Code of Ethics to all persons working on its behalf, as well as clients. PSA should also define a code of conduct for the security guards and supervisors and ensure that it is understood by all concerned.

* + - 1. ***Disciplinary code***

PSA may formulate a disciplinary code in accordance with existing laws for all employee. Serious breaches of discipline which may evoke result in adverse repercussions to the individual will be defined and documented.

* + 1. ***Photo identification***

PSA shall issue a photo-identity card to employed security guards and supervisors in accordance with provisions given in the Act and Model Rules applicable, and for other ranks as per agency policy.

1. Every photo identity card issued by PSA under sub-section (2) of section 17 of the Act shall be in Form XI of Model Rules
2. The photo identity card shall convey a full-face image in colour, full name of the private security guard, name of the agency and the employee number of the individual to whom the photo identity card is issued
3. The photo identity card shall clearly indicate the individual’s position in the agency and the date up to which the photo identity card is valid
4. The photo identity card shall be maintained up to date and any change in the particulars shall be entered therein
5. The photo identity card issued to the private security guard shall be returned to the agency issuing it, once the private security guard is no longer employed by it
6. Any loss or theft of the photo identity card shall be immediately brought to the notice of the agency that issued it
	* 1. ***Records of employed staff***

The PSA shall maintain records of all security guards, supervisors and other employees of the agency and its clients in accordance with the provisions given in the Act and Model Rules.

# **Uniform and Equipment**

* + 1. ***Uniform***

*Every PSA shall issue and make it obligatory for the security guards to put on:*

1. *An arm badge distinguishing the agency*
2. *Shoulder or chest badge to indicate his position in the organisation*
3. *Whistle attached to whistle to the whistle cord to be kept in the left pocket*
4. *Shoes with eyelets and laces*
5. *Headgear which may be also carry the distinguishing mark of the agency*

*Every private security guard shall carry a notebook and a writing instrument with him*

* + - 1. ***Regular uniform***

Guards and supervisors may be supplied with a uniform to wear when on duty as per applicable in the Model Rules. Security Guards/Supervisors will not wear uniform which resemble those of Armed Forces, Para Military Forces (PMF) or Police.

The clothes worn by the private security guard while on active duty shall be such that they do not hamper in his efficient performance. In particular they shall neither be too tight nor too loose as to obstruct movement or bending of limbs.

Every private security guard while on active duty shall wear and display photo identity card issued under section 17 of the Act, on the outer most garment above waist level on his person in conspicuous manner.

* + - 1. ***Seasonal uniform***

The agency may provide seasonal uniforms to its guards and supervisors and other ranks based on the climate and weather conditions prevailing.

* + - 1. ***Special clothing and safety equipment***

Special clothing, such as high visibility (florescent) jackets, belts, helmets, safety shoes, raincoats, masks etc., may be issued to duty personnel as per site instructions and/or applicable safety rules. Equipment provided to the guards and supervisors as per SLA shall be appropriate for their intended use, in good working order and maintained regularly.

**7.6 Vehicles**

Operational vehicles held in the inventory of the agency will display the name of the agency prominently. Agencies badge and logo will also be displayed along with the telephone/mobile number in accordance with Motor Vehicles Act. It will be ensured that the vehicles remain road worthy at all times. Periodic maintenance will be carried out.

**7.7** **Documentation**

7.7.1 The PSA shall establish, implement and maintain procedures to protect the sensitivity, confidentiality and integrity of records including access to, identification, storage, protection, retrieval, retention and disposal of records. Records shall be retained as required by the contract and applicable law. Employment and service records will be retained for a minimum of five years or as required by applicable law. Organizations shall ensure the integrity of documents by rendering them securely backed-up, accessible only to authorized personnel, and protected from unauthorized disclosure, modification, deletion, damage, deterioration, or loss.

7.7.2 Separate records shall be maintained for each customer and employee. Records shall be held in a secure manner, but shall be easily accessible to authorised persons. Amended and/or updated records shall be identifiable by date and clearly distinguishable from previous versions. Information stored in an electronic retrieval system shall be regularly backed-up. Back-up copies shall be stored separately. Archived records shall be clearly indexed.

* + 1. All records concerning a contract shall be maintained for at least 12 months or as specified by law after termination of contract.
		2. Registers. Every private security agency shall maintain a register containing:-
1. the names and addresses of the persons managing the PSA;
2. the names, addresses, photographs and salaries of the private security guards and supervisors under its control;
3. the names and addresses of persons whom it had provided private security guards or services;
4. the register shall be maintained electronically as given Form X of the Model Rules.

# **PERFORMANCE AUDIT**

The PSA shall regularly have their training and delivery mechanism audited by an external agency in order to ensure adherence to all statutory compliances enumerated in this standard. The external agency having satisfied itself that all requisite compliances are being observed will provide the necessary certification of the PSA. The PSA shall regularly monitor and evaluate compliances with applicable legal obligations.

* 1. ***Site Performance***

PSA will evolve plans to conduct visits to each site in order to evaluate their performance through an internal mechanism. Feedback rendered consequent to such visits will be scrutinized by the top management. Immediate remedial steps will be taken to eradicate any short comings found. Records of such visits including corrective instructions will be maintained.

PSA may hold periodic review meetings as mutually decided with the customer and steps be taken by both the parties to rectify any anomaly/incident in terms of deviation from the SLA is observed. Copies of the minutes shall be retained.

* 1. ***Appraisals***

Performance appraisals of the employees will be undertaken and recorded. The appraisal may include skills with reference to training, deliverance, maintenance of documents, potential areas of improvement and key area performances.

**8.3*****Complaints and Grievances***

Complaints received from customers or employees and their grievance will be addressed at the earliest. The agency will nominate suitable persons who possess the ability to dispassionately exam the problem and recommend plausible solutions.

 ***8.4 Feedback***

The agency should encourage regular feedback from its customers as well as its employees in order to enhance its performance. The feedbacks received should be analysed and if found appropriate, be implemented.

# **Internal Audit**

PSA should conduct internal audits at planned intervals to determine implementation of statutory compliances in terms of training and deliverance process.

# **Review by Management**

Top management shall periodically review the agency’s compliance and delivery system to ensure its continuing suitability, adequacy and effectiveness.

# **IMPROVEMENT**

* 1. PSA shall constantly endeavour to improve and refine its training and delivery mechanisms within the purview of statutory compliances.
	2. Any non-conformances brought to the notice of the PSA shall be addressed post haste and remedial actions initiated. The cause for such non-conformances will be analysed and rectified at the earliest
	3. Records of action taken and improvements effected shall be maintained.

**Annex A**

(4.2.2.2)

# **Training Centre - Infrastructure**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sl No. | Area | Type-I | Type-II | TYPE- III | Remarks |
| **(1)** | **(2)** | **(3)** | **(4)** | **(5)** | **(6)** |
| 1 | Admin Area |  |  |  |  |
|  | Office | 500 sq ft | 500 Sq ft | 500 Sq ft | Office accommodate principleand staff Rooms | to |
|  | Reception | 300Ft | Sq | 300 Sq ft | 300 Sq ft |
|  | Counseling | 300Ft | Sq | 300 Sq ft | 300 Sq ft |  |
|  | Utility Area | 200Ft | Sq | 200 Sq ft | 200 Sq ft |  |
| 2 | Academic Block |  |  |  |  |
|  | Class Room | 330Ft | Sq | 330 Sq ft | 330 Sq ft | Training Capacity to be decided by No’s of class rooms. Min3 X Class Rooms =990 SqFt*Separate**washroom for boys and girls* |
|  | Hybrid Lab | 800Ft | Sq | 800 Sq ft | 800 Sq ft |
|  | Computer/IT | 600Ft | Sq | 800 Sq ft | 800 Sq ft |
|  | Utility Area | 300Ft | Sq | 300 Sq ft | 300 Sq ft |
| 3 | Outdoor (PT Parade) | Area | 1500 SqYds | 3000Yds | Sq | 4000 SqYds | To have DrillSquare & Obstacle course |

Note:

For Type-II & Type –III (rest of India) the area for outdoor training has been increased keeping in mind future expansion of industry as well spill-over of training from Tier 1 cities because of competitive prices of land in these cities.

Type -I - All metros including Tier ‘1’ cities. Type-II - Tier ‘2’ cities.

Type III – Rest of India

Ground. Open ground (minimum 100 m X 100 m) with the following obstacles shall be installed by each Training Centre:

1. 10 m vertical rope.
2. Zig-Zag beam.
3. Pull-up beam.
4. 9 ft ditch.
5. Balance of the ground shall be utilised for drill and Physical Training.
6. The Training Centre shall earmark a One-mile (1.6 km) route in close proximity of the centre.

