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सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP



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Transforming the skill landscape

MEPSC
Management & Entrepreneurship
and Professional Skills Council

Facilitator Guide



Sector
Management, Entrepreneurship
& Professional Skills

Sub-Sector
Private Security

Occupation
Supervisory (Surveillance)

Reference ID: MEP/Q7104, Version 3.0
NSQF level: 4

CCTV Supervisor



Shri Narendra Modi
Prime Minister of India

“ Skilling is building a better India.
If we have to move India towards
development then Skill Development
should be our mission. ”

Acknowledgements

Management & Entrepreneurship and Professional Skills Council (MEPSC) would like to express its gratitude to all the individuals and institutions who contributed in different ways towards the preparation of this “Facilitator Guide”. Without their contribution it could not have been completed. Special thanks are extended to those who collaborated in the preparation of its different modules. Sincere appreciation is also extended to all who provided peer review for these modules.

The preparation of this facilitator guide would not have been possible without the Management and Entrepreneurship Industry’s support. Industry feedback has been extremely encouraging from inception to conclusion and it is with their input that we have tried to bridge the skill gaps existing today in the industry.

This facilitator guide is dedicated to the aspiring youth who desire to achieve special skills which will be a lifelong asset for their future endeavours.

About this Guide

This Facilitator Guide is designed for providing skill training and /or upgrading the knowledge level of the Trainees to take up the job of an “CCTV Supervisor” in the Management and Entrepreneurship Sector.

This Facilitator Guide is designed based on the Qualification Pack (QP) under the National Skill Qualification framework (NSQF) and it comprises of the following National Occupational Standards (NOS)/topics and additional topics.

1. MEP/N7101: Perform security tasks in accordance with basic security practices
2. MEP/N7102: Conform to regulatory and legal requirements governing security tasks
3. MEP/N7109: Security in commercial deployments
4. MEP/N7110: Perform security tasks in industrial deployments
5. MEP/N7111: Project positive image of self and the organisation
6. MEP/N7126: Monitor a security unit
7. MEP/N7127: Supervise CCTV operations to secure premises
8. MEP/N7128: Maintain operational performance of CCTV system
9. MEP/N7129: Observe health and safety while monitoring security operations
10. DGT/VSQ/N0102: Employability Skills

Symbols Used



Ask



Explain



Elaborate



Notes



Objectives



Do



Demonstrate



Activity



Team Activity



Notes for Facilitation



Practical



Say



Resources



Example



Summary



Role Play



Learning Outcomes

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Key Learning Outcomes



By the end of this module, the trainees will be able to:

1. Identify the need for security in India
2. Define security services
3. Emphasise the importance of security for society, institutions and corporates

Unit 1.1: Introduction to the Job Role

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Identify the importance of security
2. Determine the need for security in various sectors
3. Identify the role of a CCTV supervisor in the private security sectors
4. Identify the skills required for a CCTV supervisor

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

This is the first session of the program.

Introduce yourself, the program and its purpose in detail. Welcome the trainees cordially to the session. Explain that you are going to put them at ease by playing a game. This game is meant to break the ice between everyone and get the trainees interested in the class.

Say

Good morning, participants and a very warm welcome to this training program, called 'CCTV Supervisor'.

Do

- Start by welcoming all the participants to the training program and conveying a message of encouragement.
- Thank all the participants for joining and being a part of this training program
- Introduce yourself briefly to participants, your name and background, and your role in the training program,
- Explain the rules of the game you are going to play as an "Ice Breaker".

Note



- Please ensure that while introducing yourself, you share at least one piece of personal information, such as your hobbies, likes, dislikes etc., with the participants. This will facilitate participation and exchange in many ways.
- Take a keen interest in understanding the needs and aspirations of the participants before actually conducting the training

Ask



Ask the trainees the following questions:

- MEPSC leads skill development initiatives in which key segments?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Say



Before we start the training, let us spend some time introducing and knowing each other. We shall play a game. Each of us will tell the class his or her name, hometown, hobbies and special quality about himself/herself, starting with the 1st letter of his / her name. I will start with mine.

Activity



- Arrange the class in a semi-circle/circle.
- Say your name aloud and start playing the game with your name.
- Say, "Now, each of one you shall continue with the game with your names, till the last person in the circle/ semi-circle participates".
- Listen to and watch the trainees while they play the game.
- Ask questions and clarify if you are unable to understand or hear a trainee.

Remember to:

- Discourage any queries related to one's financial status, gender orientation or religious bias during the game
- Try recognising each trainee by their name because it is not recommended for a trainer to ask the name of a trainee during every interaction

Activity	Duration	Resources used
Ice Breaker	60 minutes	Pen, Notebook, Writing Pad, etc.

Say

Did you all enjoy this activity? I hope you all had a good time during this icebreaker session. Now we are all well acquainted with each other. This will help us go ahead with our training session.

Note

In this unit, we will discuss about the duties of a CCTV Supervisor, their scope of work and their required qualities.

Say

Good morning and welcome back to this training program, "CCTV Supervisor". Today we shall learn about the Need and importance of Security in India.

Ask

Ask the trainees the following questions:

- Does anybody knows, what is Access Control?
- What do you understand by the term "security"?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Importance of security in India
- Need for security
- Job description of CCTV supervisor
- Skills required for a CCTV supervisor

Say

Let us participate in an activity to explore the unit a little more. We are now going to part of an interesting session.

Activity

- This session will have a video activity.
- You will play a video.
- The video will give a brief idea about India's Private Security Sector.
- The YouTube link for the video is: <https://www.youtube.com/watch?v=cOoVint-p4E>
- The trainees will watch the video.
- They can note down pointers from the video that they may find relevant.
- In case of any queries or confusions, trainees will write those down in their notebooks.
- After the videos end, the trainees can ask questions of you.
- The trainees will raise their hands, and you will pick up the trainees who will place their questions.
- The answering session will be in the form of a discussion where either you or any of the trainees knowing the answer can give the answers.

Activity	Duration	Resources used
Video Activity	20 minutes	Participant Handbook, Pen, Writing Pad, Whiteboard, Flipchart, Markers, Laptop, Overhead Projector, Laser Pointer

Say

Did you find this activity interesting? I hope you all enjoyed this session today. Now we are going to take part in another activity.

Activity

- In this activity, you will divide the class into 2 groups.
- The trainees will have to provide a broad explanation on the following topics.
 - Need for security in India.
 - Importance of security in various sectors.
- It is important that the trainees present their answers rich in information.
- You will take 15 minutes to evaluate the answers of the trainees.
- The group which can present their answers in the best way within 20 minutes will be awarded appreciation and accolades

Activity	Duration	Resources used
Writing Activity	30 minutes	Chair, Table, Notebook, Pen, Pencil, Eraser, Participant Handbook, Whiteboard, Marker, etc.

Say

Did you find the activity interesting? I hope you all enjoyed the session thoroughly.

Do

- Conduct a doubt clarification session, if needed.
- Jot down the crucial points on the whiteboard as the trainees speak.

Notes for Facilitation

- Ask the participants if they have any questions.
- Encourage other participants to answer.

Answers to the Exercise Questions

1. d. Seventh
2. d. All of the above
3. d. All of the above
4. d. All of the above
5. d. All of the above



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2. Monitor a Security Unit

Unit 2.1 - Deployment of CCTV System, Basic Testing and Functionality

Unit 2.2 - Pre Induction Training & Duties of Fresh Inductees

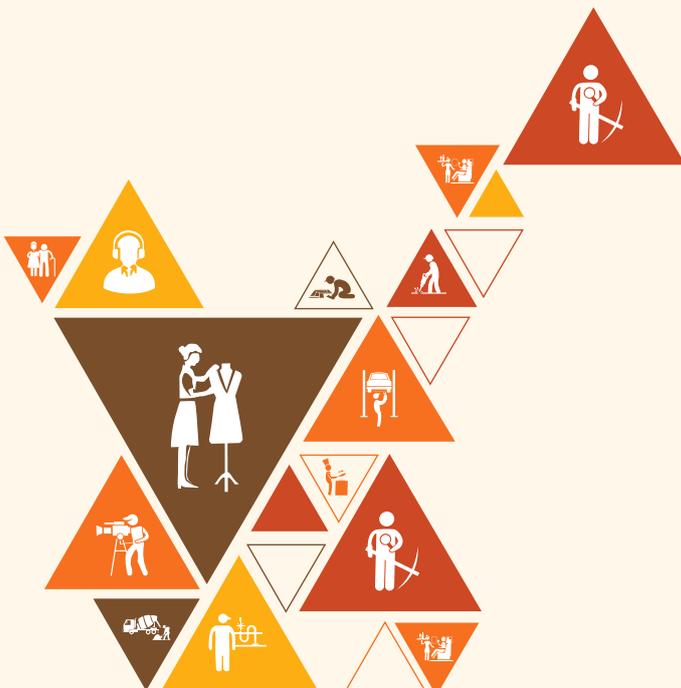
Unit 2.3 - Communication Equipment, Channel and Computer Operations

Unit 2.4 - Operational Effectiveness at New and Existing Sites

Unit 2.5 - Plan and Organise Manpower and Equipment Resources

Unit 2.6 - Resolve Concerns, Motivate Team, and Report Training Needs

Unit 2.7 - Handling Routine Checks, Rehearsals, and Communication with Stakeholders



Key Learning Outcomes



By the end of this module, the trainees will be able to:

1. Discuss the deployment process of CCTV system, basic testing and functionality
2. Discuss the Pre-induction training and specific duties to new inductees
3. Analyse the suitability of CCTV personnel
4. Discuss communication equipment, channel and computer operations
5. Define operational effectiveness at new and existing sites
6. Discuss attendance management, manpower handling, and preparing duty roster
7. Demonstrate how to resolve concerns, motivating team, and reporting training needs
8. Practice how to do routine checks, rehearsals, communication with stakeholders

Unit 2.1: Deployment of CCTV System, Basic Testing and Functionality

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Identify the scope and benefits of a CCTV camera
2. Demonstrate the functionality tests of CCTV cameras

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit we will discuss about the deployment process of CCTV system, basic testing and functionality

Say

Good morning and welcome back to this training program, "CCTV Supervisor". Today we shall learn about the Deployment of CCTV System, Basic Testing and Functionality.

Ask

Ask the trainees the following questions:

- What is a CCTV?
- What is bench testing and why it is important?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Benefits of CCTV cameras
- Bench Testing of CCTV cameras
- Functionality Tests of CCTV cameras

Say

Let us participate in a group activity to explore the unit a little more.

Activity

- Divide the trainees into 2 groups
- The first group will make a list of functionality tests of CCTV cameras.
- The other group will make a list of training aspects related to Site-Specific training.
- Each group will get a chart paper where they will write their answers.
- The students can use both texts as well as hand-drawn diagrams to represent their answers
- After the groups complete their work, collect all the charts and evaluate them

Activity	Duration	Resources used
Chart paper activity	30 minutes	Paper, Pen, Notebook, Chart paper, Sketch pens. Participant Handbook, etc.

Do

- Guide the trainees throughout the activity
- Ensure that all trainees participate in the activity.

Notes for Facilitation

- Answer all the queries/doubts raised by the trainees in the class
- Encourage other trainees to answer problems and boost peer learning in the class

Unit 2.2: Pre Induction Training & Duties of Fresh Inductees

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Explain the different types of training
2. Summarise the job responsibilities of a CCTV supervisor
3. Explain the qualities required to be a CCTV supervisor

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit we will discuss about the pre-induction training & duties of fresh inductees

Say

Good morning and welcome back to this training program, "CCTV Supervisor". Today we shall learn about the Pre-Induction Training & Duties of Fresh Inductees

Ask

Ask the trainees the following questions:

- What are the responsibilities of a CCTV supervisor?
- Define Induction

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Training required for CCTV supervision
 - Induction training of the new recruits
 - Site-specific training
 - Continuation training

- Job responsibilities
- Qualities of a CCTV supervisor

Say



Let us participate in a group discussion to explore the unit a little more.

Activity



- Divide the class into two groups
- Conduct a group discussion in the class on training needed, roles and responsibilities of a fresh inductee
- Ask the participants what they have learnt from this exercise
- Ask if they have any questions related to what they have talked about so far
- Close the discussion by summarising the importance of proper training for a CCTV supervisor to comply with the organisational guidelines.

Activity	Duration	Resources used
Group discussion	40 minutes	Participant Handbook, Wide Screen or Laptop, overhead Screen, Projector, Internet Connection, etc.

Do



- Ensure that all the trainees participate in the group discussion
- Ensure a friendly atmosphere during the group discussion
- Guide the students in identifying key points

Notes for Facilitation



- Encourage peer learning
- Answer all the doubts raised by the trainees in the class
- Discuss the proper commination technique in group discussion

Unit 2.3: Communication Equipment, Channel and Computer Operations

Unit Objectives

By the end of this unit, the trainees will be able to:

1. List the various equipment required for the job
2. Identify the appropriate communication channel
3. Demonstrate basic computer knowledge

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools, various communication equipment

Note

In this unit we will discuss about the communication equipment, channel and computer operations by a CCTV personnel

Ask

Ask the trainees the following questions:

- What are the equipment used by a CCTV supervisor?
- What are communication channels?
- Does anybody know what a computer is?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Equipment required for the job
- Communication channel
- Required computer proficiency

Say 

Let us now participate in a practical session to learn Micro Soft Word.

