TEACHER'S HANDBOOK
SS207-NQ2012

Work Integrated Learning-Security Services L2

About this Handbook

This handbook is to assist teachers with teaching the unit of competency. **SS207-NQ2012: Work Integrated Learning-Security Services L2.** This handbook contains session plans for imparting knowledge and skills on various aspects of the unit of competency.

PREFACE

The Teacher's Handbook on **"Work Integrated Learning-Security Services L2"** is a part of the qualification package developed by the Security Knowledge and Skill Development Council (SKSDC) for the National Vocational Education Qualification of "Unarmed Security Guard (Private Security Sector). The National Vocational Education Qualification Framework (NVEQF) is an initiative of the Ministry of Human Resource Development (MHRD), Government of India to set common principles and guidelines for a nationally recognized qualification system covering Schools, Vocational Education and Training Institutions, Technical Education Institutions, Colleges and Universities. It is envisaged that the NVEQF will promote transparency of qualifications, cross-sectoral learning, student-centred learning and facilitate learner's mobility between different qualifications, thus encouraging lifelong learning.

The private security industry comprises those agencies or people who provide security for people and property under contract and for profit. An Unarmed Security Guard is required to observe, deter, record and report. The basic difference between government and private security is that the government security personnel are empowered by legislation to enforce the law, but it is not so for private security.

The National Curriculum Framework, 2005, recommends that children's life at school must be linked to their life outside the school. This principle makes a departure from the legacy of bookish learning which continues to shape our system and causes a gap between the school, home, community and the workplace. Experiential learning, which is a cyclical process involving observation, reflection and action, should be an integral part of the teaching-learning process. Attempt by the students to solve problems, guided by the teachers or instructors, would enable them to explore and discover new knowledge and develop problem solving skills. A range of pedagogies, including interactive lecture, role plays, case based studies, assignments, projects and on-the-job activities that provide students with generic, technical and professional knowledge and skills should be adopted by the teachers and instructors to foster student-centred learning.

The success of this effort of integrating knowledge and skills depends on the steps that the teachers will take to encourage children to reflect their own learning and to pursue imaginative and on-the-job activities and questions. Participation of learners in skill development exercises and inculcation of values and creativity is possible if children are involved as participants in learning, and not as receiver of information. These aims imply considerable change in school routines and mode of functioning. Flexibility in the daily time-table would be a necessity to maintain the rigour in implementing the activities and the required number of teaching days will have to be increased for teaching and training.

The suggestions by the teachers and other stakeholders in education and training will be of great value to us in bringing about qualitative improvement in the teacher's handbook.

ACKNOWLEDGEMENTS

ABOUT HANDBOOK

The handbook is to assist teachers with teaching and training their students for meeting the occupational standards for "**Unarmed Security Guard** (Private Security Sector) set by the Security Knowledge and Skill Development Council (SKSDC) of India. Occupational Standards describe what individuals need to know, understand and do in order to carry out a particular job role or functions. These are the standards that individuals must achieve when carrying out the various functions at the workplace. The Module on "**Work Integrated Learning-Security Services L2**" covers the following elements, performance criteria, knowledge and skills for the job role of Unarmed Security Guard (Private Security Sector):

Unit Code	SKS/N 0001
Task	Security Tasks in Accordance with Basic Security Practices
Element	Carry out assigned security tasks
Performance Criteria	PC5: Recognise rank/badge of rank in police and military
Knowledge and Understanding (K)	
Organisational Context	KA1: Private Security Agencies (Regulation) Act-2005 and organizational procedures
Technical/Domain Knowledge	KB3: Organisations dealing with security KB4: Organisation of private security sector KB5: Different domains of private security sector KB6: Role of private security sector KB10: Badges of rank in police and military

You will have to ensure that the following performance standards are met by each student on completion of the sessions given in the module:

Performance standards	Yes	No
Demonstrated the knowledge of security industry		
Identify the role and functions of private security guard		
Demonstrated the knowledge of professional standards in private security industry		
Demonstrated the knowledge and use of security equipment		
Demonstrate the knowledge of identification and pass system used for security purpose.		
Identify the role and functions of security personnel		
Demonstrated the knowledge of security industry		