**Annex B**

(Clause 4.2.2.3)

#  **Details of the Equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| Sl No. | Equipment | Quantity |  Remarks |
| (1) | (2) | (3) |  (4) |
| 1 | Computer | 1 | Per Centre |
| 2 | Projector With Screen | 1 | -----do----- |
| 3 | White Board/Black Board | 1 | Per Class Room |
| 4 | Lecture Stand with Laser/WoodenPointer | 1 | --------do-------- |
| 5 | Student Sitting Furniture (Chairsand Table)/Chairs With Writing Surface | 30 | --------do-------- |
| 6 | Full Length Mirror | 1 | Lab Equipment |
| 7 | Traffic Cone | 1 | --------do-------- |
| 8 | Whistle | 1 | --------do-------- |
| 9 | Fluorescent Signs | 1 | --------do-------- |
| 10 | Fluorescent Jacket | 1 | --------do-------- |
| 11 | Under Vehicle Inspection Mirror | 1 | --------do-------- |
| 12 | Door Frame Metal Detector | 1 | --------do-------- |
| 13 | Hand Held Metal Detector | 2 | --------do-------- |
| 14 | CCTV Camera | 1 | Per Centre |
| 15 | Digital Video Recorder | 1 | -----do----- |
| 16 | Monitor | 1 | -----do----- |
| 17 | Cables and Connectors | 1 | -----do----- |
| 18 | Aadhar Enabled BiometricAttendance System | 1 | -----do----- |
| 19 | Walkie Talkie | 4 | -----do----- |
| 20 | Key Box( Original And DuplicateKey Box) | 1 | Lab Equipment |
| 21 | Safety Boots | 1 | --------do-------- |
| 22 | Helmet | 1 | --------do-------- |
| 23 | Harness Full Body | 1 | --------do-------- |
| 24 | Harness Half Body | 1 | --------do-------- |
| 25 | One way mask | 1 | --------do-------- |
| 26 | Fire Extinguisher ABC Type 9Ltr | 1 | --------do-------- |
| 27 | Fire Extinguisher CO2 Type 9 Kg | 1 | --------do-------- |
| 28 | Fire Extinguisher DCP Type 5 Kg | 1 | --------do-------- |
| 29 | Fire Extinguisher Foam 9 Ltr | 1 | --------do-------- |

|  |  |  |  |
| --- | --- | --- | --- |
| 30 | Sand And Water Bucket | 4 | --------do-------- |
| 31 | Fire Hook | 1 | --------do-------- |
| 32 | Fire Beater | 1 | --------do-------- |
| 33 | Fire Axe | 1 | --------do-------- |
| 34 | Fire Hammer | 1 | --------do-------- |
| 35 | Smoke Sensor | 2 | --------do-------- |
| 36 | Heat Sensor | 2 | --------do-------- |
| 37 | Response Indicator | 1 | --------do-------- |
| 38 | Sprinkler | 1 | --------do-------- |
| 39 | Model of Fire Alarm System | 1 | --------do-------- |
| 40 | Fire Hydrant Valve | 1 | --------do-------- |
| 41 | Fire Hose with Nozzle andCoupling | 1 | --------do-------- |
| 42 | Fire Reel | 1 | --------do-------- |
| 43 | Fire Fighting Practice Tray ofMinimum size 3'x3'x1' | 1 | --------do-------- |
| 44 | First Aid Box (Bandaid,Antiseptic Cream, Burnol, thermometer) | 1 | --------do-------- |
| 45 | Medical First Aid Splint | 1 | --------do-------- |
| 46 | Medical Emergency Stretcher | 1 | --------do-------- |
| 47 | Rescue Ladder (AluminumCollapsible) | 1 | --------do-------- |
| 48 | Rescue Rope 1/2 inch thick, 20 Ft length | 1 | --------do-------- |
| 49 | High Beam Torch | 1 | --------do-------- |
| 50 | Security Guard Uniform | 1 | --------do-------- |
| 51 | First Aid Chart | 1 | --------do-------- |
| 52 | Drill Chart | 1 | --------do-------- |
| 53 | Fire Fighting Chart | 1 | --------do-------- |
| 54 | Rank and Badges Military andPolice Chart | 1 | --------do-------- |
| 55 | Weapons Pistol and Rifle Chart | 1 | --------do-------- |
| 56 | Traffic Signs Chart | 1 | --------do-------- |
| 57 | Drill/ Pt Ground(100m X 100m) | 1 | Per Centre |
| 58 | Vertical Rope (2.5 inchcircumference) and 20 Ft length | 1 | -----do----- |
| 59 | Key Register | 1 | Lab Equipment |
| 60 | Patrol and Incident RecordRegister | 1 | --------do-------- |
| 61 | Visitor Register | 1 | --------do------- |
| 62 | Material In/Out Register | 1 | --------do-------- |
| 63 | Personnel In/Out Register | 1 | --------do-------- |

|  |  |  |  |
| --- | --- | --- | --- |
| 64 | Vehicle In/Out Register | 1 | --------do-------- |
| 65 | Duty Roster | 1 | --------do-------- |
| 66 | Driving License-Sample | 1 | --------do-------- |
| 67 | Aadhaar Card-Sample | 1 | --------do-------- |
| 68 | Voter ID Card-Sample | 1 | --------do-------- |
| 69 | Company ID Card-Sample | 1 | --------do-------- |
| 70 | Attendance Register | 1 | Documents to be maintainedin Office |
| 71 | Technical Equipment In/ Out Register (Indicating date of purchase , invoice, make andmodel no. | 1 |  |
|  |  | --------------------do------------- |
| 72 | Training Faculty Register (indicating Faculty Qualification etc) | 1 | --------------------do------------- |
| 73 | Trainees Placement Register | 1 | --------------------do------------ |
| 74 | Trainers / Facilitators Manual | 1 | --------------------do------------- |
| 75 | Lesson Plans | 1 | --------------------do------------- |
| 76 | Programme Schedule | 1 | --------------------do------------- |
| 77 | Record of Past Trainees and those Undergoing Training  | 1 | --------------------do------------- |

**Annex C**

(Clause 4.3)

**Training Curriculum: Unarmed Security Guard**

|  |  |  |
| --- | --- | --- |
| **Sl No.** | **Category** | **Requirements** |
|  (1) | (2) | (3) |
| 1 | Minimum Educational Qualiﬁcation and Experience | 10th Pass, |
| Standard of physical fitness for security guards.- |
| (i) Height, 160 cms (Female 150 cms), weight according to standard table of height and weight, chest 80 cms with an expansion of 4 cms (for females no minimum requirement for chest measurement). |
| (ii)Eye sight: Far sight vision 6/6, near vision 0.6/0.6 with or without correction, free from colour blindness(iii) Free from knock knee and flat foot(iv)Hearing: Free from defect |
| 2 | Duration of the Course | 100 hrs + 60 hrs Practical |
| 3. |  | *Agency shall ensure that every private security working for it undergoes medical examination after every 12 months from his last such examination so as to ensure his continued maintenance of physical standard as prescribed for the entry level.* |

This section summarizes the end objectives of the program along with its duration.

# **Training Outcomes**

At the end of the program, the learner should have acquired the listed knowledge and skills:

* + Carry out security tasks in accordance with basic security practices.
	+ Describe legal requirements covering the unarmed security practices.
	+ Explain aspects of private guarding service to people, property, premises and businesses.
	+ Describe gender mainstreaming and inclusivity practices.
	+ Explain ways to conserve material and energy.
	+ Discuss domain-specific security tasks in commercial and industrial deployments.
	+ Explain mechanisms for controlling access to guarded premises.
	+ Demonstrate carrying out screening and search operations.
	+ Demonstrate traffic controlling and parking management.
	+ Elucidate security escort duties.
	+ Explain health and safety hazards, its prevention and management.
	+ Apply principles of professional practice.
	+ Prepare professional development plan.
	+ Use modern technologies as security guard