Activity 

- This is an individual activity
- Display pictures of different equipment used by a CCTV supervisor on the projector
- Ask each trainees to identify the equipment and note it down in the note book
- After completing, ask random students to describe the usages of each equipment

Activity	Duration	Resources used
Identifying various equipment	30 mins	Participant handbook, Pen, Writing pad, Whiteboard, Flipchart, markers, Laptop, Overhead projector, Laser pointer, computer lab

Do 

- Display the following pictures on the projector

Sl No.	Equipment
1.	
2.	

3.	
4.	
5.	

Fig. 2.3.1: Equipment Required for the Job

- Answer all the doubts raised by the trainees in the class
- Guide the students in identifying the pictures

Notes for Facilitation

- Explain the students the importance of Microsoft Office
- Explain the issues of not knowing to operate computer

Unit 2.4: Operational Effectiveness at New and Existing Sites

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Explain the procedure to start operations at a new or existing site
2. Perform pre-shift briefing, surprise checks, equipment checks

Resources to be Used

Participant Handbook, Pen, Writing Pad, Whiteboard, Flipchart, Markers, Laptop, Overhead Projector, Laser Pointer, equipment and tools

Note

In this unit we will discuss about the operational effectiveness at new and existing sites

Say

Previously we had discussed the communication equipment, channel and computer operations. In this session, we will discuss the operational effectiveness at new and existing sites

Ask

Ask the trainees the following questions:

- What do you understand by Pre-shift briefing?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Start operations at a new or existing site
- Importance of Pre-shift Briefing
 - Importance of Equipment Checks
 - Importance of Surprise Checks

Say

Let us now participate in a practical session to understand the session better.

Activity

- This session will have a video activity
- The video will explain the process of CCTV camera installation
- The YouTube link for the video is: <https://www.youtube.com/watch?v=cxv81ilBXdg>
- After the video is completed, ask each trainee to write down the steps to install a CCTV camera
- Ask random questions to trainees to gauge the understanding

Activity	Duration	Resources used
Video Activity	40 minutes	Chair, Table, Notebook, Pen, Pencil, Eraser, Participant Handbook, Wide Screen or Laptop, overhead Screen, Projector, Internet Connection, etc.

Do

- Ensure that all the trainees participate in the video activity
- Help the students to understand the need of each act

Notes for Facilitation

- Encourage teamwork and active participation
- Answer all the doubts raised by the trainees in the class

Unit 2.5: Plan and Organise Manpower and Equipment Resources

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Prepare attendance report
2. Explain the manpower planning and work distribution principles
3. Prepare a duty roster

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit we will discuss about the attendance report, manpower distribution, and preparing duty roster

Say

Good morning and welcome back to this training program, “CCTV Supervisor”. Today we will discuss about attendance report, manpower distribution, and preparing duty roster

Ask

Ask the trainees the following questions:

- What are the basic principles of work allocation?
- What is a roster?

Write down the trainees’ answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Prepare attendance report and prepare duty roster
- Manpower and work distribution
- Duty roster and its implications

Say

Let us participate in an activity session to create an attendance report using MS Excel

Activity

- Divide the trainees into groups consisting two trainees in each group
- Assign a computer to each group
- Ask the trainees to create an attendance report using MS Excel
- Provide them with required details like number of employees, number of days, shift timing, etc.
- Ask them to format the excel sheet, check alignment, apply colour to header, etc.
- After everyone has completed filling up the forms, call random students to share their experience with the entire class

Activity	Duration	Resources used
Lab Work - Creating a roster using MS Excel	45 minutes	Participant handbook, Pen, Writing pad, Whiteboard, Flipchart, markers, Laptop, Overhead projector, Laser pointer, computer lab

Do

- Conduct a doubt clarification session, if needed
- Ensure that all the trainees participate in the activity

Notes for Facilitation

- Ensure that all the trainees answer every question listed in the participant handbook
- Encourage peer learning in the class.

Unit 2.6: Resolve Concerns, Motivate Team, and Report Training Needs

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Explain how to address and settle employee concerns
2. Demonstrate how to motivate team members

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit we will discuss about the attendance report, manpower distribution, and preparing duty roster

Say

Good morning and welcome back to this training program, “CCTV Supervisor”. Today we shall learn an important unit regarding attendance report, manpower distribution, and preparing duty roster

Ask

Ask the trainees the following questions:

- Why is motivation required?
- What is training need?

Write down the trainees’ answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Address employee concerns
 - How to handle grievances
- Motivating team members

Say

Let us participate in a role-play to understand the grievance handling

Activity

- This session will be a role-play activity.
- Take the trainees to a spacious room/ open space.
- Divide the class into groups where the trainees will be even in number.
- The trainee will demonstrate the correct process of handling grievances.
- Assign a hypothetical situation (grievance) to each team
- Allot them 5-10 minutes for each team to complete the task.
- You will inspect the work of each group.
- The group showcasing the best work will be appreciated

Activity	Duration	Resources used
Role Play	40 minutes	Cordless Microphones (If Required), Pen, Notebook, Participant Handbook, Whiteboard, Markers (Red, Blue, and Black), Tools and products as per industry

Do

- Provide each trainee with constructive feedback
- Ensure that each role play meets the session objectives

Notes for Facilitation

- Ask the trainees if they have any questions
- Answer all the questions/doubts raised by the trainees in the class
- Encourage other trainees to answer queries/questions and boost peer learning in the class

Unit 2.7: Handling Routine Checks, Rehearsals, and Communication with Stakeholders

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Explain the procedures of conducting routine checks
2. Demonstrate how to conduct rehearsals
3. Demonstrate effective communication with stakeholders

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit we will discuss about handling routine checks, rehearsals, and communication with stakeholders

Say

Good morning and welcome back to this training program, “CCTV Supervisor”. Today we will discuss about handling routine checks, rehearsals, and communication with stakeholders

Ask

Ask the trainees the following questions:

- Why is the importance of routine checks?

Write down the trainees’ answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Conducting routine checks
- Conducting rehearsals & training
- Communication with stakeholders

Say

Let us participate in a role-play to understand the grievance handling

Activity

- This session will be a role-play activity.
- Take the trainees to a spacious room/ open space.
- Divide the class into groups where the trainees will be even in number
- Ask the trainees to demonstrate effective communication with various stake holders as stated below
 - Communication an incident to the board members
 - Describing an incident to the Government Officials / investigators
- Allot them 5-10 minutes for each team to complete the task.
- You will inspect the work of each group.
- The group showcasing the best work will be appreciated

Activity	Duration	Resources used
Role Play	40 minutes	Pen, Notebook, Participant Handbook, Whiteboard, Markers (Red, Blue, and Black),

Do

- Provide each trainee with constructive feedback
- Ensure that each role play meets the session objectives

Notes for Facilitation

- Ask the trainees if they have any questions
- Answer all the questions/doubts raised by the trainees in the class
- Encourage other trainees to answer queries/questions and boost peer learning in the class

Answers to the Exercise Questions

1. d. All of the above
2. d. All of the above
3. Steps to create a duty roster are:
 - Plan the shifts before adding the names: this will help us provide the required work force at the required busy hour.
 - Share schedule information with entire staff: The managers while planning a shift should not choose any particular people especially whom they are comfortable with but rather choose the correct person and inform the staff accordingly.
 - Fill the busiest shift the most experienced and skilled staffs
 - Make sure everyone received their offs as over working can cause lack of interest
4. The reasons why equipment checks should be performed are:
 - To ensure that there is no delay in start of duty
 - To ensure that during emergency situations, all equipment function properly
 - To ensure quality of equipment be maintained to curb replacement costs
 - To ensure that CCTVs, Central server, Monitors are not malfunctioning and if so, create a back-up plan for the period.
5. Site-specific training enables the management to ensure a safe and healthy work environment. It also helps the employees to recognise safety hazards and correct them. It enables them to understand best workplace practices and expectations.



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3. Supervise CCTV Operations

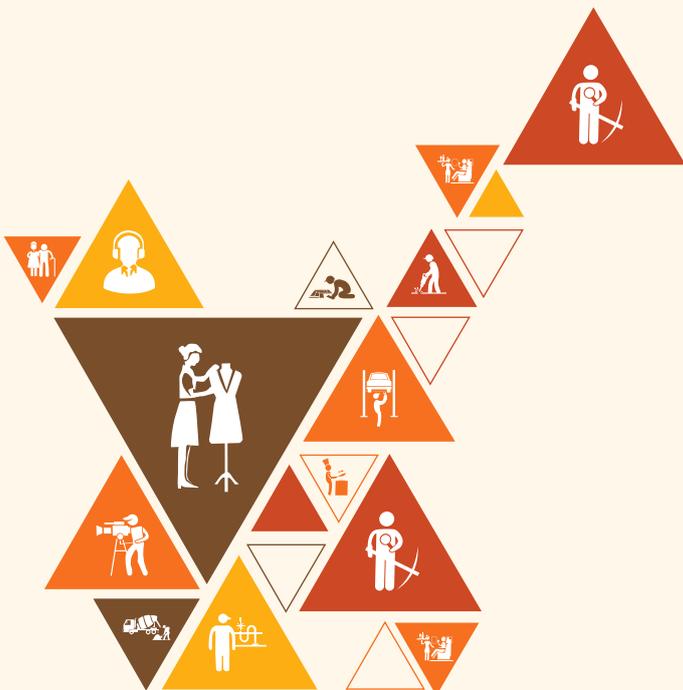
Unit 3.1 - Layout and Coverage of CCTV Cameras in a Premise

Unit 3.2 - Security Patrols and Deployment of Physical Security

Unit 3.3 - CCTV Coverage, Surveillance Techniques

Unit 3.4 - CCTV Positioning, and Maintenance

Unit 3.5 - Operating Principles and Limitations of Surveillance System



Key Learning Outcomes



By the end of this module, the trainees will be able to:

1. Discuss the layout and coverage of CCTV cameras in a premise
2. Discuss security patrols and deployment of physical security
3. Practice how to monitor CCTV coverage, surveillance techniques, monitoring procedure, preservation of footage
4. Discuss surveillance techniques and patterns, camera angles, incorrect positioning and lighting, bad maintenance
5. Discuss the operating principles and limitations of security and surveillance system.
6. Identify the types of security breaches, and different irregular situations
7. Demonstrate how to respond to different types of security breaches and suspicious activities.

Unit 3.1: Layout and Coverage of CCTV Cameras in a Premise

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Identify the proper layout of cameras
2. Understand the importance of proper camera angles

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit we will discuss about layout and coverage of CCTV cameras in a premise

Say

Good morning and welcome back to this training program, "CCTV Supervisor". Today we will discuss about layout and coverage of CCTV cameras in a premise

Ask

Ask the trainees the following questions:

- Why is camera layout?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Camera layouts
- Understanding various camera angles

Say

Let us participate in a role-play to understand the grievance handling

Activity

- You will inform the trainees that this activity will be based on individual performance.
- In this activity, instruct the trainees to create a table that will portray various camera angles.
- Tell the trainees to include lens sizes also
- You will allot 15 minutes to the trainees to complete the table.
- After the time is up, you will give them their 2nd task.
- Ask them to write the detailed steps required for setting video cameras rationally.
- Also, mention them to include the name of the software in use.
- Now, you will call trainees randomly and ask them to stand in front of the class.
- Instruct the trainees to present their answers.
- Appreciate the trainee(s) who can explain their answers with finesse.

Activity	Duration	Resources used
Identifying camera angles	60 minutes	Pen, Notebook, Participant Handbook, Whiteboard, Markers (Red, Blue, and Black)

Do

- Provide each trainee with constructive feedback
- Ensure that each role play meets the session objectives

Notes for Facilitation

- Ask the trainees if they have any questions
- Answer all the questions/doubts raised by the trainees in the class
- Encourage other trainees to answer queries/questions and boost peer learning in the class

Unit 3.2: Security Patrols and Deployment of Physical Security

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Explain the process to deploy security systems
2. Demonstrate shift handover procedure

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit we will discuss about security patrols and deployment of physical security

Say

Good morning and welcome back to this training program, "CCTV Supervisor". Today we will discuss about security patrols and deployment of physical security

Ask

Ask the trainees the following questions:

- Why are the commonly used security systems?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Security Systems
- Shift Handover Procedure

Say

Let us participate in a group discussion to understand this unit better

Activity

- Divide the class into two groups
- Conduct a group discussion in the class on shift handover procedure
- Ask the participants what they have learnt from this exercise
- Ask if they have any questions related to what they have talked about so far
- Close the discussion by summarising the consequences of improper shift handover

Activity	Duration	Resources used
Group discussion	40 minutes	Participant Handbook, Wide Screen or Laptop, overhead Screen, Projector, Internet Connection, etc.

Do

- Ensure that all the trainees participate in the group discussion
- Ensure a friendly atmosphere during the group discussion
- Guide the students in identifying key points

Notes for Facilitation

- Encourage peer learning
- Answer all the doubts raised by the trainees in the class
- Discuss the proper commination technique in group discussion

Unit 3.3: CCTV Coverage, Surveillance Techniques

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Explain the methods of surveillance and monitoring
2. Demonstrate how to preserve CCTV footage

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit we will discuss about CCTV coverage and surveillance techniques

Say

Good morning and welcome back to this training program, "CCTV Supervisor". Today we will discuss about CCTV coverage and surveillance techniques

Ask

Ask the trainees the following questions:

- Why CCTV footage are preserved?
- Where are the CCTV footage stored?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Carry Out Surveillance and Monitoring
 - Coverage areas of a CCTV
 - Surveillance and Monitoring
- How to Preserve CCTV Footage

Say

Let us participate in a role-play to understand this unit better

Activity

- In this activity, you will divide the class into 2 groups.
- All the groups will enact the roles that you will give them.
- The first group will show the correct method of surveillance and monitoring process.
- The second group will demonstrate the correct method of preserving footage.
- You will allot each group 20 minutes to complete their tasks.
- You will analyse the groups closely and appreciate the group demonstrating their given roles with finesse.