GENERAL INSTRUCTIONS FOR TEACHERS

- Read the Teacher's Handbook carefully before teaching or conducting the training.
- Follow the session plan strictly.
- Familiarize yourself thoroughly with the relevant knowledge and skills to be transacted.
- Ensure all materials/aids/equipment required for teaching and training is available.
- Introduce the skill by explaining the purpose.
- Demonstrate the skill to the participants, explaining each step in detail.
- Invite the students to ask questions.
- Ask the students to practice the skill themselves and make observation while they perform the task.
- Provide the students with constructive feedback.
- Discuss in class, the problems faced by the students in performing the task.
- Summarize the key learning.
- Ensure key learning is captured and performance standards are met at the end of each session.
- Regularly check student's workbook to ensure all exercises are being completed on time.
- Ensure that all participants complete the required assessments given in the student workbook.
- Always encourage participants. Never discourage them from getting actively engaged in discussions, question-answer sessions and task-oriented activities.

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SESSION 1: STRUCTURE AND FUNCTIONS OF PRIVATE SECURITY IN INDIA

Private security generally covers security of Personnel, Property and Information. The primary aim of private security is to provide a safe and secure environment to the company and its personnel to carry out their duties.

The offences under the Indian Penal Code are classified as cognizable (a police officer may arrest without warrant) and non-cognizable offence (a police officer shall not arrest without warrant). Section 43 of the Criminal Procedure Code of India bestowed power of arrest to the common citizen if a cognizable and non-bailable offence is committed in his or her presence. The section 43 of IPC states "any private person may arrest or cause to be arrested any person who in his presence commits a non-bailable and cognizable offence, or any proclaimed offender, and, without unnecessary delay, shall make over or cause to be made over any person so arrested to a police officer, or, in the absence of a police officer, take such person or cause him to be taken in custody to the nearest police station".

The company may be a Limited Company, Private Limited Company, a Proprietorship or a Partnership Company. It may have one or more regional offices or zones under it. The regional offices manage the branches that are headed by Branch Managers who have Operations Managers and Field Officers to assist them in their operations. The Assistant Security Officers, Supervisors, Head Guards and Security Guards are deployed at the site and carry out their respective security duties.

Private Security Company generally comprises the following divisions:

(a) **Human Resource and Administration Division**: This division looks after the overall human resource management, pay and allowances statutory compliances and payments, legal issues and administration of the company.

(b) **Finance Division**: This division is responsible for all financial transactions and financial health of the company. Smaller companies have the finance division as part of the Human Resource and Administrative division.

(c) **Training Division**: This division is headed by the Vice President/ General Manager Training/Head Training who have Master Trainers and Trainers to carry out their functions. It carries out training of new recruits and the staff of the company.

(d) **Operations Division**: This division is the core of the company that carries out the security related operations contracted to it and is headed by the Chief Operations Officer or Vice President.

Security Systems

The scope of private security in India does not include policing and law enforcement and is limited to ensuring protection and loss prevention through the following means:

- **Prevention:** Starting from a simple lock, to boundary walls, gates and the security guards, they are all means of preventing loss and damage to personnel, property and information.

- **Detection:** An intruder may overcome protective barriers but may still be thwarted in his/her plans by a detection and warning system that can alert the whole security apparatus.

- **Interference:** Once an intrusion or breach is detected, immediate action is taken to interfere with the designs of the intruder and prevent him/her from executing his/her designs.

- **Delay:** The stronger the security system, the greater is the delay caused to an intruder, thereby increasing the chances of detection.

Job Roles and Duties

The main job roles within the Private Security Organisation are Security Guard (Various Types), Security Supervisor, Security Officer, and Manager. A
security guard is required to perform the following duties:

Reception Duties

At the reception, the security guard has to perform the following duties:

- Ensure that all equipments are operational at the beginning of duty.
- Ensure that all visitors enter their particulars in the visitor book.
- Ensure that the badges and visitor slips are issued after checking with the visiting officer, if prior information is not available.
- Ensure that all documentation is available at the start of duty.
- Ensure that the documents are complete.
- Ensure that all visitors comply with the company rules and policies with regard to the use of the following:
  a) Mobile telephone
  b) Arms and ammunition
  c) Laptop/pen drive
  d) Cameras

Gate Duties

A security guard on duty at the entrance to premises is the first point of contact for company, staff and visitors. The gate duties include the following:

- Ensure that all equipment is operational at start of duty.
- Ensure that all documentation is available at start of duty.
- Stop vehicles entering and exiting.
- Stop personnel entering and exiting.
- Search vehicles entering and exiting.
- Search personnel entering and exiting.
- Record all incidents of stop and search.
- Ensure that all documentation is completed as soon as possible.