**Unarmed Security Guard**

CURRICULUM / SYLLABUS

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Sr. No. | Module | Theory Duration(hh:mm) | Practical Duration(hh:mm) | Key Learning Outcomes | Corresponding NOS Code | Equipment Required |
| 1 | Introduction | 01:00 | 00:00 | * Introduction to course and ice-breaking
* Learn about role of an Unarmed Security Guard and job opportunities in the Private Security Sector
 | SSS/N0101 | Computer, projector, blackboard, classroom, classroom furniture |
| 2 | Physical Training | 00:00 | 10:00 | * Improve physical health, strength and dexterity in trainees
* Inculcate good personal hygiene practices
 | SSS/N0111 | PT field, running track, vertical rope, beam, 9” ditch, balance, mat |
| 3 | Drill  | 00:00 | 10:00 | * Improve bearing and deportment and grooming trainees into smart individuals
 | SSS/N0111 | Drill ground, full length mirror, drill charts |
| 4 | Unarmed Combat | 00:00 | 05:00 | * Introduce trainees to unarmed combat techniques for self defence
 | SSS/N0111 | Mat, lathi, baton, other weapons |
| 5 | Security and security practices and tasks | 06:00 | 03:00 | * Learn about -
* Security organisations
* Private Security Sector (PSS)
* Private security tasks and guarding duties
* Risks, Threats, Hazards/ Disasters and Emergencies
* Weapons and firearms
* Improvised explosive devices (IED)
* Military and police ranks
 | SSS/N0101 | Charts – weapon and firearm, badges of rank, security organisation, risks and threats |
| 6 | Basic rules pertaining to private security service and security personnel | 05:00 | 00:00 | * Learn about -
* Right to private defence, important body and property offences and cognisable and non-cognisable offences
* Aid to magistrate, duty of public to inform about certain offences, arrest by private person, complaints and first information report and warrants and summons
* Difference between legal and illegal activities; take cognisance of offences and report to superiors and police
* Basics of Human Rights; obligations of the holder of an arms licence, explosives and explosive substances
* Physical standards, security training, verification, uniform, ID cards for security guards as per PSARA – 2005
* Rights and entitlements of workers
* Roles and responsibilities of unarmed security guard
* Internal or police investigations and giving evidence in the court
* Lodging of complaints or assisting others in filing first information report
 | SSS/N0102 | Classroom training |
| 7 | Private guarding services to people, property and premises | 08:00 | 02:00 | * Learn about -
* Types of buildings and premises and visitors
* Risk and threats to life, property and premises and security breaches
* Taking briefing and instructions, assuming charge of area of responsibility and carrying out guarding operations
* Carryout patrolling
* Search of a place and area
* Prevent tampering of evidence
* Personal and stakeholder’s safety
* Identify, understand characteristics, and operate safety and security equipment.
* Reporting and recording incidents and visits as per formats and procedures accurately
 | SSS/N0103 | Personal protective equipment – helmet, goggles, gloves, ERP jacket, boots, knee cap, carabiner, torch, rope, ladder. Forms for recording incidents |
| 8 | Access Control  | 08:00 | 02:00 | * Understand organisational procedure on access control
 | SSS/N0104 | Access control equipment – gate, barrier, etc.Sample of ID cards, visitor/ vehicle/ material forms and passes |
|  |  |  |  | * Know types of visitors, vehicles and material entering or exiting a premises
 |  |  |
|  |  |  |  | * Identify, read, interpret identification and authorisation documents issued to employees, visitors, vehicles and material
 |  |  |
|  |  |  |  | * Prepare, issue and collect permit and passes to visitors, vehicles and material
 |  |  |
|  |  |  |  | * Understand capability and limitation of equipment
 |  |  |
|  |  |  |  | * Check and report functioning of equipment
 |  |  |
|  |  |  |  | * Discern signals emanating from the equipment and respond accordingly
 |  |  |
|  |  |  |  | * Understand methods adopted by criminals for gaining access to a premises
 |  |  |
|  |  |  |  | * Identify and operate access control equipment
 |  |  |
|  |  |  |  | * Be able to carry out manual operation if needed
 |  |  |
|  |  |  |  | * Manage adverse situations arising during access control operations
 |  |  |
|  |  |  |  | * Direct or escort visitors to their destination
 |  |  |
|  |  |  |  | * Receive mail and parcel from couriers
 |  |  |
|  |  |  |  | * Secure received mail and parcel and deliver to the designated person
 |  |  |
|  |  |  |  | * Discern suspicious packages, segregate the same and report to superiors
 |  |  |
|  |  |  |  | * Report cases of infringement to superiors
 |  |  |
| 9 | Screening and search | 08:00 | 02:00 | * Understand organisational procedure on screening and search
 | SSS/N0105 | Screening & search equipment – hand-held metal detector, doorframe metal detector, Under chassis inspection mirror, torch, chart of prohibited items |
|  |  |  |  | * Understand capability and limitation of equipment
 |  |  |
|  |  |  |  | * Check and report functioning of equipment
 |  |  |
|  |  |  |  | * Discern signals emanating from the equipment and respond accordingly
 |  |  |
|  |  |  |  | * Items and persons who cannot be put through the equipment
 |  |  |
|  |  |  |  | * Be able to carry out manual operation if needed
 |  |  |
|  |  |  |  | * Manage adverse situations arising during screening and search operations
 |  |  |
|  |  |  |  | * Search and screening of people, vehicle and material
 |  |  |
|  |  |  |  | * Read authorisation documents
 |  |  |
|  |  |  |  | * Understand visitor’s right to privacy, religious and gender
 |  |  |
|  |  |  |  | * Understand prohibited and unauthorised items
 |  |  |
|  |  |  |  | * Understand methods adopted by criminals to hoodwink the system
 |  |  |
|  |  |  |  | * Manage adverse situations arising operations
 |  |  |
|  |  |  |  | * Report cases of infringement to superiors
 |  |  |
| 10 | Parking and traffic management | 08:00 | 03:00 | * Understand organisational procedure on parking and traffic management
 | SSS/N0106 | Chart of parking layout, traffic markings, signals, cones, barriers, marking tape, signage, jackets, batons, whistle, lights, and communication. Chart on traffic signals and symbols. |
|  |  |  |  | * Familiarise with layout, capacity, traffic, lighting and other infrastructure and conditions in parking area
 |  |  |
|  |  |  |  | * Identify various types of vehicles
 |  |  |
|  |  |  |  | * Identify and use various traffic control equipment
 |  |  |
|  |  |  |  | * Identify and use security, safety and communication equipment necessary for operations
 |  |  |
|  |  |  |  | * Identify and use personal protective equipment
 |  |  |
|  |  |  |  | * Report functioning of equipment
 |  |  |
|  |  |  |  | * Familiarise with signage and other fixtures in the parking area
 |  |  |
|  |  |  |  | * Guide and communicate with drivers effectively
 |  |  |
|  |  |  |  | * Understand irregular situations and control defaulting persons and vehicles
 |  |  |
|  |  |  |  | * Control emergency arising from incidents and seek assistance
 |  |  |
| 11 | Security Escort | 05:00 | 02:00 | * Learn about -
* Organisational procedure regarding security escort
 | SSS/N0107 | Duty chart, first aid kit, route chart, torch, walkie-talkie, mobile, communication diagram, baton and other non-lethal weapons |
|  |  |  |  | * Risk and threat during escorting
 |  |  |
|  |  |  |  | * Readiness of vehicle, driver and guard for assignment
 |  |  |
|  |  |  |  | * Understand equipment and document required for assignment
 |  |  |
|  |  |  |  | * Communicate and report effectively
 |  |  |
|  |  |  |  | * Response to risks and emergencies
 |  |  |
|  |  |  |  | * Assist person (s) being escorted
 |  |  |
| 12 | Health and Safety | 18:00 | 10:00 | Understand, follow and enforce organisational procedures and instructions on workplace health and safety | SSS/N0108 | Charts regarding health & hygiene, fire-fighting, first aid.First aid kit, stretcher, blanket, splints, etc.Fire-fighting – extinguishers, fire tray, hose reel, hose pipe assembly, sensor, smoke detector, fire alarm, sprinkler, fire axe, fire beater, fire bucket, etc  |
|  |  |  |  | * Ensure health and safety of self and others
 |  |  |
|  |  |  |  | * Understand about risks, hazards, accidents and emergencies concerning life at workplace and their management and mitigation
 |  |  |
|  |  |  |  | * Understand details of floor plan, emergency exit, alarm, signage and fire-fighting equipment at workplace
 |  |  |
|  |  |  |  | * Maintain safety equipment
 |  |  |
|  |  |  |  | * Report malfunctioning of equipment
 |  |  |
|  |  |  |  | * Check and report about non-adherence of rules by workers and other stakeholders and give report
 |  |  |
|  |  |  |  | * Identify and use safety and personal protection equipment
 |  |  |
|  |  |  |  | * Understand and identify types and causes of fire
 |  |  |
|  |  |  |  | * Understand, identify and operate fire-fighting equipment and participate in training and drills
 |  |  |
|  |  |  |  | * Understand, identify and deal with medical emergencies occurring at workplace
 |  |  |
|  |  |  |  | * Render first-aid at workplace
 |  |  |
|  |  |  |  | * Participate in training and drills and evacuation of premises and casualties
* Keep hazards away from workplace
* Raise alarm and call for help from emergency service organisations
 |  |  |
| 13 | Provide security in commercial and industrial deployments | 06:00 | 00:00 | * Understand types and peculiarities of commercial and industrial deployments
 | SSS/N0109 & N0110 | Charts of various commercial and industrial domains |
|  |  |  |  | * Follow organisational procedure and instructions
 |  |  |
|  |  |  |  | * Understand domain-specific risks and threats
 |  |  |
|  |  |  |  | * Provide guarding services at the commercial and industrial deployments
 |  |  |
|  |  |  |  | * Show desired behavioural standards while carrying out guarding duties
 |  |  |
| 14 | Image projection | 07:00 | 02:00 | * Comply with organisation's standards of grooming and personal behaviour
 | SSS/N0111 | Male and female mannequins draped in security guard’s uniform and accoutrements, personal protection gear. Communication equipment |
|  |  |  |  | * Wear organisation’s uniform correctly and smartly
 |  |  |
|  |  |  |  | * Carry and use personal protection gear and equipment
 |  |  |
|  |  |  |  | * Observe organisation’s ‘Meet and Greet Procedure’
 |  |  |
|  |  |  |  | * Observe confidentiality as per organisational procedure
 |  |  |
|  |  |  |  | * Observe discipline and punctuality
 |  |  |
|  |  |  |  | * Communicate effectively and assertively
 |  |  |
| 15 | Soft skills | 10:00 | 10:00 | * Improvement in language and numerical ability
 |  |  |
|  |  |  |  | * Communication skills
 |  |  |
|  |  |  |  | * Telephone etiquettes
 |  |  |
|  |  |  |  | * Spoken English
 |  |  |
| 16 | Entrepreneurship skills | 10:00 | 00:00 | * Management of personal finances
 |  |  |
|  |  |  |  | * Banking operations
 |  |  |
|  |  |  |  | * Raising of loans/ capital
 |  |  |
|  |  |  |  | * Account keeping
 |  |  |
|  | **Total Duration:** | **100:00** | **60:00** |  |

**Annex D**

 (Clause 4.3)

#  **Training Curriculum: Security Supervisor**

|  |  |
| --- | --- |
| **Category****(1)** | **Requirements****(2)** |
| Sub-Sector | Security |
| Occupation | Private Security |
| Country | India |
| Minimum Educational Qualiﬁcation and Experience | 12th Class with 3 Years of experience as Security Guard, |
| Minimum Level of Education for Training in School |  |
| Pre-Requisite License or Training |  |
| Minimum Job Entry Age | 22 years |
|  Duration of the Course  |   Theory - 105 hrs Practical – 105 hrs |
|  |  |

**Program Overview**

This section summarizes the end objectives of the program along with its duration.

# **Training Outcome**

At the end of the program, the learner should have acquired the listed knowledge and skills:

* Perform security tasks in accordance with basic security practices.
* Describe legal requirements covering the unarmed security practices.
* Explain guarding services to people, property and premises.
* Describe gender mainstreaming and inclusivity practices.
* Describe activities involved in supervising a security unit.
* Describe job-specific security duties.
* Explain process to report lost and found property.
* Elaborate administration and welfare activities of security unit.
* Explain ways to conserve material and energy.
* Apply health and safety practices at the workplace.
* Apply principles of professional practice at the workplace.
* Prepare professional development plan.
* Demonstrate effective communication with clients and colleagues.