Activity	Duration	Resources used
Role Play	50 minutes	Cordless Microphones (If Required), Pen, Notebook, Participant Handbook, Whiteboard, Markers (Red, Blue, and Black)

Do

- Provide each trainee with constructive feedback
- Ensure that each role play meets the session objectives

Notes for Facilitation

- Ask the trainees if they have any questions
- Answer all the questions/doubts raised by the trainees in the class
- Encourage other trainees to answer queries/questions and boost peer learning in the class

Unit 3.4: CCTV Positioning, and Maintenance

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Explain the effectiveness of CCTV cameras
2. Identify incorrect positioning of CCTV cameras
3. Discuss the effects of improper lighting conditions

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit we will discuss about CCTV positioning, and maintenance

Say

Good morning and welcome back to this training program, “CCTV Supervisor”. Today we shall learn an important unit regarding CCTV positioning, and maintenance.

Ask

Ask the trainees the following questions:

- Who can tell me what bad lighting means?

Write down the trainees’ answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Effectiveness of CCTV cameras
- Avoiding incorrect positioning of CCTV cameras
- Importance of proper lighting conditions

Say

Let us participate in activity to understand this unit better

Activity

- Divide the class into 3 groups
- The trainees will have to provide a broad explanation on these topics.
 - Importance of proper CCTV maintenance
 - Limitations to CCTV surveillance
 - Incorrect positioning of CCTV cameras and its effects
- It is important that the trainees present their answers not only rich in information but also supported by hand-drawn diagrams (if possible).
- You will take 10 minutes to evaluate the answers of the trainees.
- The group which can present their answers in the best way within 20 minutes will be awarded appreciation and accolades

Activity	Duration	Resources used
Chart paper activity	30 minutes	Chair, Table, Notebook, Pen, Pencil, Eraser, Participant Handbook, Chart paper, Sketch Pen, Ruler, Whiteboard, Marker, etc.

Do

- Conduct a doubt clarification session, if needed.
- Jot down the crucial points on the whiteboard as the trainees speak.
- Share your inputs and insight, to encourage the trainees and add onto what they talk about.

Notes for Facilitation

- Ask the participants if they have any questions.
- Encourage other participants to answer.
- Encourage peer learning in the class.

Unit 3.5: Operating Principles and Limitations of Surveillance System

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Discuss the operating procedure
2. Explain the limitations of CCTV surveillance
3. Analyse the forms of exceptions in security surveillance
4. Demonstrate the procedure to handle Security breaches

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit we will discuss about operating principles and limitations of surveillance system

Say

Good morning and welcome back to this training program, "CCTV Supervisor". Today we will discuss about operating principles and limitations of surveillance system

Ask

Ask the trainees the following questions:

- What is the difference between analog and digital camera?
- What is security breach?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Operating Procedures
- Limitations to CCTV Surveillance
- Exceptions in Security
- Handling Different Security Breaches

Say

Let us participate in activity to understand this unit better

Activity

- All the groups will engage in the task that you will give them.
- The first group will show the correct method of surveillance and monitoring process.
- The second group will show the correct method of checking the components of the camera.
- The third group will show the correct method of checking the reporting areas of malfunction.
- The third group will explain the components of a CCTV.
- You will allot each group 20 minutes to complete their tasks.
- You will analyse the groups closely and appreciate the group demonstrating their given roles with finesse

Activity	Duration	Resources used
Lab Work	40 minutes	Cordless Microphones (If Required), Pen, Notebook, Participant Handbook, Whiteboard, Markers (Red, Blue, and Black)

Do

- Ensure that all trainees participate in the class.
- Encourage the non-participating trainees to open up and speak.

Notes for Facilitation

- Ask them to answer the questions given in the participant manual
- Encourage all the trainees to participate in the activity

Answers to the Exercise Questions

1. a. Concept Draw
2. a. 360 degree camera
3. b. False
4. a. True
5. a. True



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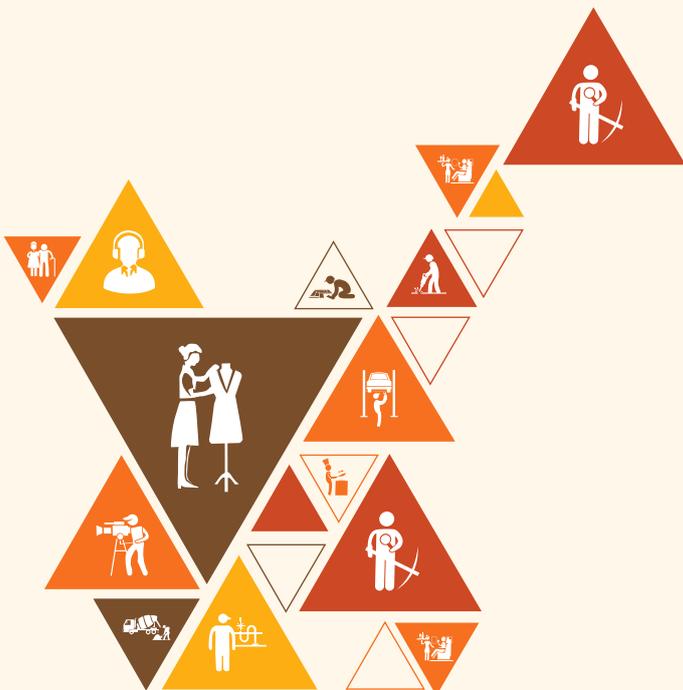
Transforming the skill landscape



4. Maintain Operational Performance of CCTV System

Unit 4.1 - Functioning and Correct Handling

Unit 4.2 - Report Malfunctioning, System Breakdown and Blind Spots of a CCTV system



Key Learning Outcomes



By the end of this module, the trainees will be able to:

1. Analyse the functioning of a CCTV and how to handle equipment correctly
2. Identify how to report malfunctions and whom to report
3. Identify the blind spots of a CCTV camera

Unit 4.1: Functioning and Correct Handling

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Discuss the functioning of a CCTV surveillance system
2. Identify the provisions for proper functioning

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit we will discuss about functioning and correct handling of CCTV

Say

Good morning and welcome back to this training program, "CCTV Supervisor". Today we will discuss about functioning and correct handling of CCTV

Ask

Ask the trainees the following questions:

- What is PTZ camera?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Functioning of a CCTV Surveillance System
- Important Provisions for Proper Functioning

Say

Let us participate in a group discussion to understand this unit better

Activity

- Divide the class into two groups
- Conduct a group discussion in the class on important provisions for proper functioning of CCV
- Ask the participants what they have learnt from this exercise
- Close the discussion by summarising the importance of proper functioning of CCTV

Activity	Duration	Resources used
Group discussion	40 minutes	Participant Handbook, Wide Screen or Laptop, overhead Screen, Projector, Internet Connection, etc.

Do

- Ensure that all the trainees participate in the group discussion
- Ensure a friendly atmosphere during the group discussion
- Guide the students in identifying key points

Notes for Facilitation

- Encourage peer learning
- Answer all the doubts raised by the trainees in the class
- Discuss the proper communication technique in group discussion

Unit 4.2: Report Malfunctioning, System Breakdown and Blind Spots of a CCTV system

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Identify and rectifying technical errors

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit we will discuss about reporting malfunctioning, system breakdown and blind spots of a CCTV system

Say

Good morning and welcome back to this training program, “CCTV Supervisor”. Today we will discuss about reporting malfunctioning, system breakdown and blind spots of a CCTV system

Ask

Ask the trainees the following questions:

- What is a blind spot?

Write down the trainees’ answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Malfunctioning, and blind spots of a CCTV camera setup
 - CCTV Malfunctioning
 - Blind Spots of a CCTV Camera

Say

Let us participate in an activity to understand this unit better.

Activity

- Divide the class into 4 groups
- Hand over a chart paper to each group
- Ask each groups to describe blind spot od a CCTV camera setup
- Ask the trainees to use diagrams to explain the same
- You will analyse the groups closely and appreciate the group performing the task with finesse

Activity	Duration	Resources used
Chart paper activity	50 minutes	Participant Handbook, Laptop, overhead Screen, Projector, Internet Connection, Chart paper, ruler, sketch pens, etc.

Do

- Ensure that all trainees participate in the class.
- Encourage the non-participating trainees to open up and speak.

Notes for Facilitation

- Ask them to answer the questions given in the participant manual.
- Ensure that all the participants answer every question.

Answers to the Exercise Questions

1. d. All of the above
2. a. Pan Tilt Zoom (PTZ)
3. a. Digital Video Recorder
4. Common CCTV malfunctioning are:
 - Camera power and connection issue
 - Horizontal Lines on CCTV video
 - CCTV video flickering
 - DVR stops recording
 - Blind spot
5. A blind spot refers to any areas that are not within the peripheral vision of your installed security camera.

The easiest way to find the blind spots is to put your camera into action with trial runs. It is best to look into monitor feeds to assess the blind spots and set cameras. Also, take photos of the areas you want to cover, from the exact locations where you anticipate installing your security cameras



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5. Observe Health and Safety during Monitoring

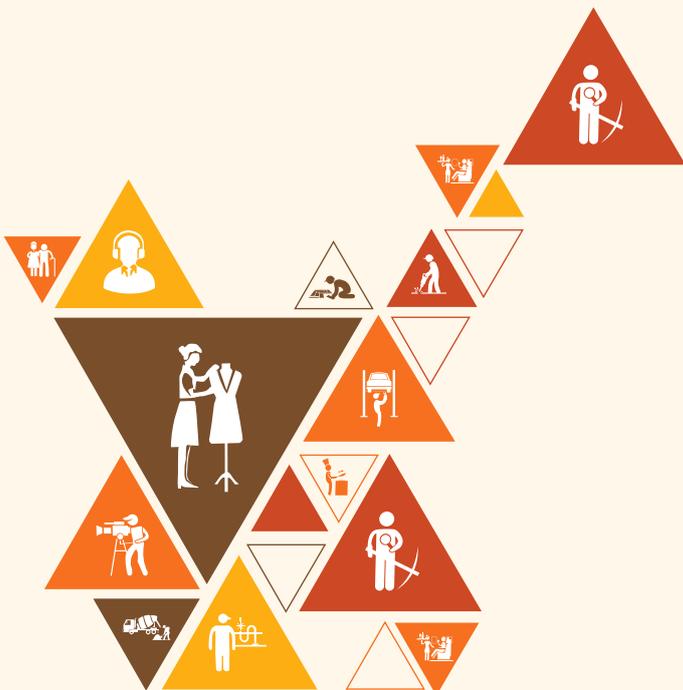
Unit 5.1 - Types of Risks and Hazards

Unit 5.2 - Various Personal Protective Equipment

Unit 5.3 - Importance of Good Health, Hygiene, and Habits

Unit 5.4 - Types of Fire, Fire Fighting Equipment, First Aid

Unit 5.5 - Effective Communication and Reporting to Superiors



Key Learning Outcomes



By the end of this module, the trainees will be able to:

1. List the different types of risks and hazards
2. Identify various PPE, clothing, methods
3. Discuss the importance of good health and hygiene practices
4. Demonstrate how to undertake physical activities
5. Discuss fire extinguishers and first aid
6. Demonstrate the process of communication

Unit 5.1: Types of Risks and Hazards

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Identify the various risks and hazards at workplace

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit we will discuss about types of risks and hazards

Say

Good morning and welcome back to this training program, "CCTV Supervisor". Today we will discuss about types of risks and hazards

Ask

Ask the trainees the following questions:

- How to identify hazardous chemicals?
- What do you understand by Psycho-social hazards?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Identify the Various Risks and Hazards CCTV Malfunctioning

Say

Let us participate in an activity to understand this unit better.

Activity

- Divide the class into two groups
- Conduct a group discussion in the class on hazard management system
- Ask the participants what they have learnt from this exercise
- Ask if they have any questions related to what they have talked about so far
- Close the discussion by summarising reporting hazards

Activity	Duration	Resources used
Group discussion	40 minutes	Participant Handbook, Wide Screen or Laptop, overhead Screen, Projector, Internet Connection, etc.

Do

- Ensure that all the trainees participate in the group discussion
- Ensure a friendly atmosphere during the group discussion
- Guide the students in identifying key points

Notes for Facilitation

- Encourage peer learning
- Answer all the doubts raised by the trainees in the class
- Discuss the proper commination technique in group discussion

Unit 5.2: Various Personal Protective Equipment

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Demonstrate different personal protective equipment used by security personnel and CCTV operators
2. Elaborate the escape routes during emergencies

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit we will discuss about various personal protective equipment (PPE)

Say

Good morning and welcome back to this training program, "CCTV Supervisor". Today we shall learn an important unit regarding various personal protective equipment (PPE)

Ask

Ask the trainees the following questions:

- What is PPE?
- What is the use of a body armour?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Personal Protective Equipment
 - PPEs used by Security Personnel and CCTV Operators
- Escape Routes during Emergencies

Say

Let us participate in an activity to understand this unit better.