Material Handling

A security guard on duty at the in/out material handling in the organization has to perform the following duties:

- Ensure that all equipment is operational at start of duty.
- Ensure that all documentation is available at start of duty.
- Stop personnel and vehicles entering and exiting.
- Record all incidents of stop and search.
- Ensure that the materials are as per the purchase order and challan/invoice.
- Outgoing material is allowed only after authentication of the authorized signatory.
- Ensure that all documentation pertaining to incoming/outgoing material is completed as soon as practicable.
- Maintain separate registers for returnable material.

- When conducting searches of vehicles or bags get the driver or owner to conduct the physical aspects of the actual search.

Patrolling

The patrolling of premises is one of the most important duties performed by the security personnel. The security patrol falls into two main groups:

- Mobile Patrol
- Static Assignment Patrol

Mobile Patrols

- The security personnel on patrol is one of the most important elements of any security system.
- Mobile patrol visits are carried out on a client's property at irregular intervals.
- The patrol may entail a check of the perimeter of premises or may require a comprehensive internal investigation.
- The number of visits per shift may have to be agreed with the client.

Static Assignment Patrol

- Patrols on a static site are usually undertaken on a constant basis, checking both internally and externally.
- Alertness, interest and thoroughness are some of the essential qualities of an effective static security guard.

Control Room Duties

A Control Room is a room serving as an operations centre where a facility or service can be monitored and controlled. A definition or description of a control

room for security would be "a facility for the provision or procurement of assistance or advice for guarding, mobile patrol and mobile supervisory staff in routine and emergency situations". The function and duties of a controller therefore would be to provide for the following:

- Effective monitoring of guards, patrolmen and mobile supervisory staff by strict observance of rules for proper documentation, telephone, radio or other communication procedures.
- Recording of all appropriate routine and emergency matters to enable management to deal quickly and efficiently with the company's contractual responsibilities.
- Maintaining a register of all keys held in the facility.
- Ensure proper surveillance through CCTV.

A copy of security manual or Standard Operating Procedures (SOPs) and assignment instructions must be available within the control room at all times. Records of all incidents reported should contain the following details:

- Date, time and place of the incident.
- Date and time of reporting and by whom it was reported.
- Nature of the incident.
- Action taken, including onward reporting.
- Action to be taken.
- Names and addresses of all relevant persons present.

Assignment Instructions

An important aspect in the execution of the security tasks is that every individual must be aware of his/her duties for which written instructions must exist. They indicate what the security personnel

should do on the assignment, where to go, how to respond to different situations, patrol routes and timings, lines of communication, comprehensive details of the assignment, precise instruction in respect of responsibility and accountability, working hours and handing/taking over procedures. Assignment instructions are the duties and responsibilities of the security staff as agreed with assignment management and will also include the following:

- **Internal Organization Chart**: It will give the security guard necessary information as to who is who in the organization. It also gives information in respect of the location of their offices so that when patrolling the premises, adequate attention can be paid to them as required. An internal telephone directory should also be included.

- **Company's Safety Statement**: The statement ensures that the security staff is aware of all hazards in respect of safety, health and welfare at work and the management plans for dealing with various types of hazards. The safety statement is also beneficial to contractors and other persons working on the premises. They should be aware of the hazards at workplace and the procedures to overcome them.

- **Standing Instructions**: These include day-to-day working and procedural requirements.

- **Emergency Plan:** The plan describes the action to be taken in the event of a serious incident such as fire or a disaster, a bomb threat, evacuation of the building, armed robbery or other serious threats to the assignment.

- **Evacuation Instructions:** These are the instructions that indicate action to be taken in the event of emergencies. Location of assembly points, name and location of fire warden, list of

members of emergency response team and other persons.

- **Name and Address of Key Personnel**: It includes the details of the senior personnel so that in the event of an operational incident or a major incident they can be contacted and informed as to the extent of the incident. In such events they may either advise the security personnel on what action to take or opt for attending the incident personally. Telephone numbers of these personnel, including their home phone number, mobile telephone numbers and any other numbers necessary to contact them.