**Security Supervisor**

CURRICULUM / SYLLABUS

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Sr. No. | Module | Theory Duration(hh:mm) | Practical Duration(hh:mm) | Key Learning Outcomes | Corresponding NOS Code | Equipment Required |
| 1 | Introduction | 01:00 | 00:00 | * Introduction to course and ice-breaking
* Learn about role of an Security Supervisor and job opportunities in the Private Security Sector
 | SSS/N0101 | Computer, projector, blackboard, classroom, classroom furniture |
| 2 | Physical Training | 00:00 | 14:00 | * Improve physical health, strength and dexterity in trainees
* Inculcate good personal hygiene practices
 | SSS/N0111 | PT field, running track, vertical rope, beam, 9” ditch, balance, mat |
| 3 | Drill  | 00:00 | 14:00 | * Improve bearing and deportment and grooming trainees into smart individuals
 | SSS/N0111 | Drill ground, full length mirror, drill charts |
| 4 | Unarmed Combat | 00:00 | 05:00 | * Introduce trainees to unarmed combat techniques for self defence
 | SSS/N0111 | Mat, lathi, baton, other weapons |
| 5 | Supervise a security unit | 10:00 | 11:00 | * Commence security operations at new or existing site as per organisational procedure and briefing
 | SSS/N0301 | Class room training, charts  |
|  |  |  |  | * Manage resources
 |  |  |
|  |  |  |  | * Ensure training, administration and welfare of personnel
 |  |  |
|  |  |  |  | * Deal with emergencies
 |  |  |
|  |  |  |  | * Carry out documentation
 |  |  |
|  |  |  |  | * Prepare and submit reports
 |  |  |
| 6 | Carry out job-specific security duties | 04:00 | 06:00 | * Carry out front office duties
 | SSS/N0302 |  |
|  |  |  |  | * Manage visitors
 |  |  |
|  |  |  |  | * Receive mails and couriers
 |  |  |
|  |  |  |  | * Maintain security
 |  |  |
|  |  |  |  | * Regulate material movement
 |  |  |
|  |  |  |  | * Carry out key management as per procedure
 |  |  |
|  |  |  |  | * Maintain documents
 |  |  |
|  |  |  |  | * Report incidents
 |  |  |
| 7 | Deal with lost and found property | 02:00 | 02:00 | * Understand organisational procedure on lost and found property
 | SSS/N0303 |  |
|  |  |  |  | * Receive information about lost or found property
 |  |  |
|  |  |  |  | * Establish identity of the claimant
 |  |  |
|  |  |  |  | * Carry out necessary documentation
 |  |  |
|  |  |  |  | * Receive property and secure
 |  |  |
|  |  |  |  | * Handover property to the rightful claimant
 |  |  |
|  |  |  |  | * Take necessary actions to recover lost property
 |  |  |
|  |  |  |  | * Report to superior
 |  |  |
| 8 | Supervise security escort duties | 04:00 | 04:00 | * Understand and function as per organisational procedure
 | SSS/0304 |  |
|  |  |  |  | * Organise vehicle escort
 |  |  |
|  |  |  |  | * Ensure fitness of vehicle and driver
 |  |  |
|  |  |  |  | * Brief driver and guard (s)
 |  |  |
|  |  |  |  | * Maintain necessary documents
 |  |  |
|  |  |  |  | * Communicate effectively
 |  |  |
|  |  |  |  | * Respond to an incident/ emergency
 |  |  |
|  |  |  |  | * Inform police, superiors and others
 |  |  |
| 9 | Control access to the assigned premises | 06:00 | 04:00 | * Understand and comply with organisational procedure
 |  |  |
|  |  |  |  | * Depute manpower and employ equipment
 |  |  |
|  |  |  |  | * Establish identity, purpose and authorisation of person, vehicle and material
 |  |  |
|  |  |  |  | * Prepare passes
 |  |  |
|  |  |  |  | * Use access control equipment
 |  |  |
|  |  |  |  | * Handle difficult situation and report incidents
 |  |  |
|  |  |  |  | * Organise manual operation in case of equipment failure
 |  |  |
| 10 | Security and security practices and tasks | 06:00 | 03:00 | * Learn about -
* Security organisations
* Private Security Sector (PSS)
* Private security tasks and guarding duties
* Risks, Threats, Hazards/ Disasters and Emergencies
* Weapons and firearms
* Improvised explosive devices (IED)
* Military and police ranks
 | SSS/N0101 | Charts – weapon and firearm, badges of rank, security organisation, risks and threats |
| 11 | Basic rules pertaining to private security service and security personnel | 05:00 | 00:00 | * Learn about -
* Right to private defence, important body and property offences and cognisable and non-cognisable offences
* Aid to magistrate, duty of public to inform about certain offences, arrest by private person, complaints and first information report and warrants and summons
* Difference between legal and illegal activities; take cognisance of offences and report to superiors and police
* Basics of Human Rights; obligations of the holder of an arms licence, explosives and explosive substances
* Physical standards, security training, verification, uniform, ID cards for security guards as per PSARA – 2005
* Rights and entitlements of workers
* Roles and responsibilities of unarmed security guard
* Internal or police investigations and giving evidence in the court
* Lodging of complaints or assisting others in filing first information report
 | SSS/N0102 | Classroom training |
| 12 | Private guarding services to people, property and premises | 06:00 | 04:00 | * Learn about -
* Types of buildings and premises and visitors
* Risk and threats to life, property and premises and security breaches
* Taking briefing and instructions, assuming charge of area of responsibility and carrying out guarding operations
* Carryout patrolling
* Search of a place and area
* Prevent tampering of evidence
* Personal and stakeholder’s safety
* Identify, understand characteristics, and operate safety and security equipment.
* Reporting and recording incidents and visits as per formats and procedures accurately
 | SSS/N0103 | Personal protective equipment – helmet, goggles, gloves, ERP jacket, boots, knee cap, carabiner, torch, rope, ladder. Forms for recording incidents |
| 13 | Screening and search | 06:00 | 04:00 | * Understand organisational procedure on screening and search
 | SSS/N0105 | Screening & search equipment – hand-held metal detector, doorframe metal detector, Under chassis inspection mirror, torch, chart of prohibited items |
|  |  |  |  | * Understand capability and limitation of equipment
 |  |  |
|  |  |  |  | * Check and report functioning of equipment
 |  |  |
|  |  |  |  | * Discern signals emanating from the equipment and respond accordingly
 |  |  |
|  |  |  |  | * Items and persons who cannot be put through the equipment
 |  |  |
|  |  |  |  | * Be able to carry out manual operation if needed
 |  |  |
|  |  |  |  | * Manage adverse situations arising during screening and search operations
 |  |  |
|  |  |  |  | * Search and screening of people, vehicle and material
 |  |  |
|  |  |  |  | * Read authorisation documents
 |  |  |
|  |  |  |  | * Understand visitor’s right to privacy, religious and gender
 |  |  |
|  |  |  |  | * Understand prohibited and unauthorised items
 |  |  |
|  |  |  |  | * Understand methods adopted by criminals to hoodwink the system
 |  |  |
|  |  |  |  | * Manage adverse situations arising operations
 |  |  |
|  |  |  |  | * Report cases of infringement to superiors
 |  |  |
| 14 | Parking and traffic management | 04:00 | 04:00 | * Understand organisational procedure on parking and traffic management
 | SSS/N0106 | Chart of parking layout, traffic markings, signals, cones, barriers, marking tape, signage, jackets, batons, whistle, lights, and communication. Chart on traffic signals and symbols. |
|  |  |  |  | * Familiarise with layout, capacity, traffic, lighting and other infrastructure and conditions in parking area
 |  |  |
|  |  |  |  | * Identify various types of vehicles
 |  |  |
|  |  |  |  | * Identify and use various traffic control equipment
 |  |  |
|  |  |  |  | * Identify and use security, safety and communication equipment necessary for operations
 |  |  |
|  |  |  |  | * Identify and use personal protective equipment
 |  |  |
|  |  |  |  | * Report functioning of equipment
 |  |  |
|  |  |  |  | * Familiarise with signage and other fixtures in the parking area
 |  |  |
|  |  |  |  | * Guide and communicate with drivers effectively
 |  |  |
|  |  |  |  | * Understand irregular situations and control defaulting persons and vehicles
 |  |  |
|  |  |  |  | * Control emergency arising from incidents and seek assistance
 |  |  |
| 15 | Health and Safety | 18:00 | 16:00 | Understand, follow and enforce organisational procedures and instructions on workplace health and safety | SSS/N0108 | Charts regarding health & hygiene, fire-fighting, first aid.First aid kit, stretcher, blanket, splints, etc.Fire-fighting – extinguishers, fire tray, hose reel, hose pipe assembly, sensor, smoke detector, fire alarm, sprinkler, fire axe, fire beater, fire bucket, etc  |
|  |  |  |  | * Ensure health and safety of self and others
 |  |  |
|  |  |  |  | * Understand about risks, hazards, accidents and emergencies concerning life at workplace and their management and mitigation
 |  |  |
|  |  |  |  | * Understand details of floor plan, emergency exit, alarm, signage and fire-fighting equipment at workplace
 |  |  |
|  |  |  |  | * Maintain safety equipment
 |  |  |
|  |  |  |  | * Report malfunctioning of equipment
 |  |  |
|  |  |  |  | * Check and report about non-adherence of rules by workers and other stakeholders and give report
 |  |  |
|  |  |  |  | * Identify and use safety and personal protection equipment
 |  |  |
|  |  |  |  | * Understand and identify types and causes of fire
 |  |  |
|  |  |  |  | * Understand, identify and operate fire-fighting equipment and participate in training and drills
 |  |  |
|  |  |  |  | * Understand, identify and deal with medical emergencies occurring at workplace
 |  |  |
|  |  |  |  | * Render first-aid at workplace
 |  |  |
|  |  |  |  | * Participate in training and drills and evacuation of premises and casualties
* Keep hazards away from workplace
* Raise alarm and call for help from emergency service organisations
 |  |  |
| 16 | Provide security in commercial and industrial deployments | 06:00 | 04:00 | * Understand types and peculiarities of commercial and industrial deployments
 | SSS/N0109 & N0110 | Charts of various commercial and industrial domains |
|  |  |  |  | * Follow organisational procedure and instructions
 |  |  |
|  |  |  |  | * Understand domain-specific risks and threats
 |  |  |
|  |  |  |  | * Provide guarding services at the commercial and industrial deployments
 |  |  |
|  |  |  |  | * Show desired behavioural standards while carrying out guarding duties
 |  |  |
| 17 | Image projection | 07:00 | 04:00 | * Comply with organisation's standards of grooming and personal behaviour
 | SSS/N0111 | Male and female mannequins draped in security guard’s uniform and accoutrements, personal protection gear. Communication equipment |
|  |  |  |  | * Wear organisation’s uniform correctly and smartly
 |  |  |
|  |  |  |  | * Carry and use personal protection gear and equipment
 |  |  |
|  |  |  |  | * Observe organisation’s ‘Meet and Greet Procedure’
 |  |  |
|  |  |  |  | * Observe confidentiality as per organisational procedure
 |  |  |
|  |  |  |  | * Observe discipline and punctuality
 |  |  |
|  |  |  |  | * Communicate effectively and assertively
 |  |  |
| 18 | Soft skills | 10:00 | 10:00 | * Improvement in language and numerical ability
 |  |  |
|  |  |  |  | * Communication skills
 |  |  |
|  |  |  |  | * Telephone etiquettes
 |  |  |
|  |  |  |  | * Spoken English
 |  |  |
| 19 | Entrepreneurship skills | 10:00 | 00:00 | * Management of personal finances
 |  |  |
|  |  |  |  | * Banking operations
 |  |  |
|  |  |  |  | * Raising of loans/ capital
 |  |  |
|  |  |  |  | * Account keeping
 |  |  |
|  | **Total Duration:** | **105:00** | **105:00** |  |