Activity

- This session will be in the form of “Show and Explain “ activity.
- In this activity, bring a few PPE (relevant to the job role) to the class and demonstrates each of them.
- To make the session interesting, show the PPE and ask the trainees to identify it
- After the session, you will select a few volunteers from the class and makes them wear few PPE.
- The focus of this activity is to select and use appropriate personal protective equipment compatible with the work and compliant with relevant occupational health and safety guidelines.

Activity	Duration	Resources used
Practical activity - PPE	40 minutes	Participant Handbook, Wide Screen or Laptop, overhead Screen, Projector, Internet Connection, various protective equipment etc.

Do

- Share your inputs and insight, to encourage the trainees and add into what they talk about.
- Ensure that all trainees participate in the class.

Notes for Facilitation

- Ask the participants if they have any questions
- Encourage other participants to answer it and encourage peer learning in the class

Unit 5.3: Importance of Good Health, Hygiene, and Habits

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Practice health and safe hygiene practices
2. Discuss the ill effects of alcohol, drugs and sexually transmitted diseases
3. Describe the physical activities required for the surveillance team

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit we will discuss about the importance of good health, hygiene, and habits

Say

Good morning and welcome back to this training program, "CCTV Supervisor". Today we will discuss about the importance of good health, hygiene, and habits

Ask

Ask the trainees the following questions:

- What are the ill effect of alcohol?
- What are the benefits of regular exercise?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Health, Hygiene, and Habits
- Adverse Effects of Drug/Alcohol/Sexually Transmitted Diseases
- Undertake Physical Activities

Say

Let us participate in an extempore activity to understand this unit better.

Activity

- This activity will be based on individual performance.
- In this activity, you will give two topics to the trainees.
- The first topic in this session will be the ill effect of drugs, alcohol and unsafe sex.
- The second topic on which the trainees will prepare their extempore will be on personal hygiene and habits.
- You will randomly pick up trainees and separate them into two groups.
- Ensure that the trainees are equal in number.
- Allot the trainees 2 minutes to prepare the topic that you will give them.
- After the time is up, you will call out any trainee and ask him or her to speak on the topic for 5 minutes.
- The trainee with the simple explanation but rich in content will be appreciated with accolades.

Activity	Duration	Resources used
Extempore	40 minutes	Participant Handbook, Whiteboard, Notebook, Writing Pad, Pen, Pencil, Marker, etc.

Do

- Conduct a doubt clarification session, if needed.
- Encourage the non-participating trainees to open up and speak

Notes for Facilitation

- Encourage other participants to answer it and encourage peer learning in the class
- Answer all the doubts in case any to the participants

Unit 5.4: Types of Fire, Fire Fighting Equipment, First Aid

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Identify the types of fire
2. Explain various firefighting techniques
3. Demonstrate basic first aid techniques

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit we will discuss about fire hazard and first aid

Say

Good morning and welcome back to this training program, "CCTV Supervisor". Today we shall learn an important unit regarding fire, firefighting equipment and first-aid

Ask

Ask the trainees the following questions:

- Can anyone name a few firefighting equipments?
- What is the use of fire extinguisher?
- What is the importance of first aid?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Types of Fire
- Responding to a Fire Emergency
- Importance of First Aid

Say

Let us participate in an activity to understand this unit better.

Activity

- Divide the entire class into 4 groups
- Provide each group with a chart paper, pencil, sketch pens, rulers, etc.
- Ask each group to make a chart paper presentation on types of fire and types of fire extinguishers
- Ask the trainees to gather required information from the participant handbook
- Appreciate the team work and hang/paste the best presentation in the wall magazine/ bulletin board

Activity	Duration	Resources used
Chart paper activity	50 minutes	Participant Handbook, Whiteboard, Notebook, Writing Pad, Pen, Marker, Chart Paper, Pencil, Sketch Pens, Rulers, etc.

Do

- Conduct a doubt clarification session, if needed.
- Share your inputs and insight, to encourage the trainees and add into what they talk about

Notes for Facilitation

- Encourage peer learning
- Use video reference from different sources for better explanation

Unit 5.5: Effective Communication and Reporting to Superiors

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Demonstrate effective communication with superiors
2. Describe the incident reporting process

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit we will discuss about effective communication with superiors and colleagues

Say

Good morning and welcome back to this training program, "CCTV Supervisor". Today we shall learn an important unit regarding effective communication with superiors and colleagues

Ask

Ask the trainees the following questions:

- What are the components of an effective communication?
- What is the importance of tone in effective communication?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Communicating with Superiors
- Incident Reporting Process

Say

Let us participate in a role-play activity to understand this unit better.

Activity

- Divide the class into 4 groups.
- All the groups will enact the roles that you will give them.
- This role-play session will be based on effective communication between the supervisors and the security guards and the active listening skills of the latter (security guards).
- Amongst the four, two groups will demonstrate the correct communication procedures in a warehouse.
- The other two groups will demonstrate the correct communication procedures inside a shopping mall.
- You will provide the necessary tools required for the task like walky-talky or 2-way radio.
- The trainees who will give the instructions will create a list before the session starts.
- Based on that list, trainees who will take the instructions will jot down the directives their partners are giving.
- The trainees who are giving instruction needs to be clear on the information that is giving.
- They cannot be panicky or shout out the instructions in their respective places.
- The trainees who are receiving instruction need to listen to all the instructions carefully as any misstep can create serious consequences for others (in case of the real-life situation).
- The group that can complete their task first and accurately will be declared as the winner and will be appreciated in the class with accolades.

Activity	Duration	Resources used
Role play	60 minutes	Participant Handbook, Whiteboard, Notebook, Writing Pad, Pen, Marker, etc.

Do

- Provide each trainee with constructive feedback
- Ensure that each role play meets the session objectives

Notes for Facilitation

- Ask the trainees if they have any questions
- Answer all the questions/doubts raised by the trainees in the class
- Encourage other trainees to answer queries/questions and boost peer learning in the class

Answers to the Exercise Questions

1. d. All of the above
2. d. All of the above
3. d. All of the above
4. First aid for burns-
 - Cool the burn under cold running water for at least ten minutes
 - Loosely cover the burn with cling film or a clean plastic bagFirst aid heavy for bleeding –
 - Put pressure on the wound with whatever is available to stop or slow down the flow of blood
 - As soon as possible, call the Emergency Number or get someone else to do it
 - Keep pressure on the wound until help arrives
5. Using the PASS Method:
 - Pull: Pull the safety pin on the extinguisher.
 - Aim: Aim the hose of the extinguisher at the base of the fire.
 - Squeeze: Squeeze the handle to discharge the material.
 - Sweep: Sweep the hose across the base of the fire from side to side.



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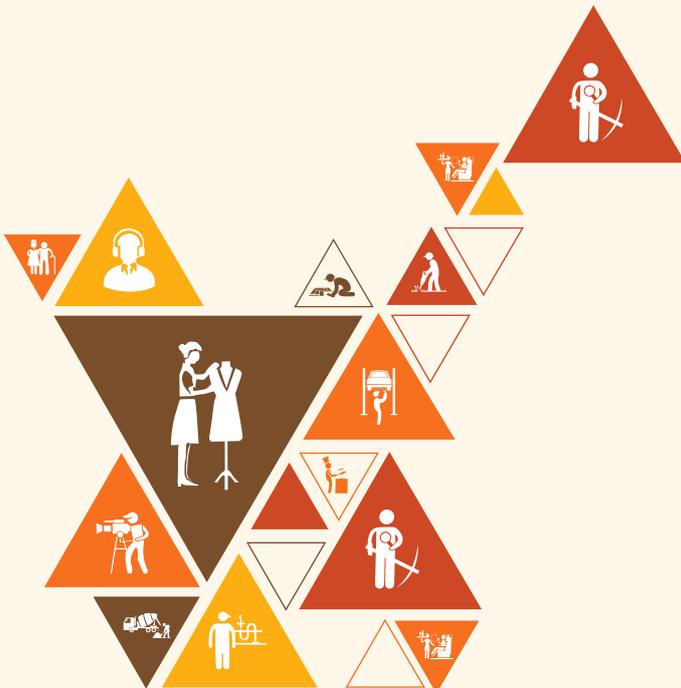
6. Security and Security Practices and Tasks

Unit 6.1 - Rules and Regulations Relevant to Private Security

Unit 6.2 - Private Security Sector and Various Security Organisations

Unit 6.3 - Respond to Risks and Threats as per Protocol

Unit 6.4 - Types of Arms Used by Security Officers



Key Learning Outcomes



By the end of this module, the trainees will be able to:

1. List the rules and regulations of private security
2. Identify the importance of security in various sectors
3. List the various security organisations
4. Identify different domains of private security
5. Practice how to respond to risks and threats
6. Discuss various firearms used

Unit 6.1: Rules and Regulations Relevant to Private Security

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Explain the rules and regulations of private security
2. Explain the importance of security for various sectors

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit we will discuss about rules and regulations of private security

Say

Good morning and welcome back to this training program, "CCTV Supervisor". Today we shall learn an important unit regarding rules and regulations of private security

Ask

Ask the trainees the following questions:

- What is private security?
- Who gets SPG cover?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Rules and Regulations of Private Security
 - Eligibility to be a Private Security Guard and Supervisor
- Importance of Security for Various Sectors

Say

Let us participate in an activity to understand this unit better.

Activity

- Divide the class into 3 groups.
- Each group will be given 3 different topics on which they have to provide a broad explanation.
- Group A will write on PSARA.
- Group B will write on eligibility to be a private security guard and supervisor.
- Group C will write on different categories of security.
- It is important that the trainees present their answers not only rich in information but also supported by and-drawn diagrams (if possible).
- The group which can present their answers in the best way within 30 minutes will be awarded appreciation and accolades

Activity	Duration	Resources used
Chart paper activity	60 minutes	Participant Handbook, Whiteboard, Notebook, Writing Pad, Pen, Marker, Chart Paper, Pencil, Sketch Pens, Rulers, etc.

Do

- Ensure that every trainee participates in the activity session
- Encourage the trainees to ask questions.
- Jot down the crucial points on the whiteboard as the trainees speak.

Notes for Facilitation

- Answer all the queries/doubts raised by the trainees in the class
- Encourage peer learning in the class.

Unit 6.2: Private Security Sector and Various Security Organisations

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Identify the sectors and sub-sectors of private security
2. Analyse the job role of a CCTV supervisor
3. Identify different ranks in police and military
4. Identify and deal with IEDs

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit we will discuss about private security sector and various security organisations

Say

Good morning and welcome back to this training program, "CCTV Supervisor". Today we shall learn an important unit regarding private security sector and various security organisations

Ask

Ask the trainees the following questions:

- What are the responsibilities of a CCTV supervisor?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Private Security Sector
- Job Role of a CCTV Supervisor
- Armed and Police Forces of India
- An IED

Say

Let us participate in an activity to understand this unit better.

Activity

- This is an individual activity
- Display different insignias of Indian Army using an overhead projector
- Ask the trainees to identify each of them and note down in the notepad
- Explain related information related to the topic while conducting eh activity

Activity	Duration	Resources used
Identify the insignia	30 minutes	Participant Handbook, Whiteboard, Notebook, Writing Pad, Pen, Marker, etc.

Do

- Display the following insignia of Indian Army (Commissioned Officers)

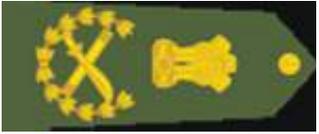
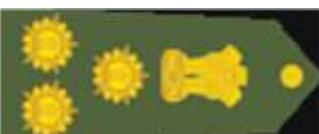
Sl No.	Insignia
1.	
2.	
3.	
4.	
5.	

Fig. 6.2.1: Insignia of Indian Army

Notes for Facilitation

- Ask the participants if they have any questions.
- Encourage other participants to answer.
- Encourage peer learning in the class.

Unit 6.3: Respond to Risks and Threats as per Protocol

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Identify the different levels of risks and threats
2. Describe various aspects of monitoring

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit, we will discuss how to respond to risks and threats as per protocol

Say

Good morning and welcome back to this training program, “CCTV Supervisor”. Today we shall learn an important unit regarding how to respond to risks and threats as per protocol

Ask

Ask the trainees the following questions:

- What is the difference between guarding and patrolling?

Write down the trainees’ answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Levels of risks, threats and safety procedures
 - Methods of guarding
 - Methods of patrolling
- Aspects of monitoring

Say

Let us participate in a group discussion to explore the unit a little more.

Activity

- Divide the class into two groups
- Conduct a group discussion in the class on various methods of guarding and patrolling
- Ask the participants what they have learnt from this exercise
- Ask if they have any questions related to what they have talked about so far
- Close the discussion by summarising the importance guarding and patrolling

Activity	Duration	Resources used
Group discussion	40 minutes	Participant Handbook, Wide Screen or Laptop, overhead Screen, Projector, Internet Connection, etc.

Do

- Ensure that all the trainees participate in the group discussion
- Ensure a friendly atmosphere during the group discussion
- Guide the students in identifying key points

Notes for Facilitation

- Encourage peer learning
- Answer all the doubts raised by the trainees in the class
- Discuss the proper commination technique in group discussion

Unit 6.4: Types of Arms Used by Security Officers

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Identify various firearms used by police and criminals

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit, we will discuss about various firearms used by security officers

Say

Good morning and welcome back to this training program, “CCTV Supervisor”. Today we shall learn an important unit regarding various firearms used by security officers

Ask

Ask the trainees the following questions:

- What is the difference between revolver and pistol?