In addition to the assignment instructions, most security supervisors issue post instructions to the guards that are specific to the post assigned to the individual. The Security Guards carry these post instructions in their shirt pockets at all times.

Responding to Emergencies

Security personnel are expected to react to emergency situations and to reduce the impact caused by an emergency event at a worksite. The training of security personnel should include the following:

- Monitoring alarm systems and assessing need for response and follow-up.
- Responding to an emergency alarm.
- Communicating details of incident.
- Emergency scene isolation.
- Managing emergency situations.

SESSION PLAN 1

1. SESSION TOPIC: Structure and functions of Private Security

2. OBJECTIVE: To develop knowledge and skill of students in identifying the role and functions of Private Security

3. MATERIALS/ EQUIPMENT REQUIRED: Charts, Sketch Pens, Rulers, Computer, Slides, Open Source Software for Slide Presentation, LCD projector.

4. PREPARATIONS

- o Read the glossary given at the end of the handbook.

5. TEACHING/TRAINING METHODOLOGY:

T1: Interactive Lecture

DURATION: 1 hr.

PROCESS

1. Prepare the points for the lecture.
2. Make an opening by telling students' the purpose of the lecture or presentation.
3. Introduce the topic e.g., Structure and functions of private Security.
4. You may also use the slide presentation on the structure of private security in India. You may show a video presentation on the role and functions of private security.
5. Involve students' by giving them the opportunity to ask questions related to the topic.
6. Clarify any questions students may have.
7. Summarize the topic and emphasize on the key points.

T2: Group Discussion

1. Arrange the participants in small groups.
2. Introduce the topics that describe what should be discussed in the small group. For example, you may give the following questions to discuss:
   - What are the role and functions of a security guard?
   - What are the legal powers and limitations of a security guard?
   - What are the duties and responsibilities of security guard during emergency situations?
   - What are the ethics and code of conduct for security guard?
   - What are the duties and responsibilities of security guard with regard to report writing?
   - How to recognize potential environmental, health and safety hazards at workplace?

- How to identify unwanted and unauthorized people on the premises?
- How to approach trespassers?

3. Tell participants how much time they have
4. Ask each small group to designate:
   - A discussion facilitator.
   - A recorder.
   - A person who will present the group's findings to the larger group.
5. Give groups time to discuss.
6. Have the people designated by each group present a summary of their group's findings.
7. Ask the participants what they have learned from the exercise.

T3: Field Visit

Take your students to a Security Company and study the organizational structure and the various documents maintained by the company. Also record the role and functions of the key officials of the company.

CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to check whether your students could meet all the requirements for assessment.

Part A

Students could differentiate between

(a) Role and functions of private security guards.

Part B

Students could answer the following questions:

(a) What is the scope of private security in India?

(b) What are the role and responsibilities of private security guard?

Part C

Students demonstrate the generic, technical, professional and organizational knowledge and skills in order to perform up to the required standards. The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrated the knowledge of security industry		
Identify the role and functions of private security guard		

SESSION 2: LEGISLATION AND RULES GOVERNING PRIVATE SECURITY IN INDIA

Private Security Agencies (Regulation) Act – 2005

Liberalization of the Indian economy has led to rapid industrialization and increase in the number of business establishments and increased demands for their security. The Private Security Sector is the second largest employer of manpower in the country but it lies in the unorganized sector of the economy. In order to regulate the large number of Security Agencies that has come up, the Government of India enacted Private Security Agencies (Regulation) Act in 2005. While the PASRA Act, 2005 lays down the larger framework, rules for the implementation of the Act are required to be promulgated and implemented by the State Governments.

Important contents of the Act

We will now look at some of the important contents of the PSAR Act, 2005. The Act commences by laying down certain terms and definitions. Some of these are Private Security, Private Security Agency, and Private Security Guard. Private Security is defined as 'Security provided by a person, other than a public servant, to protect or guard any person or property or both and includes provision of armoured car service'.

The act covers essential rules to be followed by the Private Security Industry and some of them are as follows:

(a)   Process for obtaining, licenses and to renew them.
(b)   Expectations as to the training and training levels.

(c) Documents required to be maintained.

(d) Verification of the character of the management as well as security staff.

(e) Requirement of physical standards.

(f) Engagement of supervisors.