**Annex E**

(Clause 4.3)

# **Training Curriculum: Training of Licensee**

Based on syllabus under new Model Rules of 2020, the Licensee Training would be carried out as under:

Total Number of Days assigned – 06

Number of Hours of Training per Day – 08 (including Tea & Lunch Break of One Hour) Total Number of Hours Available – 42

Duration of one Period – One Hour Total Number of Periods Available - 42

In addition, there will be additional knowledge pack, updated from time to time, to keep abreast with the latest trends and the conditions in the States where they are applying for license. This would be in self-study form as per requirement from time to time.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sl No (1)** | **Module****(2)** | **Unit** **(3)** | **Hours****(4)** | **Total (5)** |
| 1 | Present security scenario |  |  | 4 |
|  |  | 1.1 General Security Scenario | 1 |  |
|  |  | 1.2 VIP Security | 1 |  |
|  |  | 1.3 Internal Security | 1 |  |
|  |  | 1.4 Institutional Security | 1 |  |
| 2 | Role and Functioningof PSA (Part A) |  |  | 7 |
|  |  | 2.1 General role and function of PSA | 1 |  |
|  |  | 2.2 Fire Fighting | 2 |  |
|  |  | 2.3 Disaster/ Emergency Management |  |  |
|  |  | protocol | 4 |  |
| 3 | Role and Functioning of PSA (Part B) |  |  | 6 |
|  |  | 3.1 Security Duties | 2 |  |
|  |  | 3.2 Checking of various documents | 2 |  |
|  |  | 3.3 Information securityy | 2 |  |
| 4 | Role and Functioningof PSA (Part C) |  |  | 5 |
|  |  | 4.1 Access Control | 2 |  |
|  |  | 4.2 Explosives, IEDs | 2 |  |
|  |  | 4.3 Anti Sabotage Checks (ASC) | 1 |  |
| 5 | Role and FunctioningOf PSA (Part D) |  |  | 5 |
|  |  | 5.1 Security related Equipment | 2 |  |
|  |  | 5.2 Communication Equipments | 1 |  |
|  |  | 5.3 Patrolling | 1 |  |
|  |  | 5.4 Post duties | 1 |  |
| 6 | Legal provisions |  |  | 4 |
|  |  | 6.1 PSARA & State Rules | 2 |  |
|  |  | 6.2 Relevant Labour Laws | 1 |  |
|  |  | 6.3 Important provisions of Cr.P.C. | 1 |  |
| 7 | Management of Security Agencies |  |  | 6 |
|  |  | 7.1 General Management | 1 |  |
|  |  | 7.2 Uniform | 1 |  |
|  |  | 7.3 Training of personnel of PSA | 2 |  |
|  |  | 7.4 Documentation and records to be maintained | 1 |  |
|  |  | 7.5 Data Sharing Protocol | 1 |  |
| 8 | Interface with public, Police and other departments |  |  | 5 |
|  |  | 8.1 Interface with Public | 1 |  |
|  |  | 8.2 Liaison with police and Government Departments | 2 |  |
|  |  | 8.3 Private Security Personnel – DO’s and DON’Ts (Conduct Rules) | 2 |  |
|  |  |  | 42 | 42 |

Additional self-study pack for own time work to gain knowledge about specific State and updates.

**Methodology**

Mode of training:

1. online mode,
2. offline face to face mode,
3. and/or a combination of both.

Progression will be on step-by-step basis of clearing the units separately. After each unit a brief progress test will be conducted. Study material in the printed form and in online form with suitable audio/video, Certificate of successfully undergoing the training, as per the Rules, will be awarded which will be acceptable for PSARA license.