Write down the trainees’ answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Firearms used by Security Officers

Say

Let us participate in a activity to explore the unit a little more.

Activity

- This is an individual activity
- Display different images of various firearms used by security officers using an overhead projector
- Ask the trainees to identify each of them and note down in the notepad
- Describe the features and use of each firearm shown during the activity

Activity	Duration	Resources used
Identify the firearm	30 minutes	Participant Handbook, Whiteboard, Notebook, Writing Pad, Pen, Marker, etc.

Do

- Display the following images of firearms used by security officers

Sl No.	Firearms
1.	
2.	
3.	
4.	

5.	
----	--



Fig. 6.4.1: Firearms used by security officers

- Ask the students to write the answer in tabular format
- Ensure that all the trainees participate in the activity

Notes for Facilitation

- Answer all the doubts raised by the trainees in the class
- Ensure that all the trainees answer every question listed in the participant handbook

Answers to the Exercise Questions

1. a. Private Security Agencies Regulation Act
2. a. SPG (Special Protection Group)
3. a. 55 personnel
4. Various methods of patrolling are:
 - Combat Patrol - Aimed at monitoring and observing a specific enemy or risk
 - Clearing Patrol - Brief patrol around a newly occupied defensive position to ensure that the designated area is secure
 - Standing Patrol - Small group (half section/section) of static patrols intended to provide alerts, security or to guard some geographical feature like dead ground
 - Screening Patrol - Aimed at screening a large area
5. The major components of an IED are:
 - Warhead
 - Delivery Mechanism
 - Trigger Mechanism



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& ENTREPRENEURSHIP



N · S · D · C
National
Skill Development
Corporation

Transforming the skill landscape



7. Basic Rules Pertaining to Private Security Service and Security Personnel

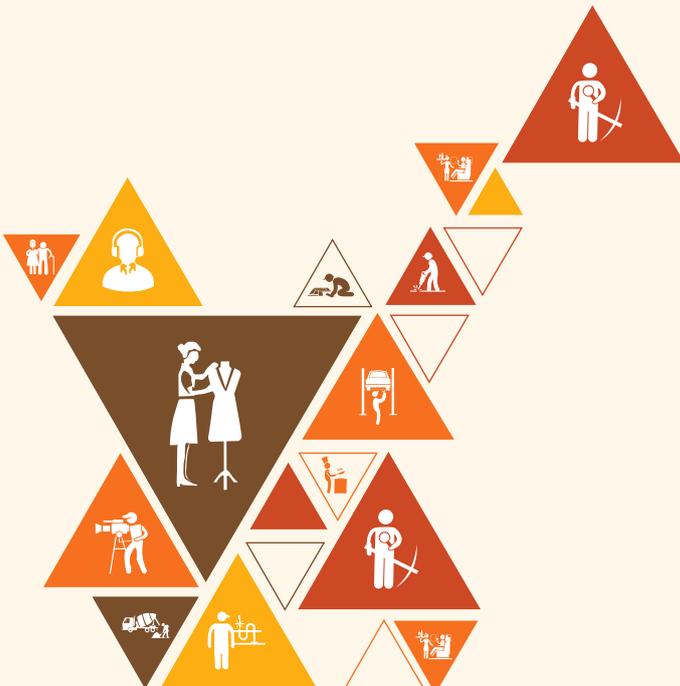
Unit 7.1 - Procedure for Event Reporting & Co-operating in Investigation

Unit 7.2 - Difference between Legal & Illegal Activities and Knowing Legal Implications

Unit 7.3 - Process to Lodge Complaints and FIRs, Giving Evidence in Courts

Unit 7.4 - Carry out Tasks Complying with Regulatory and Legal Provisions

Unit 7.5 - Various Rules and Regulations Governing Employment



Key Learning Outcomes



By the end of this module, the trainees will be able to:

1. Discuss the correct process of incident reporting
2. Practice how to co-operate during investigation
3. Practice the process for lodging complaints
4. Discuss legal provisions
5. Discuss employment related regulations

Unit 7.1: Procedure for Event Reporting & Co-operating in Investigation

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Demonstrate the correct process for event reporting
2. Explain how to co-operate in investigation

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit, we will discuss about event reporting & co-operating in investigation

Say

Good morning and welcome back to this training program, "CCTV Supervisor". Today we shall learn an important unit regarding event reporting & co-operating in investigation

Ask

Ask the trainees the following questions:

- What is event reporting?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Event Reporting
- Co-operating in Investigations

Say

Let us participate in an activity to explore the unit a little more.

Activity

- In this activity, you will divide the class into 4 groups.
- The trainees will have to provide a broad explanation on the following topics.
 - Co-operating with investigations
 - Event reporting
- It is important that the trainees present their answers not only rich in information but also supported by hand-drawn diagrams (if possible).
- You will take 10 minutes to evaluate the answers of the trainees.
- The group which can present their answers in the best way within 20 minutes will be awarded appreciation and accolades

Activity	Duration	Resources used
Chart paper activity	30 minutes	Chair, Table, Notebook, Pen, Pencil, Eraser, Participant Handbook, Chart paper, Sketch Pen, Ruler, Whiteboard, Marker, etc.

Do

- Ask the students to write the answer in tabular format
- Ensure that all the trainees participate in the activity

Notes for Facilitation

- Encourage peer learning in the class
- Ensure that all the trainees answer every question listed in the participant handbook

Unit 7.2: Difference between Legal & Illegal Activities and Knowing Legal Implications

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Evaluate the difference between legal and illegal activities
2. Explain the legal implications of tasks carried out

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit, we will discuss about legal & illegal activities and legal implications

Say

Good morning and welcome back to this training program, "CCTV Supervisor". Today we shall learn an important unit regarding

Ask

Ask the trainees the following questions:

- What do you understand by illegal activities?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Legal & illegal activities
- Legal implications and code of ethics

Say

Let us participate in a group discussion to explore the unit a little more.

Activity

- Divide the class into two groups
- Conduct a group discussion in the class on legal and illegal activities
- Ask the participants what they have learnt from this exercise
- Ask if they have any questions related to what they have talked about so far
- Close the discussion by summarising the legal implications

Activity	Duration	Resources used
Group discussion	40 minutes	Participant Handbook, Wide Screen or Laptop, overhead Screen, Projector, Internet Connection, etc.

Do

- Ensure that all the trainees participate in the group discussion
- Ensure a friendly atmosphere during the group discussion
- Guide the students in identifying key points

Notes for Facilitation

- Encourage peer learning
- Answer all the doubts raised by the trainees in the class
- Discuss the proper commination technique in group discussion

Unit 7.3: Process to Lodge Complaints and FIRs, Giving Evidence in Courts

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Demonstrate complaint lodging procedure
2. Explain how to give evidence in court

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit, we will discuss about the process to lodge complaints and FIRs, giving evidence in courts

Say

Good morning and welcome back to this training program, "CCTV Supervisor". Today we shall learn an important unit regarding the process to lodge complaints and FIRs, giving evidence in courts

Ask

Ask the trainees the following questions:

- Can anyone tell me a few types of evidence that can be shown in the court?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- How to lodge complaints
- Present evidence in court

Say

Let us participate in a role-play activity to explore the unit a little more.

Activity

- This session will be a practical activity.
- In this activity, you will take the trainees to a spacious room.
- You will divide the class into groups where the trainees will be even in number.
- The trainee will demonstrate the correct process of Lodging Complaints.
- Added to this, the trainees will demonstrate how to present evidence in the court (including the evidence types).
- Allot them 5-10 minutes for each team to complete the task.
- You will inspect the work of each group.
- The group showcasing the best work will be appreciated with accolades

Activity	Duration	Resources used
Role Play	40 minutes	Cordless Microphones (If Required), Participant Handbook, Wide Screen or Laptop, overhead Screen, Projector, Internet Connection, etc.

Do

- Provide each trainee with constructive feedback
- Ensure that each role play meets the session objectives

Notes for Facilitation

- Ask the trainees if they have any questions
- Answer all the questions/doubts raised by the trainees in the class
- Encourage other trainees to answer queries/questions and boost peer learning in the class

Unit 7.4: Carry out Tasks Complying with Regulatory and Legal Provisions

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Discuss various legal provisions

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit, we will discuss about the process to lodge complaints and FIRs, giving evidence in courts

Say

Good morning and welcome back to this training program, "CCTV Supervisor". Today we shall learn an important unit regarding the process to lodge complaints and FIRs, giving evidence in courts

Ask

Ask the trainees the following questions:

- Do you know about arms act?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Various Legal Provisions

Say

Let us participate in an activity to explore the unit a little more.

Activity

- Divide the class into 3 groups
- Ask each group to select any of the topic from below and make a chart paper presentation
 - Protection of Human Rights Act, 1993
 - Explosive Act, 1884
 - The Arms Act, 1959
 - The Explosive Substances Act, 1908
- You will take 15 minutes to evaluate the correctness of the presentation.
- The group which can present their answers in the best way within 20 minutes will be awarded appreciation and accolades

Activity	Duration	Resources used
Chart paper activity	45 minutes	Chair, Table, Notebook, Pen, Pencil, Eraser, Participant Handbook, Chart paper, Sketch Pen, Ruler, Whiteboard, Marker, etc.

Do

- Ask the students to write the answer in tabular format
- Ensure that all the trainees participate in the activity

Notes for Facilitation

- Encourage peer learning
- Ensure that all the trainees answer every question listed in the participant handbook

Unit 7.5: Various Rules and Regulations Governing Employment

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Discuss the rules related to employment

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit, we will discuss various rules and regulations governing employment

Say

Good morning and welcome back to this training program, “CCTV Supervisor”. Today we shall learn an important unit regarding various rules and regulations governing employment

Ask

Ask the trainees the following questions:

- Do you know about EPF?

Write down the trainees’ answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Various Legal Provisions

Say

Let us participate in an activity to explore the unit a little more.

Activity

- Divide the class into three groups
- Ask each group to select any of the topics from below and make a chart paper presentation
 - Employees' Pension Scheme Act-1995
 - Minimum Wages Act- 1948
 - Employees' State Insurance (ESI)
- You will take 15 minutes to evaluate the correctness of the presentation.
- The group which can present their answers in the best way within 20 minutes will be awarded appreciation and accolades

Activity	Duration	Resources used
Chart paper activity	45 minutes	Chair, Table, Notebook, Pen, Pencil, Eraser, Participant Handbook, Chart paper, Sketch Pen, Ruler, Whiteboard, Marker, etc.

Do

- Ask the students to write the answer in tabular format
- Ensure that all the trainees participate in the activity

Notes for Facilitation

- Encourage peer learning
- Answer all the doubts raised by the trainees in the class

Answers to the Exercise Questions

1. b. False
2. a. True
3. a. True
4. The five types of punishments, described under Section 53 under the IPC, are:
 - Death penalty
 - Life imprisonment
 - Rigorous and simple imprisonment
 - Forfeiture of property
 - Fine
5. According to the 1st schedule of the Code, Cognisable Offences are the ones for which a police officer may arrest a person without a warrant issued by the Court of Law. These are mentioned under Section 154 of the Code and are extremely grave.
E.g., Waging or attempting to wage war or supporting and promoting the waging of war against the Government of India

For Non-cognisable Offences, a police officer only against a warrant duly issued by the Court of Law may arrest a person. These are mentioned under Section 155 of the Code.
E.g., Obstructing public servant in discharge of his public functions

Key Learning Outcomes



By the end of this module, the trainees will be able to:

1. Identify the risks and threats specific to the domain
2. Identify the security equipment and communication method
3. Practice how to carry out security operations

Unit 8.1: Risks and Threats Specific to Security Domain

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Discuss specific risks and their solutions
2. Identify security equipment

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit, we will discuss risks and threats specific to the security domain

Say

Good morning and welcome back to this training program,, “CCTV Supervisor”. Today we shall learn an important unit regarding

Ask

Ask the trainees the following questions:

- Can anyone name me common security equipment?

Write down the trainees’ answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Specific Risks and their Solutions
- Security Equipment

Say

Let us participate in a role-play to explore the unit a little more.

Activity

- Divide the class into groups comprising of 5 trainees.
- In this activity, the trainees will enact the role of firefighters and victims.
- The trainees who will be enacting the role of firefighters will show the correct method of safe lifting and carry the victim(s) to a secure area.
- They will also demonstrate a smooth evacuation process and the techniques of carrying out specially-abled people.
- For every group, allot 10 minutes for completing the evacuation process.
- Appreciate the group that can demonstrate the evacuation process and the correct way of removing victims from the fire hazards effectively.

Activity	Duration	Resources used
Role Play – Fire Evacuation	50 minutes	Chair, Table, Notebook, Pen, Pencil, Eraser, Participant Handbook, Chart paper, Sketch Pen, Ruler, Whiteboard, Marker, Stretchers, straps, webbing loops, etc.

Do

- Provide each trainee with constructive feedback
- Ensure that each role-play meets the session objectives

Notes for Facilitation

- Ask the trainees if they have any questions
- Answer all the questions/doubts raised by the trainees in the class
- Encourage other trainees to answer queries/questions and boost peer learning in the class

Unit 8.2: Carry out Security Duties as per Organisation's Procedures

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Explain how to perform duties within organisation rules

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit, we will discuss carrying out security duties as per the organisation's procedures

Say

Good morning and welcome back to this training program,, "CCTV Supervisor". Today we shall learn an important unit regarding carrying out security duties as per organisation's procedures

Ask

Ask the trainees the following questions:

- Can anyone name me common security equipment?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Perform duties within organisation rules

Say

Let us participate in a role-play to explore the unit a little more.