Important Provisions of the Act

Some of the important provisions in the PSAR Act 2005 are as follows:

License: The act stipulates that no person shall carry on or commence the business of private security agency, unless he holds a license issued under the Act. Every application by an Agency for the grant of the license under clause (1) of section 7 of the Act shall be made to the Controlling Authority in the format prescribed in Form V.

Controlling Authority: The State Government by notification shall designate a Controlling Authority in the Home Department, not below the rank of a Joint Secretary. The Controlling Authority, after receiving the application under sub-rule (1) of rule 8 shall grant a license to the private security agency in Form VI after completing all the formalities and satisfying itself about the suitability of the applicant and also the need for granting the license for the area of operation applied for.

Verification: An application for issue of a license under this act shall only be considered after due verification of his antecedents. All guards and supervisors are also required to be verified as per the PSAR Act.

Uniform: The uniform of the private security guard should be unique and should not resemble the one worn by the Army, Navy or Air Force personnel. According to PSAR Act (2005) if any private security guard or supervisor wears the uniform of the Army,

Air force, Navy or any other armed forces of the Union or Police or any dress having the appearance or bearing any of the distinctive marks of that uniform, he and the proprietor of the private security agency shall be punishable with imprisonment for a term which may extend to one year or with fine which may extend to five thousand rupees, or with both. The uniform should also include the following:

(a) An arm badge distinguishing the Agency;
(b) Shoulder or chest badge to indicate his/her position in the organization;
(c) Whistle attached to the whistle cord and to be kept in the left pocket;
(d) Shoes with eyelet and laces;
(e) Headgear which may also carry the distinguishing mark of the Agency.

Training: As per the PSAR Act, 2005 the training shall be for a minimum of 100 hrs of classroom instruction and 60 hrs of field training, spread over at least 20 working days. On successful completion of the training, the trainee will be awarded certificate in Form IV by the training Institute or organization. The Licensee shall intimate the name, parentage, date of birth, permanent address, address for correspondence and principal profession of each person forming the Agency within fifteen days of receipts of the license to the Controlling Authority.

Physical standards: The Act lay down the standards of physical fitness for Security Guards. All persons employed are required to meet the basic minimum standard.

Photo Identity Cards: Security companies are required to provide Photo Identity Cards to its security staff as prescribed under the sub-section (2) of section 17 of the Act, which should be produced as prescribed under the Act and Form IX.

Assistance to Police: The Act lays down the responsibility of the security companies to assist Police in investigation pertaining to their areas of responsibilities and violation of laws in their premises through the management.

Dress: Section 21 of the Act lays down that use of a uniform similar to the uniform of the Armed forces or police by the security companies is punishable.

Connected Labour Laws: The Act lists various labour laws required to be followed by the security companies/organizations, which seek license under the Act. This ensures the rights and interests of the Security Guards and Supervisors.

Documentation: Sec15 (1) of the act lay down that the security agency shall maintain register (s) containing the following information:

(a) The name and addresses of the persons managing the private security agency.
(b) The name, addresses, photographs and salaries of the Security staff.
(c) The name and addresses of the persons/ companies, whom it provides security.

SESSION PLAN 2

1. **SESSION TOPIC:** Rules and Laws Governing Private Security in India

2. **OBJECTIVE:** To develop students' knowledge, and abilities for identification of rules and regulations governing private security in India.

3. **MATERIALS/ EQUIPMENT REQUIRED:** Charts, Sketch Pens, Rulers, Computer, Slides, Open Source Software for Slide Presentation, LCD projector.

4. **PREPARATIONS**

   Read the Student's Workbook.
   Read the glossary given at the end of this handbook).

5. **TEACHING/TRAINING METHODOLOGY:**

T1: Interactive Lecture

DURATION: 2 hrs

PROCESS

1. Prepare the points for the lecture.
2. Make an opening by telling student's the purpose of the lecture or presentation.
3. Introduce the topic e.g., Private Security Agencies (Regulation) Act, Laws governing role and functions of private security guard.
4. You may also use the slide presentation for explain the various aspects related to PSAR Act.
5. Provide case studies related to rules and regulations governing duties and responsibilities of Private Security Personnel.
6. Involve students' by giving them the opportunity to ask questions related to the topic.
7. Clarify any question student's may have.
8. Summarize the topic and emphasize on the key points.