**Train The Trainer (T0T)**

CURRICULUM / SYLLABUS

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Sr. No. | Module | Theory Duration(hh:mm) | Practical Duration(hh:mm) | Key Learning Outcomes | Corresponding NOS Code | Equipment Required |
| 1 | Introduction | 01:00 | 00:00 | * Introduction to course and ice-breaking
* Learn about role of a Physical Security Trainer and job opportunities in the Private Security Sector
 | SSS/N0801 | Computer, projector, blackboard, classroom, classroom furniture |
| 2 | Physical Training | 00:00 | 14:00 | * Improve physical health, strength and dexterity in trainees
* Inculcate good personal hygiene practices
 | SSS/N0111 | PT field, running track, vertical rope, beam, 9” ditch, balance, mat |
| 3 | Drill  | 00:00 | 14:00 | * Improve bearing and deportment and grooming trainees into smart individuals
 | SSS/N0111 | Drill ground, full length mirror, drill charts |
| 4 | Unarmed Combat | 00:00 | 05:00 | * Introduce trainees to unarmed combat techniques for self defence
 | SSS/N0111 | Mat, lathi, baton, other weapons |
| 5 | Deliver on training | 25:00 | 50:00 | * Develop instructional ability
 | SSS/N0801 | Class room & outdoor training, live equipment and training aids, training material, documents, charts, computer, projector, furniture, etc. |
|  |  |  |  | * Understand the NSQF system
 |  |  |
|  |  |  |  | * Understand and identify training requirement of individual/ security unit
 |  |  |
|  |  |  |  | * Organise training as per requirement
 |  |  |
|  |  |  |  | * Deliver training
 |  |  |
|  |  |  |  | * Carry out training documentation
 |  |  |
|  |  |  |  | * Develop training aid, material and methods
 |  |  |
|  |  |  |  | * Coordinate with stakeholders
 |  |  |
| 6 | Supervise a security unit | 05:00 | 10:00 | * Commence security operations at new or existing site as per organisational procedure and briefing
 | SSS/N0301 | Class room training, charts  |
|  |  |  |  | * Manage resources
 |  |  |
|  |  |  |  | * Ensure training, administration and welfare of personnel
 |  |  |
|  |  |  |  | * Deal with emergencies
 |  |  |
|  |  |  |  | * Carry out documentation
 |  |  |
|  |  |  |  | * Prepare and submit reports
 |  |  |
| 7 | Carry out job-specific security duties | 04:00 | 06:00 | * Carry out front office duties
 | SSS/N0302 |  |
|  |  |  |  | * Manage visitors
 |  |  |
|  |  |  |  | * Receive mails and couriers
 |  |  |
|  |  |  |  | * Maintain security
 |  |  |
|  |  |  |  | * Regulate material movement
 |  |  |
|  |  |  |  | * Carry out key management as per procedure
 |  |  |
|  |  |  |  | * Maintain documents
 |  |  |
|  |  |  |  | * Report incidents
 |  |  |
| 8 | Deal with lost and found property | 02:00 | 02:00 | * Understand organisational procedure on lost and found property
 | SSS/N0303 |  |
|  |  |  |  | * Receive information about lost or found property
 |  |  |
|  |  |  |  | * Establish identity of the claimant
 |  |  |
|  |  |  |  | * Carry out necessary documentation
 |  |  |
|  |  |  |  | * Receive property and secure
 |  |  |
|  |  |  |  | * Handover property to the rightful claimant
 |  |  |
|  |  |  |  | * Take necessary actions to recover lost property
 |  |  |
|  |  |  |  | * Report to superior
 |  |  |
| 9 | Supervise security escort duties | 04:00 | 04:00 | * Understand and function as per organisational procedure
 | SSS/0304 |  |
|  |  |  |  | * Organise vehicle escort
 |  |  |
|  |  |  |  | * Ensure fitness of vehicle and driver
 |  |  |
|  |  |  |  | * Brief driver and guard (s)
 |  |  |
|  |  |  |  | * Maintain necessary documents
 |  |  |
|  |  |  |  | * Communicate effectively
 |  |  |
|  |  |  |  | * Respond to an incident/ emergency
 |  |  |
|  |  |  |  | * Inform police, superiors and others
 |  |  |
| 10 | Control access to the assigned premises | 05:00 | 04:00 | * Understand and comply with organisational procedure
 |  |  |
|  |  |  |  | * Depute manpower and employ equipment
 |  |  |
|  |  |  |  | * Establish identity, purpose and authorisation of person, vehicle and material
 |  |  |
|  |  |  |  | * Prepare passes
 |  |  |
|  |  |  |  | * Use access control equipment
 |  |  |
|  |  |  |  | * Handle difficult situation and report incidents
 |  |  |
|  |  |  |  | * Organise manual operation in case of equipment failure
 |  |  |
| 11 | Security and security practices and tasks | 06:00 | 03:00 | * Learn about -
* Security organisations
* Private Security Sector (PSS)
* Private security tasks and guarding duties
* Risks, Threats, Hazards/ Disasters and Emergencies
* Weapons and firearms
* Improvised explosive devices (IED)
* Military and police ranks
 | SSS/N0101 | Charts – weapon and firearm, badges of rank, security organisation, risks and threats |
| 12 | Basic rules pertaining to private security service and security personnel | 05:00 | 00:00 | * Learn about -
* Right to private defence, important body and property offences and cognisable and non-cognisable offences
* Aid to magistrate, duty of public to inform about certain offences, arrest by private person, complaints and first information report and warrants and summons
* Difference between legal and illegal activities; take cognisance of offences and report to superiors and police
* Basics of Human Rights; obligations of the holder of an arms licence, explosives and explosive substances
* Physical standards, security training, verification, uniform, ID cards for security guards as per PSARA – 2005
* Rights and entitlements of workers
* Roles and responsibilities of unarmed security guard
* Internal or police investigations and giving evidence in the court
* Lodging of complaints or assisting others in filing first information report
 | SSS/N0102 | Classroom training |
| 13 | Private unarmed and armed guarding services to people, property and premises | 05:00 | 05:00 | * Learn about -
* Types of buildings and premises and visitors
* Risk and threats to life, property and premises and security breaches
* Taking briefing and instructions, assuming charge of area of responsibility and carrying out guarding operations
* Carryout patrolling
* Search of a place and area
* Prevent tampering of evidence
* Personal and stakeholder’s safety
* Identify, understand characteristics, and operate safety and security equipment.
* Reporting and recording incidents and visits as per formats and procedures accurately
 | SSS/N0103 & N0204 | Personal protective equipment – helmet, goggles, gloves, ERP jacket, boots, knee cap, carabiner, torch, rope, ladder. Forms for recording incidents |
| 14 | Screening and search | 04:00 | 04:00 | * Understand organisational procedure on screening and search
 | SSS/N0105 | Screening & search equipment – hand-held metal detector, doorframe metal detector, Under chassis inspection mirror, torch, chart of prohibited items |
|  |  |  |  | * Understand capability and limitation of equipment
 |  |  |
|  |  |  |  | * Check and report functioning of equipment
 |  |  |
|  |  |  |  | * Discern signals emanating from the equipment and respond accordingly
 |  |  |
|  |  |  |  | * Items and persons who cannot be put through the equipment
 |  |  |
|  |  |  |  | * Be able to carry out manual operation if needed
 |  |  |
|  |  |  |  | * Manage adverse situations arising during screening and search operations
 |  |  |
|  |  |  |  | * Search and screening of people, vehicle and material
 |  |  |
|  |  |  |  | * Read authorisation documents
 |  |  |
|  |  |  |  | * Understand visitor’s right to privacy, religious and gender
 |  |  |
|  |  |  |  | * Understand prohibited and unauthorised items
 |  |  |
|  |  |  |  | * Understand methods adopted by criminals to hoodwink the system
 |  |  |
|  |  |  |  | * Manage adverse situations arising operations
 |  |  |
|  |  |  |  | * Report cases of infringement to superiors
 |  |  |
| 15 | Parking and traffic management | 04:00 | 04:00 | * Understand organisational procedure on parking and traffic management
 | SSS/N0106 | Chart of parking layout, traffic markings, signals, cones, barriers, marking tape, signage, jackets, batons, whistle, lights, and communication. Chart on traffic signals and symbols. |
|  |  |  |  | * Familiarise with layout, capacity, traffic, lighting and other infrastructure and conditions in parking area
 |  |  |
|  |  |  |  | * Identify various types of vehicles
 |  |  |
|  |  |  |  | * Identify and use various traffic control equipment
 |  |  |
|  |  |  |  | * Identify and use security, safety and communication equipment necessary for operations
 |  |  |
|  |  |  |  | * Identify and use personal protective equipment
 |  |  |
|  |  |  |  | * Report functioning of equipment
 |  |  |
|  |  |  |  | * Familiarise with signage and other fixtures in the parking area
 |  |  |
|  |  |  |  | * Guide and communicate with drivers effectively
 |  |  |
|  |  |  |  | * Understand irregular situations and control defaulting persons and vehicles
 |  |  |
|  |  |  |  | * Control emergency arising from incidents and seek assistance
 |  |  |
| 16 | Health and Safety | 18:00 | 16:00 | Understand, follow and enforce organisational procedures and instructions on workplace health and safety | SSS/N0108 | Charts regarding health & hygiene, fire-fighting, first aid.First aid kit, stretcher, blanket, splints, etc.Fire-fighting – extinguishers, fire tray, hose reel, hose pipe assembly, sensor, smoke detector, fire alarm, sprinkler, fire axe, fire beater, fire bucket, etc  |
|  |  |  |  | * Ensure health and safety of self and others
 |  |  |
|  |  |  |  | * Understand about risks, hazards, accidents and emergencies concerning life at workplace and their management and mitigation
 |  |  |
|  |  |  |  | * Understand details of floor plan, emergency exit, alarm, signage and fire-fighting equipment at workplace
 |  |  |
|  |  |  |  | * Maintain safety equipment
 |  |  |
|  |  |  |  | * Report malfunctioning of equipment
 |  |  |
|  |  |  |  | * Check and report about non-adherence of rules by workers and other stakeholders and give report
 |  |  |
|  |  |  |  | * Identify and use safety and personal protection equipment
 |  |  |
|  |  |  |  | * Understand and identify types and causes of fire
 |  |  |
|  |  |  |  | * Understand, identify and operate fire-fighting equipment and participate in training and drills
 |  |  |
|  |  |  |  | * Understand, identify and deal with medical emergencies occurring at workplace
 |  |  |
|  |  |  |  | * Render first-aid at workplace
 |  |  |
|  |  |  |  | * Participate in training and drills and evacuation of premises and casualties
* Keep hazards away from workplace
* Raise alarm and call for help from emergency service organisation
 |  |  |
| 17 | Provide unarmed and armed security in commercial and industrial deployments | 06:00 | 06:00 | * Understand types and peculiarities of commercial and industrial deployments
 | SSS/N0109, N0110, N0208 and N0209  | Charts of various commercial and industrial domains |
|  |  |  |  | * Follow organisational procedure and instructions
 |  |  |
|  |  |  |  | * Understand domain-specific risks and threats and difference between unarmed and armed guarding services
 |  |  |
|  |  |  |  | * Provide unarmed and armed guarding services at the commercial and industrial deployments
 |  |  |
|  |  |  |  | * Demonstrate desired behavioural standards while carrying out guarding duties
 |  |  |
| 18 | Image projection | 09:00 | 09:00 | * Comply with organisation's standards of grooming and personal behaviour
 | SSS/N0111 | Male and female mannequins draped in security guard’s uniform and accoutrements, personal protection gear. Communication equipment |
|  |  |  |  | * Wear organisation’s uniform correctly and smartly
 |  |  |
|  |  |  |  | * Carry and use personal protection gear and equipment
 |  |  |
|  |  |  |  | * Observe organisation’s ‘Meet and Greet Procedure’
 |  |  |
|  |  |  |  | * Observe confidentiality as per organisational procedure
 |  |  |
|  |  |  |  | * Observe discipline and punctuality
 |  |  |
|  |  |  |  | * Communicate effectively and assertively
 |  |  |
| 19 | Observe safety norms | 04:00 | 06:00 | * Understand functioning of firearm, ammunition and maintenance requirements
 | SSS/N0202 | Charts on firearm safety, appropriate firearm (s), firing range |
|  |  |  |  | * Observe safety norms with regards to firearm
 |  |  |
|  |  |  |  | * Operate firearm with care
 |  |  |
|  |  |  |  | * Handle misfires
 |  |  |
|  |  |  |  | * Secure firearm and ammunition when not in use
 |  |  |
| 20 | Deal with security situations warranting use of firearm and support guarding duties | 04:00 | 04:00 | * Anticipate risk and threat to life and property
 | SSS/N0203 & N0205 | Appropriate firearm, communication equipment, range to practice firing, Charts of firearms and safety precautions, first aid kit, sample of weapon licence, reporting format  |
|  |  |  |  | * Monitor and assess security situations warranting use of firearm
 |  |  |
|  |  |  |  | * Report to superiors
 |  |  |
|  |  |  |  | * Identify individuals threatening to endanger life and property
 |  |  |
|  |  |  |  | * Issue warning to miscreants
 |  |  |
|  |  |  |  | * Use firearm
 |  |  |
|  |  |  |  | * Avoid collateral damage
 |  |  |
|  |  |  |  | * Maintain safety of self and others
 |  |  |
|  |  |  |  | * Report and record incident
 |  |  |
|  |  |  |  | * Preserve evidence
 |  |  |
|  |  |  |  | * Ensure safety precautions and safe handling of weapon in operation and storage
 |  |  |
|  |  |  |  | * Operate weapons as per law
 |  |  |
|  |  |  |  | * Maintain and test weapon in line with safety instructions. Report faults and get it repaired
 |  |  |
|  |  |  |  | * Fulfil statutory and documentary requirements pertaining to weapon & ammunition and movement
 |  |  |
|  |  |  |  | * Undertake responsibility and deployment as instruction/ briefing
 |  |  |
|  |  |  |  | * Co-ordinate with other armed or unarmed security details deployed in the premises
 |  |  |
|  |  |  |  | * Understand identification, friend or foe protocol practiced in the premises
 |  |  |
|  |  |  |  | * Observe development of any untoward situation and respond early
 |  |  |
|  |  |  |  | * Report sequence of incident to designated superior
 |  |  |
|  |  |  |  | * Use firearm as last resort and avoid collateral damage
 |  |  |
|  |  |  |  | * Ensure safety of self and of others
 |  |  |
|  |  |  |  | * Render first aid to injured
 |  |  |
|  |  |  |  | * Cooperate in investigation
 |  |  |
| 21 | Carryout routine armed guarding duties | 02:00 | 02:00 | * Use authorised weapon & ammunition, personal protective equipment
 | SSS/N0206 | Duty chart, vehicle, personal protective equipment, first aid kit, route chart, torch, walkie-talkie, mobile, communication diagram, |
|  |  |  |  | * Receive briefing from designated superior
 |  |  |
|  |  |  |  | * Coordinate task with team members
 |  |  |
|  |  |  |  | * Maintain vigil and respond to threats
 |  |  |
|  |  |  |  | * Report incident and record details
 |  |  |
|  |  |  |  | * Avoid collateral damage
 |  |  |
|  |  |  |  | * Maintain safety of self, principal and others
 |  |  |
|  |  |  |  | * Follow procedure on escorting of persons
 |  |  |
| 22 | Support cash and valuables-in-transit operations | 02:00 | 02:00 | * Learn about -
* Organisational procedure regarding cash and valuables-in-transit operations
 | SSS/N0207 | Duty chart, first aid kit, route chart, torch, walkie-talkie, mobile, communication diagram, baton and firearms |
|  |  |  |  | * Risk and threat during operation
 |  |  |
|  |  |  |  | * Readiness of vehicle, driver and guard for assignment
 |  |  |
|  |  |  |  | * Understand weapon & ammunition, equipment and documents required to be carried for assignment
 |  |  |
|  |  |  |  | * Communicate effectively
 |  |  |
|  |  |  |  | * Maintaining vigil and responding to risks and emergencies
 |  |  |
|  |  |  |  | * Use firearm and avoid collateral damage
 |  |  |
|  |  |  |  | * Ensure safety of self, others and consignment
 |  |  |
|  |  |  |  | * Report and record incidents
 |  |  |
|  | **Total Duration:** | **115:00** | **160:00** | **Unique Equipment Required:**Security, fire arm, ammunition, personal protection equipment, safety, first aid, fire-fighting, communication and computer equipment. |