Activity

- Divide the class into groups comprising of 5 trainees.
- In this activity, the trainees will enact the role of CCTV supervisor during a bomb threat and victims.
- The trainees will act according to the organisational policy to secure the location
- For every group, allot 10 minutes for completing the process.
- Appreciate the group that can demonstrate the evacuation process and the correct way of removing victims from the fire hazards effectively.

Activity	Duration	Resources used
Role Play – Fire Evacuation	50 minutes	Chair, Table, Notebook, Pen, Pencil, Eraser, Participant Handbook, Chart paper, Sketch Pen, Ruler, Whiteboard, Marker, Stretchers, straps, webbing loops, etc.

Do

- Provide each trainee with constructive feedback
- Ensure that each role-play meets the session objectives

Notes for Facilitation

- Ask the trainees if they have any questions
- Answer all the questions/doubts raised by the trainees in the class
- Encourage other trainees to answer queries/questions and boost peer learning in the class

Unit 8.3: Updating Security Registers and Reporting Supervisors

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Demonstrate how to update security registers
2. Describe organisational hierarchy

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit, we will discuss updating security registers and reporting supervisors

Say

Good morning and welcome back to this training program,, “CCTV Supervisor”. Today we shall learn an important unit regarding updating security registers and reporting

Ask

Ask the trainees the following questions:

- Can anyone tell me what an organisational hierarchy is?
- Why is it important to maintain attendance records?

Write down the trainees’ answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Update security registers and report
- Organisational hierarchy
- Various forms of registers

Say

Let us participate in an activity to explore the unit a little more.

Activity

- Divide the class into four groups
- Provide a chart paper to each group
- Ask them to make an organisational hierarchy of the security department
- Ask them to explain the role of each level in the hierarchy
- Appreciate the teamwork and hang/paste the best presentation in the wall magazine/ bulletin board

Activity	Duration	Resources used
Chart paper activity	45 minutes	Chair, Table, Notebook, Pen, Pencil, Eraser, Participant Handbook, Chart paper, Sketch Pen, Ruler, Whiteboard, Marker, etc.

Do

- Ensure that every trainee participates in the activity session
- Show the students the organisational structure of the organisation you are currently working with

Notes for Facilitation

- Ask the participants if they have any questions.
- Encourage peer learning in the class.

Answers to the Exercise Questions

1. a. True
2. a. True
3. b. False
4. The responsibilities of a CCTV supervisor during an earthquake are:
 - Staff members should maintain the situation by reassuring people stuck in the incident.
 - If people are indoors, security staff should immediately help them move to a safe place.
 - Request people to move under a desk, table, or workbench if possible.
 - Security staff members will start evacuation of the building (after receiving the instructions from the building control room) to the assembly area as per the exit map of the building/premises.
 - Security staff must ensure a smooth exit.
5. During bomb threat:
 - Bomb threats should always be taken seriously.
 - Do not assume that a bomb threat is a prank call or that they are only made to the building's management office.
 - The control room should have an updated blueprint of each floor and the basements.
 - Check from police, fire department if assistance available to develop a bomb incident plan.
 - Inspect the building for areas where explosives are likely to be concealed – make a checklist
 - Organise and train in evacuation
 - Communication must be established between the control room and the search or evacuation team.

Key Learning Outcomes



By the end of this module, the trainees will be able to:

1. Discuss the importance of personal grooming, physical and mental fitness
2. Discuss the importance of good behaviour
3. Discuss the “Meet and Greet” procedure
4. Evaluate the risks and threats specific to the domain
5. Identify the security equipment and communication method used
6. Demonstrate behavioural standards at the workplace
7. Practice how to update security registers and report incidents

Unit 9.1: Importance of Personal Grooming, Physical Fitness, Hygiene

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Analyse the value of grooming, hygiene and fitness in the job role

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit, we will discuss the importance of personal grooming, physical fitness, and hygiene

Say

Good morning and welcome back to this training program,, “CCTV Supervisor”. Today we shall learn an important unit regarding the importance of personal grooming, physical fitness, and hygiene

Ask

Ask the trainees the following questions:

- What do you understand by the term grooming?

Write down the trainees’ answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Personal grooming, physical fitness, hygiene

Say

Let us participate in an activity to explore the unit a little more.

Activity

- This is an individual activity
- Using the overhead projector, show two images to the trainees
- From those images, ask the trainees to point out the correct and incorrect grooming aspects
- Instruct the trainees to note down the points.
- Give the trainees 10 minutes to see the images and write down their observations.
- After the time is up, pick out any trainee randomly from the class and ask them to explain their observation.

Activity	Duration	Resources used
Personal Grooming	20 minutes	Pen, Notebook, Participant Handbook, Laptop, Whiteboard, Markers, etc.

Do

- Display the below pictures using an overhead projector



Fig. 9.1.1: Security personnel

- Ask the students to write the answer in tabular format
- Ensure that all the trainees participate in the activity

Notes for Facilitation

- Encourage peer learning
- Answer all the doubts raised by the trainees in the class
- Ensure that all the trainees answer every question listed in the participant handbook

Unit 9.2: Behavioural Standards

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Demonstrate good behaviour and explain its implications
2. Demonstrate “Meet & Greet” as per policy
3. Practice the workplace etiquettes and manners

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit, we will discuss the importance of good behaviour

Say

Good morning and welcome back to this training program,, “CCTV Supervisor”. Today we shall learn an important unit regarding the importance of good behaviour

Ask

Ask the trainees the following questions:

- What do you understand by the term grooming?

Write down the trainees’ answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Good behaviour and its impression
- Organisation’s Meet & Greet Policy

Say

Let us participate in a role-play to explore the unit a little more

Activity

- Divide the class into four groups.
- All the groups will enact the roles that you will give them.
- This role-play session will be based on effective communication between the supervisors and the security guards and the active listening skills of the latter (security guards).
- Amongst the 4 two groups will showcase the correct communication procedures in a warehouse.
- The other two groups will showcase the correct communication procedures inside a shopping mall.
- You will provide the necessary tools required for the task, like a walky-talky or 2-way radio.
- The trainees who will give the instructions will create a list before the session starts
- The trainees who are giving instruction needs to be loud and clear
- The trainees who are receiving instruction need to listen to all the instructions carefully and act accordingly
- The group that can complete their task first and accurately will be declared as the winner and appreciated in the class with accolades.

Activity	Duration	Resources used
Role Play - Correct Communication Procedure	40 minutes	Cordless microphones (if required), Notebook, Pen, Pencil, Eraser, Participant Handbook, Whiteboard, Marker, Overhead projector, White screen, etc.

Do

- Provide each trainee with constructive feedback
- Ensure that each role-play meets the session objectives

Notes for Facilitation

- Ask the trainees if they have any questions
- Answer all the questions/doubts raised by the trainees in the class
- Encourage other trainees to answer queries/questions and boost peer learning in the class

Unit 9.3: Risks and Threats Specific to Security Domain

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Identify the specific risks and procedures to deal with them

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit, we will discuss risks and threats specific to the security domain

Say

Good morning and welcome back to this training program, “CCTV Supervisor”. Today we shall learn an important unit regarding various risks and threats specific to the security domain

Ask

Ask the trainees the following questions:

- What do you mean by trespassing?

Write down the trainees’ answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Specific risks and how to deal with them

Say

Let us participate in a group discussion to explore the unit a little more.

Activity

- Divide the class into two groups
- Conduct a group discussion in the class on risks and threats specific to the security domain
- Ask the participants what they have learnt from this exercise
- Ask if they have any questions related to what they have talked about so far
- Close the discussion by summarising the importance of looking at footages and pass on the message to the on-field security guards

Activity	Duration	Resources used
Group discussion	40 minutes	Participant Handbook, Wide Screen or Laptop, overhead Screen, Projector, Internet Connection, etc.

Do

- Ensure that all the trainees participate in the group discussion
- Ensure a friendly atmosphere during the group discussion
- Guide the students in identifying key points

Notes for Facilitation

- Encourage peer learning
- Answer all the doubts raised by the trainees in the class
- Discuss the proper combination technique in group discussion

Unit 9.4: Security Equipment and Communication Methods Used

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Identify various equipment used by CCTV supervisor
2. Practice the communication technique used

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools

Note

In this unit, we will discuss security equipment and communication methods

Say

Good morning and welcome back to this training program, "CCTV Supervisor". Today we shall learn an important unit regarding various security equipment and communication methods

Ask

Ask the trainees the following questions:

- Can anyone dew security equipment used by CCTV supervisors?

Write down the trainees' answers on whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Identifying Various Equipment Used
 - Security equipment
 - Communication equipment

Say

Let us participate in an activity to explore the unit a little more.

Activity

- This is an individual activity
- Using an overhead projector, display images of various equipment used by CCTV supervisors
- Ask the trainees to identify each of them and note them down in a note pad
- Also, ask them to mention their usages
- After the display is over and everyone has finished writing, ask random students to identify the equipment shown
- Ask others to math whether their answer is correct or not

Activity	Duration	Resources used
Identify the Items	40 minutes	Chair, Table, Notebook, Pen, Pencil, Eraser, Participant Handbook, Whiteboard, Marker, Overhead projector, White screen, etc.

Do

- Display the following pictures using an overhead projector



Fig. 9.4.1: Security equipment

- Ensure that all trainees participate in the class.
- Encourage the non-participating trainees to open up and speak.

Notes for Facilitation

- Ask the participants if they have any questions.
- Ask them to answer the questions given in the participant manual

Answers to the Exercise Questions

1. a. True
2. a. True
3. Grooming will give you the confidence to dress up, look presentable and confident every day while reporting at your workplace. Your self-grooming venture will be the demonstration of your skills. By grooming yourself properly, you will become presentable and reliable to everyone.
4. “Meet and Greet” policy come under this standard set of principles. The salient features are:
 - Always present yourself to others hastily, no matter what the situation is.
 - A pleasant smile with greetings for the day sets the tone and leaves a lasting impression.
 - Never bring your emotions in to play while performing office duty, especially in the security industry.
 - Always proceed to help a situation demands, do not wait for people to call for help.
 - Seek approval before performing any task.
 - Even in crisis moments, try to maintain calm.
 - Speak politely with clients and the public.
5. The behavioural aspect while dealing with colleagues must include:
 - Working well as part of a team or group.
 - A positive attitude toward co-workers, the workplace and the tasks of the job.
 - A clean and suitable appearance, taking into account the job you do.
 - Respect for others and respect for individual differences.
 - Being on time for work

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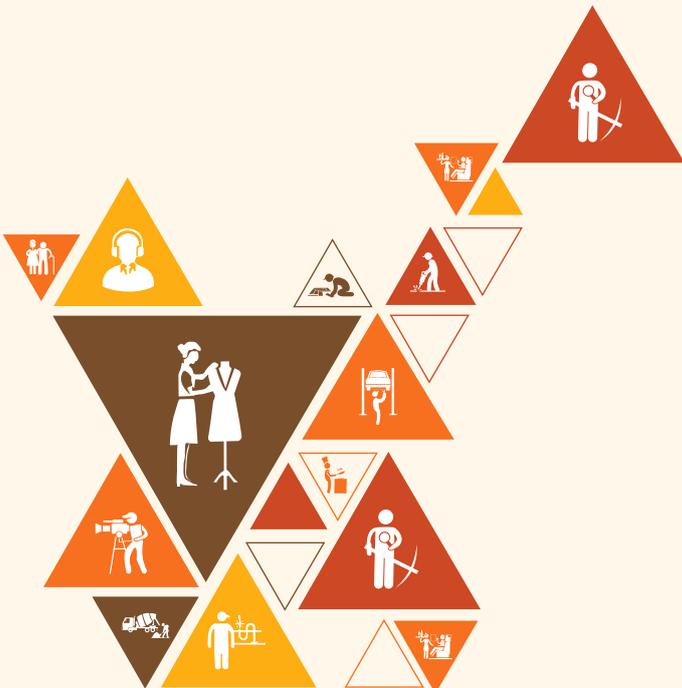


11. Annexures

Annexure I: Training Delivery Plan

Annexure II: Assessment Criteria

Annexure III: List of QR Codes Used in PHB



Annexure I

Training Delivery Plan

Training Delivery Plan			
Program Name:	CCTV Supervisor		
Qualification Pack Name & Ref. ID	MEP/ Q7104, V1.0		
Version No.	1.0	Version Update Date	27/03/2018
Pre-requisites to Training (if any)	Preferably equivalent to 12th (Average literacy of reading, writing and understanding)		
Training Outcomes	<p>After completing this program, the participants will be able to:</p> <ol style="list-style-type: none"> 1. Monitor premises and security operations: Be able to monitor premises and security unit's operations. 2. Supervise CCTV operations: Supervise CCTV operations to secure assigned premises. 3. Maintain CCTV system: Maintain operational performance of CCTV system. 4. Observe health and safety issues: Observe health and safety while monitoring security operations. 5. Perform basic security tasks: Be able to perform security tasks in accordance with basic security practices. 6. Understand the legal requirements: Understand the legal requirements and work within the law when undertaking private security tasks. 7. Perform domain-specific security tasks: Carry out private security tasks in commercial and industrial deployments. 8. Image building: Project positive image of self and the organization. 9. Communicate effectively: Communicate effectively with stakeholders. 10. Respond to emergencies: Identify potential hazards and threats to life, property and business operation and notify stakeholders. 		