T2: Assignment

You may ask your students to discuss in class the following aspects with regard to Private Security Agencies and Security Personnel and record the outcomes of the discussion:

(i) How regulation and training in private security influence the growth of private security industry?
(ii) Whether there has been an increase in the participation of women in private security in the last 5 years?
(iii) Do the existing private security personnel need more training?
(iv) Is there need for more stringent regulations in private security?

CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to check whether your students could meet all the requirements for assessment.

Part A

Students could differentiate between

(a) The various requirements for Security Guard, with reference to PSAR Act, 2005.

Part B

Students could answer the following questions:

(a) What is the importance of regulations in private security?

(b) Whether the PSAR Act 2005 has been useful in developing and maintaining professionalism in private security industry?

Part C

Students demonstrate the generic, technical, professional and organizational knowledge and skills in order to perform up to the required standards. The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrated the knowledge of work ethics and professional standards		

SESSION 3: SECURITY EQUIPMENT

RELEVANT KNOWLEDGE

Security personnel use a wide array of equipment and materials for performance of their duties. The equipment and systems may be fixed installations like walls, fencing, surveillance equipment, etc., or portable equipment like hand held metal detectors and under chassis scanning mirrors. The equipment being used is becoming increasingly sophisticated and a number of equipment requires training for their handling.

A security guard should have access to the following stationery, equipments and materials:

Notebook and pen: These are the most important stationery items that a guard should possess. The purpose of keeping notebook is as follows:
- To maintain personal record of hours of duty and work done.
- To record the instructions, messages and incidents during duty.

Torch: It is needed during patrolling.

Two way radios and chargers: These are required for communication between the security personnel.

Panic alarm button: It is needed for the safety of the security guard, especially when he/she requires immediate help.

Desk and chair: It is needed by the security personnel for writing about daily duty reports.

Cupboards: These are required for storing materials, documents and books.

Waste bin: To throw waste and for keeping the area tidy and clean.

Clock: For maintaining punctuality and recording time of the events and incidents.

Telephone: It is needed to receive incoming calls and to make calls in case of emergency.

Key boards: For keeping keys.

Fire extinguishers: For extinguishing small fires.

Tool box: For minor repairs.

Rope: It is required for emergency evacuation, etc.

First Aid equipment: For assistance in First Aid.

Drinking water: Potable water should be made available at all times.

Toilets: Separate toilets for men and women should be available.

Electronic Devices and Equipment

Major categories of electronic security systems that we will study are as under:

- Intruder Alarm Systems
- Close Circuit Television (CCTV) Systems
- Access Control Systems
- Security Lighting
- Fire Detection Systems
- Communication Equipment
- Safety and Emergency System

Intruder Alarm Systems

An intruder alarm system is designed to detect the presence of an intruder at your premises - trigger a local siren to deter activity and communicate the

alarm event to a security monitoring centre so an appropriate response can be coordinated. The principal components of an Intruder Alarm System are as follows:

- Control unit (panel, remote keypad)
- Detection devices (heat, motion detection, etc.)
- On site sounders (bell, siren)
- Remote signaling (digital, radio communicator)

The control unit of an intruder alarm system is the control panel that is operated by the use of a digital keypad where the system is turned on / off. To set or un-set the system, the user enters a designated series of numbers in a designated sequence i.e. 1,2,3,4. This is known as the set code or user code. Systems can be set or un-set from the main control panel or from one or more remote keypads (RKP) installed away from the main unit.

Close Circuit Television System

CCTV system uses cameras, video recorders and monitors to carry out surveillance on a protected area. There are many different types of CCTV systems —analog and digital and wired and wireless. The images collected are sent to a CCTV monitor and recorded on video tape via a Video Cassette Recorder (VCR) or as digital information via a DVR (Digital Video Recorder). The CCTV camera picks up the signal from the area being monitored, and in a wired system, the CCTV camera sends the signals through a coaxial cable to the CCTV monitor; in wireless systems, no cable is needed, instead the CCTV camera broadcasts the signal.

The principal components of a CCTV system are as follows:

(a) Camera/Lens
(b) Monitor

(c) Video Recorder

(d) Cable

Some of the benefits of CCTV are as follows:

(a) Support to security staff, as they can monitor a large area such as multi-story office block or shopping centre with limited manpower.

(b) Can be monitored either on site or remotely.

(c) It allows for immediate action by security on discovery of an incident.