# **Annex F**

(Clause 4.3) (Curriculum)

 (Clause 4.3)

**Certified Training Assessor**

CURRICULUM / SYLLABUS

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Sr. No. | Module | Theory Duration(hh:mm) | Practical Duration(hh:mm) | Key Learning Outcomes | Corresponding NOS Code | Equipment Required |
| 1 | Introduction | 01:00 | 00:00 | * Introduction to course and ice-breaking
* Learn about role of a Certified Training Assessor and job opportunities in the Private Security Sector
 | SSS/N0901 | Computer, projector, blackboard, classroom, classroom furniture |
| 2 | Physical Training | 00:00 | 14:00 | * Improve physical health, strength and dexterity in trainees
* Inculcate good personal hygiene practices
 | SSS/N0111 | PT field, running track, vertical rope, beam, 9” ditch, balance, mat |
| 3 | Drill  | 00:00 | 14:00 | * Improve bearing and deportment and grooming trainees into smart individuals
 | SSS/N0111 | Drill ground, full length mirror, drill charts |
| 4 | Unarmed Combat | 00:00 | 05:00 | * Introduce trainees to unarmed combat techniques for self defence
 | SSS/N0111 | Mat, lathi, baton, other weapons |
| 5 | Conduct assessment | 25:00 | 50:00 | * Develop assessment ability
 | SSS/N0901 | Class room & outdoor training, live equipment and training aids, training material, documents, charts, computer, projector, furniture, etc. |
|  |  |  |  | * Understand the NSQF system
 |  |  |
|  |  |  |  | * Understand training delivery system prevalent in private security sector
 |  |  |
|  |  |  |  | * Organise assessment as per requirement
 |  |  |
|  |  |  |  | * Be able to conduct assessment in multi formats
 |  |  |
|  |  |  |  | * Develop assessment tools
 |  |  |
|  |  |  |  | * Carry out documentation and compile assessment results
 |  |  |
|  |  |  |  | * Coordinate with stakeholders
 |  |  |
| 6 | Supervise a security unit | 05:00 | 10:00 | * Commence security operations at new or existing site as per organisational procedure and briefing
 | SSS/N0301 | Class room training, charts  |
|  |  |  |  | * Manage resources
 |  |  |
|  |  |  |  | * Ensure training, administration and welfare of personnel
 |  |  |
|  |  |  |  | * Deal with emergencies
 |  |  |
|  |  |  |  | * Carry out documentation
 |  |  |
|  |  |  |  | * Prepare and submit reports
 |  |  |
| 7 | Carry out job-specific security duties | 04:00 | 06:00 | * Carry out front office duties
 | SSS/N0302 |  |
|  |  |  |  | * Manage visitors
 |  |  |
|  |  |  |  | * Receive mails and couriers
 |  |  |
|  |  |  |  | * Maintain security
 |  |  |
|  |  |  |  | * Regulate material movement
 |  |  |
|  |  |  |  | * Carry out key management as per procedure
 |  |  |
|  |  |  |  | * Maintain documents
 |  |  |
|  |  |  |  | * Report incidents
 |  |  |
| 8 | Deal with lost and found property | 02:00 | 02:00 | * Understand organisational procedure on lost and found property
 | SSS/N0303 |  |
|  |  |  |  | * Receive information about lost or found property
 |  |  |
|  |  |  |  | * Establish identity of the claimant
 |  |  |
|  |  |  |  | * Carry out necessary documentation
 |  |  |
|  |  |  |  | * Receive property and secure
 |  |  |
|  |  |  |  | * Handover property to the rightful claimant
 |  |  |
|  |  |  |  | * Take necessary actions to recover lost property
 |  |  |
|  |  |  |  | * Report to superior
 |  |  |
| 9 | Supervise security escort duties | 04:00 | 04:00 | * Understand and function as per organisational procedure
 | SSS/0304 |  |
|  |  |  |  | * Organise vehicle escort
 |  |  |
|  |  |  |  | * Ensure fitness of vehicle and driver
 |  |  |
|  |  |  |  | * Brief driver and guard (s)
 |  |  |
|  |  |  |  | * Maintain necessary documents
 |  |  |
|  |  |  |  | * Communicate effectively
 |  |  |
|  |  |  |  | * Respond to an incident/ emergency
 |  |  |
|  |  |  |  | * Inform police, superiors and others
 |  |  |
| 10 | Control access to the assigned premises | 05:00 | 04:00 | * Understand and comply with organisational procedure
 |  |  |
|  |  |  |  | * Depute manpower and employ equipment
 |  |  |
|  |  |  |  | * Establish identity, purpose and authorisation of person, vehicle and material
 |  |  |
|  |  |  |  | * Prepare passes
 |  |  |
|  |  |  |  | * Use access control equipment
 |  |  |
|  |  |  |  | * Handle difficult situation and report incidents
 |  |  |
|  |  |  |  | * Organise manual operation in case of equipment failure
 |  |  |
| 11 | Security and security practices and tasks | 06:00 | 03:00 | * Learn about -
* Security organisations
* Private Security Sector (PSS)
* Private security tasks and guarding duties
* Risks, Threats, Hazards/ Disasters and Emergencies
* Weapons and firearms
* Improvised explosive devices (IED)
* Military and police ranks
 | SSS/N0101 | Charts – weapon and firearm, badges of rank, security organisation, risks and threats |
| 12 | Basic rules pertaining to private security service and security personnel | 05:00 | 00:00 | * Learn about -
* Right to private defence, important body and property offences and cognisable and non-cognisable offences
* Aid to magistrate, duty of public to inform about certain offences, arrest by private person, complaints and first information report and warrants and summons
* Difference between legal and illegal activities; take cognisance of offences and report to superiors and police
* Basics of Human Rights; obligations of the holder of an arms licence, explosives and explosive substances
* Physical standards, security training, verification, uniform, ID cards for security guards as per PSARA – 2005
* Rights and entitlements of workers
* Roles and responsibilities of unarmed security guard
* Internal or police investigations and giving evidence in the court
* Lodging of complaints or assisting others in filing first information report
 | SSS/N0102 | Classroom training |
| 13 | Private unarmed and armed guarding services to people, property and premises | 05:00 | 05:00 | * Learn about -
* Types of buildings and premises and visitors
* Risk and threats to life, property and premises and security breaches
* Taking briefing and instructions, assuming charge of area of responsibility and carrying out guarding operations
* Carryout patrolling
* Search of a place and area
* Prevent tampering of evidence
* Personal and stakeholder’s safety
* Identify, understand characteristics, and operate safety and security equipment.
* Reporting and recording incidents and visits as per formats and procedures accurately
 | SSS/N0103 & N0204 | Personal protective equipment – helmet, goggles, gloves, ERP jacket, boots, knee cap, carabiner, torch, rope, ladder. Forms for recording incidents |
| 14 | Screening and search | 04:00 | 04:00 | * Understand organisational procedure on screening and search
 | SSS/N0105 | Screening & search equipment – hand-held metal detector, doorframe metal detector, Under chassis inspection mirror, torch, chart of prohibited items |
|  |  |  |  | * Understand capability and limitation of equipment
 |  |  |
|  |  |  |  | * Check and report functioning of equipment
 |  |  |
|  |  |  |  | * Discern signals emanating from the equipment and respond accordingly
 |  |  |
|  |  |  |  | * Items and persons who cannot be put through the equipment
 |  |  |
|  |  |  |  | * Be able to carry out manual operation if needed
 |  |  |
|  |  |  |  | * Manage adverse situations arising during screening and search operations
 |  |  |
|  |  |  |  | * Search and screening of people, vehicle and material
 |  |  |
|  |  |  |  | * Read authorisation documents
 |  |  |
|  |  |  |  | * Understand visitor’s right to privacy, religious and gender
 |  |  |
|  |  |  |  | * Understand prohibited and unauthorised items
 |  |  |
|  |  |  |  | * Understand methods adopted by criminals to hoodwink the system
 |  |  |
|  |  |  |  | * Manage adverse situations arising operations
 |  |  |
|  |  |  |  | * Report cases of infringement to superiors
 |  |  |
| 15 | Parking and traffic management | 04:00 | 04:00 | * Understand organisational procedure on parking and traffic management
 | SSS/N0106 | Chart of parking layout, traffic markings, signals, cones, barriers, marking tape, signage, jackets, batons, whistle, lights, and communication. Chart on traffic signals and symbols. |
|  |  |  |  | * Familiarise with layout, capacity, traffic, lighting and other infrastructure and conditions in parking area
 |  |  |
|  |  |  |  | * Identify various types of vehicles
 |  |  |
|  |  |  |  | * Identify and use various traffic control equipment
 |  |  |
|  |  |  |  | * Identify and use security, safety and communication equipment necessary for operations
 |  |  |
|  |  |  |  | * Identify and use personal protective equipment
 |  |  |
|  |  |  |  | * Report functioning of equipment
 |  |  |
|  |  |  |  | * Familiarise with signage and other fixtures in the parking area
 |  |  |
|  |  |  |  | * Guide and communicate with drivers effectively
 |  |  |
|  |  |  |  | * Understand irregular situations and control defaulting persons and vehicles
 |  |  |
|  |  |  |  | * Control emergency arising from incidents and seek assistance
 |  |  |
| 16 | Health and Safety | 18:00 | 16:00 | Understand, follow and enforce organisational procedures and instructions on workplace health and safety | SSS/N0108 | Charts regarding health & hygiene, fire-fighting, first aid.First aid kit, stretcher, blanket, splints, etc.Fire-fighting – extinguishers, fire tray, hose reel, hose pipe assembly, sensor, smoke detector, fire alarm, sprinkler, fire axe, fire beater, fire bucket, etc  |
|  |  |  |  | * Ensure health and safety of self and others
 |  |  |
|  |  |  |  | * Understand about risks, hazards, accidents and emergencies concerning life at workplace and their management and mitigation
 |  |  |
|  |  |  |  | * Understand details of floor plan, emergency exit, alarm, signage and fire-fighting equipment at workplace
 |  |  |
|  |  |  |  | * Maintain safety equipment
 |  |  |
|  |  |  |  | * Report malfunctioning of equipment
 |  |  |
|  |  |  |  | * Check and report about non-adherence of rules by workers and other stakeholders and give report
 |  |  |
|  |  |  |  | * Identify and use safety and personal protection equipment
 |  |  |
|  |  |  |  | * Understand and identify types and causes of fire
 |  |  |
|  |  |  |  | * Understand, identify and operate fire-fighting equipment and participate in training and drills
 |  |  |
|  |  |  |  | * Understand, identify and deal with medical emergencies occurring at workplace
 |  |  |
|  |  |  |  | * Render first-aid at workplace
 |  |  |
|  |  |  |  | * Participate in training and drills and evacuation of premises and casualties
* Keep hazards away from workplace
* Raise alarm and call for help from emergency service organisations
 |  |  |
| 17 | Provide unarmed and armed security in commercial and industrial deployments | 06:00 | 06:00 | * Understand types and peculiarities of commercial and industrial deployments
 | SSS/N0109, N0110, N0208 and N0209  | Charts of various commercial and industrial domains |
|  |  |  |  | * Follow organisational procedure and instructions
 |  |  |
|  |  |  |  | * Understand domain-specific risks and threats and difference between unarmed and armed guarding services
 |  |  |
|  |  |  |  | * Provide unarmed and armed guarding services at the commercial and industrial deployments
 |  |  |
|  |  |  |  | * Demonstrate desired behavioural standards while carrying out guarding duties
 |  |  |
| 18 | Image projection | 09:00 | 09:00 | * Comply with organisation's standards of grooming and personal behaviour
 | SSS/N0111 | Male and female mannequins draped in security guard’s uniform and accoutrements, personal protection gear. Communication equipment |
|  |  |  |  | * Wear organisation’s uniform correctly and smartly
 |  |  |
|  |  |  |  | * Carry and use personal protection gear and equipment
 |  |  |
|  |  |  |  | * Observe organisation’s ‘Meet and Greet Procedure’
 |  |  |
|  |  |  |  | * Observe confidentiality as per organisational procedure
 |  |  |
|  |  |  |  | * Observe discipline and punctuality
 |  |  |
|  |  |  |  | * Communicate effectively and assertively
 |  |  |
| 19 | Observe safety norms | 04:00 | 06:00 | * Understand functioning of firearm, ammunition and maintenance requirements
 | SSS/N0202 | Charts on firearm safety, appropriate firearm (s), firing range |
|  |  |  |  | * Observe safety norms with regards to firearm
 |  |  |
|  |  |  |  | * Operate firearm with care
 |  |  |
|  |  |  |  | * Handle misfires
 |  |  |
|  |  |  |  | * Secure firearm and ammunition when not in use
 |  |  |
| 20 | Deal with security situations warranting use of firearm and support guarding duties | 04:00 | 04:00 | * Anticipate risk and threat to life and property
 | SSS/N0203 & N0205 | Appropriate firearm, communication equipment, range to practice firing, Charts of firearms and safety precautions, first aid kit, sample of weapon licence, reporting format  |
|  |  |  |  | * Monitor and assess security situations warranting use of firearm
 |  |  |
|  |  |  |  | * Report to superiors
 |  |  |
|  |  |  |  | * Identify individuals threatening to endanger life and property
 |  |  |
|  |  |  |  | * Issue warning to miscreants
 |  |  |
|  |  |  |  | * Use firearm
 |  |  |
|  |  |  |  | * Avoid collateral damage
 |  |  |
|  |  |  |  | * Maintain safety of self and others
 |  |  |
|  |  |  |  | * Report and record incident
 |  |  |
|  |  |  |  | * Preserve evidence
 |  |  |
|  |  |  |  | * Ensure safety precautions and safe handling of weapon in operation and storage
 |  |  |
|  |  |  |  | * Operate weapons as per law
 |  |  |
|  |  |  |  | * Maintain and test weapon in line with safety instructions. Report faults and get it repaired
 |  |  |
|  |  |  |  | * Fulfil statutory and documentary requirements pertaining to weapon & ammunition and movement
 |  |  |
|  |  |  |  | * Undertake responsibility and deployment as instruction/ briefing
 |  |  |
|  |  |  |  | * Co-ordinate with other armed or unarmed security details deployed in the premises
 |  |  |
|  |  |  |  | * Understand identification, friend or foe protocol practiced in the premises
 |  |  |
|  |  |  |  | * Observe development of any untoward situation and respond early
 |  |  |
|  |  |  |  | * Report sequence of incident to designated superior
 |  |  |
|  |  |  |  | * Use firearm as last resort and avoid collateral damage
 |  |  |
|  |  |  |  | * Ensure safety of self and of others
 |  |  |
|  |  |  |  | * Render first aid to injured
 |  |  |
|  |  |  |  | * Cooperate in investigation
 |  |  |
| 21 | Carryout routine armed guarding duties | 02:00 | 02:00 | * Use authorised weapon & ammunition, personal protective equipment
 | SSS/N0206 | Duty chart, vehicle, personal protective equipment, first aid kit, route chart, torch, walkie-talkie, mobile, communication diagram, |
|  |  |  |  | * Receive briefing from designated superior
 |  |  |
|  |  |  |  | * Coordinate task with team members
 |  |  |
|  |  |  |  | * Maintain vigil and respond to threats
 |  |  |
|  |  |  |  | * Report incident and record details
 |  |  |
|  |  |  |  | * Avoid collateral damage
 |  |  |
|  |  |  |  | * Maintain safety of self, principal and others
 |  |  |
|  |  |  |  | * Follow procedure on escorting of persons
 |  |  |
| 22 | Support cash and valuables-in-transit operations | 02:00 | 02:00 | * Learn about -
* Organisational procedure regarding cash and valuables-in-transit operations
 | SSS/N0207 | Duty chart, first aid kit, route chart, torch, walkie-talkie, mobile, communication diagram, baton and firearms |
|  |  |  |  | * Risk and threat during operation
 |  |  |
|  |  |  |  | * Readiness of vehicle, driver and guard for assignment
 |  |  |
|  |  |  |  | * Understand weapon & ammunition, equipment and documents required to be carried for assignment
 |  |  |
|  |  |  |  | * Communicate effectively
 |  |  |
|  |  |  |  | * Maintaining vigil and responding to risks and emergencies
 |  |  |
|  |  |  |  | * Use firearm and avoid collateral damage
 |  |  |
|  |  |  |  | * Ensure safety of self, others and consignment
 |  |  |
|  |  |  |  | * Report and record incidents
 |  |  |
|  | **Total Duration:** | **115:00** | **160:00** | **Unique Equipment Required:**Security, fire arm, ammunition, personal protection equipment, safety, first aid, fire-fighting, communication and computer, tablets, etc. |