SL	Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
1	Introduction	Introduction to the training program	<ul style="list-style-type: none"> • Introduction to course and ice-breaking • Learn about role of an CCTV Supervisor and job opportunities in the Private Security Sector 	Bridge Module	Classroom lecture/ PowerPoint Presentation/ Question and Answer	Computer, projector, blackboard, classroom, classroom furniture	1 Theory (1:00) Practical (0:00)

2	Monitor a security unit	Operations at a new or existing site	<ul style="list-style-type: none"> Undertake security operations at a new or existing site as per organisational procedure and briefing 	MEP/ N7126 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10	Classroom lecture/ PowerPoint Presentation/ Question and Answer	Class room training, charts	8 Theory (4:00) Practical (4:00)
		Operations of the security unit	<ul style="list-style-type: none"> Understand activities at the premises and operations of the security unit Manage resources 	MEP/ N7126 PC1, PC12, PC13, PC14, PC15, PC16, PC18, PC19, PC28, PC29, PC30, PC31, PC32, PC33	Classroom lecture/ PowerPoint Presentation/ Question and Answer	Class room training, charts	8 Theory (4:00) Practical (4:00)
		Dealing with emergencies	<ul style="list-style-type: none"> Assess training standards, report on training needs and facilitate training team members Deal with emergencies 	MEP/ N7126 PC20, PC21, PC22, PC23, PC24, PC25, PC26, PC27, PC34, PC35, PC36, PC37, PC38, PC39, PC40, PC41, PC42	Classroom lecture/ PowerPoint Presentation/ Question and Answer	Class room training, charts	8 Theory (4:00) Practical (4:00)
		Documentation and reports	<ul style="list-style-type: none"> Carry out documentation Prepare and submit reports 	MEP/ N7126 PC43	Classroom lecture/ PowerPoint Presentation/ Question and Answer	Class room training, charts	7 Theory (3:00) Practical (4:00)
		Administration and welfare activities	<ul style="list-style-type: none"> Carry out administration and welfare work 	MEP/ N7126 PC44, PC45, PC46, PC47, PC48, PC49, PC50, PC51, PC52	Classroom lecture/ PowerPoint Presentation/ Question and Answer	Class room training, charts	4 Theory (0:00) Practical (4:00)
		3	Supervise CCTV operations	Control room operations	<ul style="list-style-type: none"> Manage control room operations <ul style="list-style-type: none"> Takeover shift Control access to control room Cover ongoing security event/ incident Record event and preserve footage Maintain confidentiality 	MEP/N7127 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11	Classroom lecture/ PowerPoint Presentation/ Question and Answer

		Monitoring premises using CCTV <ul style="list-style-type: none"> • Monitor premises <ul style="list-style-type: none"> o Familiarise with area of responsibility o Understand potential risk, threats and hazards • Monitor designated premises 	MEP/N7127 PC12, PC13, PC14, PC15, PC16 PC17, PC18	Classroom lecture/ PowerPoint Presentation/ Question and Answer	CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc.	8 Theory (4:00) Practical (4:00)
		Security breaches <ul style="list-style-type: none"> • Respond to breaches of security and irregular situations 	MEP/N7127 PC19, PC20, PC21, PC22, PC23, PC24	Classroom lecture/ PowerPoint Presentation/ Question and Answer	CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc.	8 Theory (4:00) Practical (4:00)
		Maintaining documents <ul style="list-style-type: none"> • Record details in prescribed formats • Maintain documents 	MEP/N7127 PC25	Classroom lecture/ PowerPoint Presentation/ Question and Answer	CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc.	8 Theory (3:00) Practical (5:00)
		Incident reporting <ul style="list-style-type: none"> • Report incidents 	MEP/N7127 PC25	Classroom lecture/ PowerPoint Presentation/ Question and Answer	CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc.	8 Theory (0:00) Practical (8:00)

4	Maintain operational performance of CCTV system	CCTV system installation	<ul style="list-style-type: none"> Understand details of CCTV system installed– types of camera, recording system, hardware, configuration, installation, characteristics coverage as per manual and organizational procedure 	MEP/ N7128 PC1, PC2	Classroom lecture/ PowerPoint Presentation/ Question and Answer	CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc.	8 Theory (3:00) Practical (5:00)
		Functioning of equipment	<ul style="list-style-type: none"> Check and report functioning of equipment 	MEP/ N7128 PC3, PC4	Classroom lecture/ PowerPoint Presentation/ Question and Answer	CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc.	8 Theory (3:00) Practical (5:00)
		Security of operation	<ul style="list-style-type: none"> Maintain security of operation 	MEP/ N7128 PC5, PC6, PC7	Classroom lecture/ PowerPoint Presentation/ Question and Answer	CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc.	8 Theory (3:00) Practical (5:00)
		Incident reporting as per procedure	<ul style="list-style-type: none"> Report incidents as per procedure 	MEP/ N7128 PC8	Classroom lecture/ PowerPoint Presentation/ Question and Answer	CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc.	8 Theory (3:00) Practical (5:00)

		Archiving records	<ul style="list-style-type: none"> Manage recorded media and archive 	MEP/ N7128 PC9, PC10, PC11, PC12, PC13, PC14	Classroom lecture/ PowerPoint Presentation/ Question and Answer	CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc.	8 Theory (3:00) Practical (5:00)
		Sharing records	<ul style="list-style-type: none"> Share recorded media 	MEP/ N7128 PC15, PC16, PC17	Classroom lecture/ PowerPoint Presentation/ Question and Answer	CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc.	8 Theory (3:00) Practical (5:00)
		Confidentiality	<ul style="list-style-type: none"> Maintain confidentiality 	MEP/ N7128 PC21	Classroom lecture/ PowerPoint Presentation/ Question and Answer	CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc.	8 Theory (3:00) Practical (5:00)
		Reporting to supervisor	<ul style="list-style-type: none"> Maintain documents of operations Report to superior 	MEP/ N7128 PC18, PC19, PC20	Classroom lecture/ PowerPoint Presentation/ Question and Answer	CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc.	8 Theory (3:00) Practical (5:00)

5	Observe health and safety during monitoring	Safety at workplace	<ul style="list-style-type: none"> Maintain desired safety standards at workplace 	MEP/ N7129 PC1, PC2	Classroom lecture/ PowerPoint Presentation/ Question and Answer	CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc.	8 Theory (3:00) Practical (5:00)
		Personal safety	<ul style="list-style-type: none"> Maintain personal safety and safety of others 	MEP/ N7129 PC3, PC4, PC5	Classroom lecture/ PowerPoint Presentation/ Question and Answer	CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc.	8 Theory (3:00) Practical (5:00)
		Potential risk, threats and hazards	<ul style="list-style-type: none"> Identify potential risk, threats and hazards 	MEP/ N7129 PC6, PC7, PC8, PC9, PC10	Classroom lecture/ PowerPoint Presentation/ Question and Answer	CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc.	8 Theory (3:00) Practical (5:00)
		Medical emergencies	<ul style="list-style-type: none"> Deal with medical emergencies 	MEP/ N7129 PC15, PC16	Classroom lecture/ PowerPoint Presentation/ Question and Answer	CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc.	8 Theory (3:00) Practical (5:00)

		Reporting emergencies	<ul style="list-style-type: none"> Respond to incident/emergency 	MEP/ N7129 PC11, PC12, PC13	Classroom lecture/ PowerPoint Presentation/ Question and Answer	CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc.	8 Theory (3:00) Practical (5:00)
		Rescue efforts	<ul style="list-style-type: none"> Communicate effectively with security unit, superiors, police and others Cooperate in rescue efforts 	MEP/ N7129 PC14	Classroom lecture/ PowerPoint Presentation/ Question and Answer	CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc.	8 Theory (3:00) Practical (5:00)
6	Security and security practices and tasks	Private security sector	<ul style="list-style-type: none"> Security organisations Private Security Sector (PSS) Private security tasks and guarding duties 	MEP/ N7101 PC1	Classroom lecture/ PowerPoint Presentation/ Question and Answer	Charts – weapon and fire-arm, badges of rank, security organisation, risks and threats	7 Theory (3:00) Practical (4:00)
		Commonly used weapons and firearms	<ul style="list-style-type: none"> Risks, Threats, Hazards/ Disasters and Emergencies Weapons and firearms Improvised explosive devices (IED) Military and police ranks 	MEP/ N7101 PC2, PC3, PC4, PC5, PC6, PC7, PC8	Classroom lecture/ PowerPoint Presentation/ Question and Answer	Charts – weapon and fire-arm, badges of rank, security organisation, risks and threats	6 Theory (2:00) Practical (4:00)

7	Basic rules pertaining to private security service and security personnel	Right to private defence	<ul style="list-style-type: none"> • 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 	MEP/ N7102 PC1, PC2, PC3	Classroom lecture/ PowerPoint Presentation/ Question and Answer	Classroom training	5 Theory (2:00) Practical (3:00)
		Unarmed security guard	<ul style="list-style-type: none"> • 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 	MEP/ N7102 PC4, PC5	Classroom lecture/ PowerPoint Presentation/ Question and Answer	Classroom training	5 Theory (3:00) Practical (2:00)

8	Provide security in commercial and industrial deployments	Peculiarities of commercial and industrial deployments	<ul style="list-style-type: none"> Understand types and peculiarities of commercial and industrial deployments and their surveillance through CCTV systems 	MEP/ N7109 & MEP/ N7110 PC1, PC2, PC3, PC4	Classroom lecture/ PowerPoint Presentation/ Question and Answer	Charts of various commercial and industrial domains, CCTV systems in such domains	8 Theory (4:00) Practical (4:00)
		Do-main-specific risks and threats	<ul style="list-style-type: none"> Follow organisational procedure and instructions Understand domain-specific risks and threats 	MEP/ N7109 & MEP/ N7110 PC5, PC6, PC7,8	Classroom lecture/ PowerPoint Presentation/ Question and Answer	Charts of various commercial and industrial domains, CCTV systems in such domains	8 Theory (4:00) Practical (4:00)
		Guarding services at the commercial and industrial deployments	<ul style="list-style-type: none"> Provide guarding services at the commercial and industrial deployments 	MEP/ N7109 & MEP/ N7110 PC1, PC2, PC3, PC4	Classroom lecture/ PowerPoint Presentation/ Question and Answer	Charts of various commercial and industrial domains, CCTV systems in such domains	8 Theory (4:00) Practical (4:00)
		Behavioural standards while carrying out guarding duties	<ul style="list-style-type: none"> Show desired behavioural standards while carrying out guarding duties 	MEP/ N7109 & MEP/ N7110 PC5, PC6, PC7,8	Classroom lecture/ PowerPoint Presentation/ Question and Answer	Charts of various commercial and industrial domains, CCTV systems in such domains	8 Theory (4:00) Practical (4:00)
9	Image projection	Grooming	<ul style="list-style-type: none"> Comply with organisation's standards of grooming and personal behaviour Wear organisation's uniform correctly and smartly Carry and use personal protection gear and equipment 	MEP/ N7111 PC1,2, PC3, PC4, PC5, PC6, PC7	Classroom lecture/ PowerPoint Presentation/ Question and Answer	Male and female mannequins draped in security guard's uniform and accoutrements, personal protection gear. Communication equipment	6 Theory (3:00) Practical (3:00)

		Effective communication at workplace	<ul style="list-style-type: none"> • Observe organisation's 'Meet and Greet Procedure • Observe confidentiality as per organizational procedure • Observe discipline and punctuality • Communicate effectively and assertively 	MEP/ N7111 PC8, PC9, PC10, PC511	Classroom lecture/ PowerPoint Presentation/ Question and Answer	Male and female mannequins draped in security guard's uniform and accoutrements, personal protection gear. Communication equipment	6 Theory (2:00) Practical (4:00)
Total							Total Duration 250:00 Theory Duration 110:00 Practical Duration 150:00

Annexure II

Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria for CCTV Supervisor	
Job Role	CCTV Supervisor
Qualification Pack	MEP/ Q7104, V1.0
Sector Skill Council	Management & Entrepreneurship and Professional Skills Council

S. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Management & Entrepreneurship and Professional Skills Council . Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3	Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/ option NOS/set of NOS.
4	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
6	To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7	In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Assessable Outcomes	Assessment Criteria for Outcomes	Total Mark	Out Of	Marks Allocation	
				Theory	Skills Practical
MEP/N7126 Monitor a security unit	PC1.commence operations at a new or existing site, as instructed	145	2	1	1
	PC2.follow organizational procedures and site instructions		2	1	1
	PC3.receive briefing from superiors		2	1	1
	PC4.receive shift report from outgoing supervisor		2	1	1
	PC5.assume charge of an assigned premises/ area of responsibility		2	1	1
	PC6.take attendance of personnel and report about deficiency, if any		2	1	1
	PC7.plan and organize manpower and equipment resources		3	1	2
	PC8.prepare duty roster for the shift		3	2	1
	PC9.assign tasks to team members		3	1	2
	PC10.issue security and safety equipments to team members, as required		3	1	2