Access Control System

Access control is the selective restriction of access to a place or a resource. Access controls are nearly always based on authenticity and identification. The term "identification" literally means the systems ability to recognize a user. The term Authentication means the process used by the system to recognize a user. Permission to access a resource is called authorization. When individuals enter a site, it is essential to examine their identification and check against the list. An access control point, which can be a door, gate, elevator, or other physical barrier where granting access can be manually or electronically controlled.

The principal components of an Access Control System are as follows:

(a) Security Tokens (card or bio-metric identifier): There are four types of tokens: (i) Static password token (e.g., an employee swipes his/her smart card over an electronic lock to gain access to a store room), (ii) Synchronous dynamic password token (Token generates new passwords at certain time intervals that are synched with the main system. Each password is valid for a certain time period. Typing in the wrong

password in the wrong time period will invalidate the authentication), (iii) Asynchronous password token (the system works on the same principal as the synchronous one but it does not have a time frame), and (iv)Challenge response token (A user will be sent special "challenge" strings at either random or timed intervals. The user inputs this challenge string into their token device and the device will respond by generating a challenge response. The user then types this response into the system and if it is correct they are authenticated).

(b) Inputs (card reader, keypad, code lock).
(c) Decision making element (processor, computer, door control unit)
(d) Outputs (power for the lock, signal to alarm system, signal to cameras, barriers or other devices).

Some of the benefits of the access control system are follows:

(a) It can be linked to electronic door locks and deny access to unauthorized persons.
(b) It can record all details of those who have made authorized access.
(c) It can be used in conjunction with CCTV
(d) It can be connected to an intruder alarm system that would alert the security personnel in the event of unauthorized access.
(e) Access points can be monitored from a central point through a computer, instead of locally at the gate through a security guard.

Security Lighting

The principal components of security lighting are as follows:

(a) **Power source:** The power source is normally from the direct mains. However, inverters and generators may be installed for emergency backup.

(b) **Cabling:** It should be done to suit the anticipated power load.

(c) **Mounting:** It can be mounted on a building or a freestanding pole/mast.

(d) **Switch**: Wall switch, timer, light sensor or motion detector.

(e) **Lens:** Flood or Spot lenses/glass to dictate the spread of light. Lenses/glass can be toughened or covered with mesh or plastic shield to suit risks.

(f) **Casing:** To house and protect the illuminant, fixtures and reflector from damage.

Benefits of Security Lighting

The benefits in installing security lighting include the following:

- **It acts as a deterrent against intruders**: Lighting can be an effective deterrent particularly in a main street environment where the attention of the passing public can be drawn to premises.

- **To assist detection of intruders:** Lighting increases the level of observation and detection of intrusion.

- **It is useful for safety and convenience of patrolling staff**.

Fire Detection System

The principal components of a fire detection system are as follows:

- Control unit.
- Detection devices for smoke, heat etc.
- Warning bells or sirens.
- Remote signaling equipment to alert a monitoring centre/fire brigade.
- Cabling to suit the environment and risks.

These systems are to alert and warn of a possible outbreak of fire by detecting heat sources or smoke. Some of the benefits in the use of these systems are:

- All round protection.
- Range of detection devices to suit most conditions.

Communication Equipments

A wide range of communication equipments are available. It includes two way communication radio, mobile telephones, Fax machines, and computer. A two-way radio is an apparatus for sending and receiving information by means of electromagnetic waves. It has been the foremost safety aid to the security guard since 70's. To communicate effectively security guards must have an understanding of radio equipment together with rules and recommendations governing the correct use of radio equipment.

SESSION PLAN 3

1. **SESSION TOPIC:**
   Security Equipment

2. **OBJECTIVE:** To develop students' knowledge, skills and abilities for identification of security equipment.

3. **MATERIALS/ EQUIPMENT REQUIRED:**
   Charts, Sketch Pens, Rulers, Computer, Slides, Open Source Software for Slide Presentation, LCD projector, Security equipment.

4. **PREPARATIONS**

   o Read the glossary given at the end of the handbook.

5. **TEACHING/TRAINING METHODOLOGY:**

DURATION: 2 hrs.

PROCESS

1. Prepare the points for the lecture.
2. Make an opening by telling students' the purpose of the lecture or presentation.
3. Introduce the topic e.g., security equipment and their uses, Advantages and limitations of security equipment, etc.
4. Involve students' by giving them the opportunity to ask questions related to the topic.
5. Clarify any questions students may have.
6. Summarize the topic and emphasize on the key points.