**Annex H**

(Clause 5.1.4)

# **Code of Conduct & Ethics**

1. Conduct business in a Professional, Legal & Honest manner with sense of Social Responsibility to the Clients & Employees while respecting rules of fair competition.
2. Always perform the services within the ambit of the law and not allow or make other members indulge in activities which are in contravention of prescribed Laws & regulations.
3. Assist and co-operate with the regulating authority that has the role of monitoring the profession/industry.
4. Accept business only at the level of rate, which ensures that all Statutory Compliance can be met and also provide a decent margin or Service Charge which can ensure sustainable business. Terms of Rate Revision as well as renewal of contract have to be such that statutory compliances can be met. Also, Payment terms and Penalty clauses have to be reasonable and not damaging.
5. Ensure that while taking over business, the legitimate dues of the Outgoing Agency are duly settled /cleared unless otherwise, a prima facia case/legal issue is involved.
6. In case of a dispute with a client, efforts shall be made to mutually resolve the issues.
7. While Marketing or in the process of obtaining business, avoid making exaggerated claims/promises and bad-mouthing about the competitors. Further any conﬁdential information of other clients or of competitors shall not be divulged/shared.
8. Ensure that all Security Persons are employed only after due Veriﬁcation and checking of their antecedents. Proper Documentation of all Personnel employed shall be ensured. It has to be ensured that the Guards are adequately trained before deployment.
9. Not indulge in poaching of Manpower from other agencies directly or indirectly. In fact, before employing, either a Clearance Certiﬁcate shall be insisted upon or a reference check with the previous employer(s) would be made.
10. Ensure that Guards / Field Staff & any other employee of a member agency is not also working simultaneously with another member agency at the same time or in some other shift.
11. Ensure that the role and conduct of the Management shall facilitate establishment of good ethical values, work- culture, continuous skill development and progressive career growth to enhance the self- respect and self- pride of the employees. This would result in improvement of the living conditions and social status of the employees as well as that of the Private Security Industry.