PC11.deploy personnel and equipment as per site instructions	3	2	1
PC12.organise collection of intelligence and information	3	2	1
PC13.check work of team members	3	2	1
PC14.control entry/ exit to control room	3	2	1
PC15.liaise with fire, maintenance personnel	3	2	1
PC16.be available to resolve concerns/ grievances of team members	3	2	1
PC17.resolve issues and report problems to superiors	3	2	1
PC18.motivate security team through personal example and involvement	3	2	1
PC19.report on performance standards of personnel	3	2	1
PC20.report on training needs of personnel	3	2	1
PC21.carry out/ facilitate on-the-job-training for personnel	3	2	1
PC22.report and record incidents	3	2	1
PC23.carry out routine and surprise checks	3	2	1
PC24.participate in rehearsals as per instructions and report about the standard of response of security personnel and stakeholders	3	2	1
PC25.communicate with superiors/ team members and other stakeholders	3	2	1
PC26.comply with organisation's standards of grooming, conduct and performance	2	1	1
PC27.prepare shift report and handover to the reliever	3	2	1
PC28.plan and arrange personnel and equipment in line with the site instructions	3	2	1
PC29.report suitability of personnel and equipment provided for specific tasks	3	2	1
PC30.cater for anticipated threat/ risks	3	2	1
PC31.prioritise emergent situations	3	2	1
PC32.take proactive measures against possible threat/ risks to the people, property and premises	3	2	1
PC33.record and report status and issues related to personnel and equipment	3	2	1
PC34.operate as part of organisation's response team	3	2	1
PC35.liaise with on-site emergency team, if constituted	3	2	1
PC36.participate in periodic rehearsals with the team on various emergency scenario	2	1	1
PC37.anticipate emergencies/ contingencies to the assigned premises	2	1	1
PC38.take support from stakeholders and other departments	2	1	1
PC39.report to designated superior and other agencies during an emergency	3	2	1
PC40.assist in evacuation of the premises	3	2	1
PC41.assist in on-site briefing and guidance for fire fighters, rescue workers and medical teams	3	2	1
PC42.cooperate with in-house or police investigation	3	2	1

	PC43.report and record incidents		3	2	1
	PC44.coordinate and liaise with stakeholders		3	2	1
	PC45.know your team members		3	2	1
	PC46.listen to and address grievance of team members		3	2	1
	PC47.intimate management about grievances		3	2	1
	PC48.facilitate resolution of HR/ administration-related problems of team members		3	2	1
	PC49.motivate team members through personal example and concern		3	2	1
	PC50.be impartial in performance of duties		2	1	1
	PC51.ensure health and safety of team members in workplace		3	2	1
	PC52.recommend achievers for reward/ recognition		3	2	1
		Total	145	90	55
MEP/N7127 Supervise CCTV operations to secure premises	PC1.familiarise with the layout and coverage of a CCTV system in the assigned premises	80	3	2	1
	PC2.take over shift duty from the predecessor		3	2	1
	PC3.receive briefing and instructions from a designated superior		3	2	1
	PC4.control access to the CCTV control room in line with organizational procedure		3	2	1
	PC5.cover an on-going security situation, if any		3	2	1
	PC6.monitor CCTV and pay equal attention to all monitors		3	2	1
	PC7.ensure recording of CCTV footage for archival/ evidence purpose		3	2	1
	PC8.preserve footage, as per instruction		3	2	1
	PC9.maintain confidentiality as per organizational procedure		3	2	1
	PC10.record and report events as per procedure		3	2	1
	PC11.brief the reliever and hand over shift duties		3	2	1
	PC12.familiarise with the area of responsibility		3	2	1
	PC13.appreciate premises-specific threat/ risks		3	2	1
	PC14.scan and monitor premises as per site instructions		3	2	1
	PC15.monitor designated premises with the use of CCTV as per site instructions and laid down procedure		3	2	1
	PC16.monitor the area of responsibility using approved surveillance techniques/ patterns and based on site instructions		4	2	2
	PC17.report irregular situations to superior/ concerned agency		4	2	2
	PC18.record details related to incidents/ operations in approved formats		4	2	2
	PC19.scan the area of responsibility using approved surveillance techniques/ patterns and based on site instructions		4	2	2
	PC20.look for irregular situations, exceptions and breaches to security and safety		4	2	2

	PC21.respond to early indications of a security breach/ irregular situations		3	1	2
	PC22.respond to security incidents based as per organizational instructions		3	1	2
	PC23.report to designated superior		3	1	2
	PC24.obtain help from security unit/ stakeholders/ concerned agencies as per organizational protocol		3	1	2
	PC25.record and report details of exceptions, breaches, and irregular situations, as well as response, in line with organizational protocol		3	1	2
		Total	80	45	35
MEP/N7128 Maintain operational performance of CCTV system	PC1.operate CCTV system in line with manufacturer’s instructions and organizational procedures	45	2	1	1
	PC2.ensure safety precautions and correct handling of equipment		2	1	1
	PC3.carry out basic operational checks / inspection to confirm that the equipment is in operational use		2	1	1
	PC4.report functioning/ malfunctioning to designated superior as per organizational procedure		2	1	1
	PC5.secure the assigned equipment		2	1	1
	PC6.respond to signals/ alarms from equipment as per organizational procedure		2	1	1
	PC7.communicate system breakdown to designated superior so that back-up security process can be initiated		2	1	1
	PC8.maintain records and media pertaining to operations in the prescribed format		2	1	1
	PC9.handle surveillance equipment (hardware/ software) in line with manufacturer’s instructions and organizational procedure		2	1	1
	PC10.handle recorded media as per organizational procedure		2	1	1
	PC11.store and secure the recorded media as per organizational procedure		2	1	1
	PC12.share the recorded media with authorized person (s) on instructions from designated superior		3	2	1
	PC13.maintain security and confidentiality of recorded media		3	2	1
	PC14.maintain documentation pertaining to events and recorded media in the prescribed format		3	2	1
	PC15.share the recorded media with authorized person(s) only on instructions from designated superior		2	1	1
	PC16.obtain clarifications and approval from designated superior before sharing data and information		2	1	1
	PC17.retrieve recorded media from archives as per approved procedure		2	1	1
	PC18.operate equipment/ take assistance from technical personnel to identify, isolate and copy footage from archives		2	1	1
	PC19.hand over recorded media in accordance with organisational procedure		2	1	1
	PC20.complete process-related documentation		2	2	0
	PC21.maintain security and confidentiality		2	1	1

		Total	45	25	20
MEP/N7129 Observe health and safety while monitoring security operations	PC1.carry out safety of workplace in line with organisational procedures	70	4	2	2
	PC2.keep emergency and escape routes free from obstructions and report violation		4	2	2
	PC3.wear personal safety gear and clothing as per organisational procedure		4	2	2
	PC4.check violators of defined safety and security instructions and report violations		4	2	2
	PC5.report to superiors and emergency service organisations for assistance in the event of emergencies		4	2	2
	PC6.undertake physical exercises and activities (commensurate with age)		4	2	2
	PC7.maintain personal hygiene and good habits		4	2	2
	PC8.refrain from alcohol, tobacco, drugs and other intoxicants		4	2	2
	PC9.guard against sexually transmitted diseases and HIV		5	3	2
	PC10.take precautions against common ailments		5	3	2
	PC11.identify and report fire hazards		5	3	2
	PC12.carry out fire-fighting in line with organisational training and procedures		5	2	3
	PC13.report fire incidents to superiors and emergency service organisations		5	2	3
	PC14.participate in evacuation of casualty and premises		5	2	3
	PC15.render first-aid		4	2	2
	PC16.use available basic first-aid equipment		4	2	2
	Total	70	35	35	
MEP/N7101 Perform security tasks in accordance with basic security practices	PC1.cary out assigned security duties in line with procedures and instructions	40	7	3	4
	PC2.respond and report about risks and threats		6	2	4
	PC3.respond and report about hazards and emergencies		7	3	4
	PC4.assist police and other organisations, if required		5	2	3
	PC5.recognise rank/ badge of rank in police and military		5	2	3
	PC6.identify various arms in use in public and police		5	2	3
	PC7.identify improvised explosive devices		5	1	4
	Total	40	15	25	
MEP/N7102 Conform to regulatory and legal requirements governing security tasks	PC1.comply with basic legal provisions applicable role and tasks	15	5	3	2
	PC2.obtain clarity in case of lack of understanding		2	1	1
	PC3.take cognisance of offences and report to superiors/ police		4	3	1
	PC4.cooperate in investigations		2	1	1
	PC5.give evidence in court, if required by law		2	1	1
	Total	15	9	6	

MEP/N7109 Perform security in commercial deployments	PC1.carry out security duties as per organisation's procedures and instructions	35	3	1	2
	PC2.respond to domain-specific risks and threats		6	3	3
	PC3.operate security equipment		5	1	4
	PC4.communicate effectively with concerned stakeholders		5	1	4
	PC5.follow good behavioural standards		5	1	4
	PC6.maintain basic security registers as prescribed		6	2	4
	PC7.report incidents to superiors		5	1	4
	Total	35	10	25	
MEP/N7110 Perform security in industrial deployments	PC1.carry out security duties as per organisation's procedures and instructions	35	3	1	2
	PC2.respond to domain-specific risks and threats		6	3	3
	PC3.operate security equipment		5	1	4
	PC4.communicate effectively		5	1	4
	PC5.follow good behavioural standards		5	1	4
	PC6.maintain basic security registers as prescribed		6	2	4
	PC7.report incidents to superiors		5	1	4
	Total	35	10	25	
MEP/N7111 Project positive image of self and the organisation	PC1.maintain good health, personal hygiene & sanitation	50	4	1	3
	PC2.comply with organisation's standards of grooming and personal behaviour		5	2	3
	PC3.stay free from intoxicants (alcohol, tobacco and drugs)		5	2	3
	PC4.wear organisation's uniform with name tab correctly and smartly		7	2	5
	PC5.wear, carry and use personal protection gear and equipment		6	3	3
	PC6.co-operate with team members		5	2	3
	PC7.observe organisation's 'Meet and Greet Procedure'		3	1	2
	PC8.observe confidentiality as per organisational procedure		3	1	2
	PC9.observe discipline and punctuality		3	1	2
	PC10.carry out assigned tasks and duties diligently		5	3	2
	PC11.co-operate with team members		4	2	2
	Total	50	20	30	

Annexure III

List of QR Codes Used in PHB

Module No.	Unit No.	Topic Name	Page No. in PHB	URL	QR Code (s)
Module 1. Introduction to Skill India Mission and the Job Role Office Assistant	UNIT 1.1: Introduction to the Job Role	1.1.1 The Roles and Responsibilities of the Office Assistant	13	youtu.be/3IYEpxeLz9g	 Duties & Responsibilities of an Office Assistant
	UNIT 1.3: The Scope of the Sector and the Sub-Sector	1.3.1 The Employment Opportunities in Various Settings and Scope of Work	13	youtu.be/eQrfe85Dqol	 How to become an Office Assistant
Module 2. Application of Computers	UNIT 2.1: Parts of a Computer and Storage Devices	2.1.1 The Computer Software, Hardware and Multimedia Applications	74	youtu.be/OMzwe-3urMo	 Hardware and Software for Multimedia system
	UNIT 2.1: Parts of a Computer and Storage Devices	2.1.2 The Computer Storage Devices	74	youtu.be/JWza-Nz2bKU	 Computer Training on Storage Devices
	UNIT 2.2: Microsoft Windows and the Internet	2.2.3 Cyber Security, Data Security and Confidentiality	74	youtu.be/inWWhr5tnEA	 What Is Cyber Security

Module No.	Unit No.	Topic Name	Page No. in PHB	URL	QR Code (s)
	UNIT 2.3: Microsoft Office	2.3.1 MS Word	74	youtu.be/S-nHYzK-BVg	 Beginner's Guide to Microsoft Word
	UNIT 2.3: Microsoft Office	2.3.2 MS Excel	74	youtu.be/rwbho0CgEAE	 Beginner's Guide to Excel
	UNIT 2.3: Microsoft Office	2.3.3 MS PowerPoint	74	youtu.be/XF34-Wu6qWU	 Beginner's Guide to Microsoft PowerPoint
Module 3. Open Various Office Equipment	UNIT 3.2: Working with Printers, Scanners and LCD Projectors	3.2.1 The Types of printers and Its Features	104	youtu.be/WM1MBA-j1yAU	 Types of Printer
Module 4. Manage Routine Office Activities	UNIT 4.1: Managing Phone Calls	4.1.2 Listening Skills	132	youtu.be/7gYxrRQffLE	 The Importance of Listening
	UNIT 4.2: Maintenance Records and Documentation	4.2.4 The 5S System	132	youtu.be/n9sxq34D9HQ	 What is 5S?

Module No.	Unit No.	Topic Name	Page No. in PHB	URL	QR Code (s)
	UNIT 4.4: Gender Sensitization and Inclusivity	4.4.1 Guidelines for Gender Neutral Behavior in Communication with Colleagues	132	youtu.be/KXPP4vqv4vQ	 Gender Sensitivity
Module 5. Maintain a Health, Safe and Secure Working Environment	UNIT 5.1: Maintain a Healthy and Hygienic Environment	5.1.2 Maintaining Personal Hygiene	157	youtu.be/UxskKQ9WOTE	 Personal Health Hygiene and Grooming
	UNIT 5.3: Dealing with Emergency Situations	5.3.2 Following Procedures and Instructions for Dealing with Emergency and Hazards	157	youtu.be/tQbuVX4wJU8	 How Cardiopulmonary Resuscitation (CPR) is Carried Out
	UNIT 5.4: Using Fire Extinguishers	5.4.1 Types of Fires and Fire Extinguishers	157	youtu.be/mCH4zezrZdc	 Different type of Fire Extinguishers & their Uses



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