T2: Practice Session

Demonstrate the use of various security equipments to your students. Ask your students to record their observation in the following format:

1. Name of the equipment:
2. Purpose/use of the equipment
3. Name of the manufacturing company
4. Specifications

CHECKLIST OF ASSESSMENT ACTIVITY

Use the following checklist to check whether your students could meet all the requirements for assessment.

Part A

Students could differentiate between

(a)   Various types of security equipment.

Part B

Students could answer the following questions:

(a)   What are the major categories of electronic security system?
(b)   What is access control system?

Part C

Students demonstrate the generic, technical, professional and organizational knowledge and skills in order to perform up to the required standards. The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrated the knowledge and use of security equipment		

Controlling access and permitting entry only to authorized persons is one of the most important methods employed to ensure security.

A security guard should be clear on the rules that he or she will be enforcing on the site. The only way to ensure that the access requirements will be met is by making the security officer familiar with the requirements of that particular site. Security firms, when introducing security guards to a new site discuss the rules of access and protocol in detail. The security guard should take note of suspicious behaviour, items removed from the site, and so on. The guard's notebook should also include a full description of what transpired.

A search can be done manually, electronically or through a combination of both these systems. Access control systems are also employed to check identity and authenticate incoming/outgoing material. If the Security Guard is not clear with regard to the execution of instructions, he/she should consult his or her supervisor. The difficulties and other security policies should be discussed with the supervisor, who should consult with the client to determine an approach that is appropriate.

Identification system: All employees show an Identity card before entering the premises. The Security Guard checks each ID card carefully. The ID should have the following:

* a colour photo and physical description of the card holder.
* the full name and signature of the holder.
* the company's name and the issuing authority's signature.
* an expiry date.

- a serial number (for the card itself or an employee number).

ID card tags: Some cards have a magnetic strip, like you see on the back of a debit or credit card. Other cards have a bar code, like you see on a product in a retail store. The user swipes the card or puts it in a slot in the card reader. The reader is mounted on the wall or door. It checks the code on the card. If the card is an authorized one, the door is unlocked for a short period of time and the visitor can enter the premises.

Touch keypads: A keypad is mounted on the wall at the entrance. Users are given passwords, codes, or personal identification numbers (PIN) that they must punch in order to enter.

Proximity cards: These cards work in a similar way to cards with stripes or bar codes, but they do not have to touch the reader. Someone can unlock the door by passing their card near the reader. These cards may show only an identification number or one side may include photo ID. A key fob is a device that acts the same way as a proximity card. It is a small plastic that can be attached to a key ring.

Biometric identification: Biometric systems use human characteristics that are individually unique. These include voice pattern, eye retina, fingerprint, signature and hand geometry. In biometric system information about individual employees is stored in a data bank. This could include fingerprints, palm prints, retina patterns (blood vessel patterns in the eye) or face recognition information. If an employee wants to enter an area he/she must pass his/her finger/hand, eye, or face by a reader. If the reader matches this information with the stored data bank, the door is unlocked.

Because biometric data is unique to each person, this system can be used to prevent theft or fraud. Unlike a password or PIN, a biometric trait cannot be forgotten or lost.

Radio Frequency Identification: Radio-frequency identification (RFID) is the use of a wireless non-contact system that uses radio-frequency electromagnetic fields to transfer data from a tag attached to an object, for the purposes of automatic identification and tracking. Some tags require no battery and are powered and read at short ranges via magnetic fields (electromagnetic induction). Others use a local power source and emit radio waves (electromagnetic radiation at radio frequencies). The tag contains electronically stored information which may be read from up to several meters away. The RFID tags are of the size of a grain of rice. They can be embedded in access cards or other security devices that would allow authorized personnel access to areas within a facility. They would also allow Security to 'track' the individuals and their movement throughout the facility. RFID technology is being used in airports in the new e-passport system to help identify legitimate personnel, and mitigate possible security risks.

Documentation

The variety of documents and records maintained by Security Guard will vary according to the size of the company, the type of business involved and the degree of threat and the type of activities carried out on the premises. Electronic recording and storing of information by use of computers should be done for precision and to avoid any manipulations. Search Register, which include the date, time, name of the person should be properly maintained property found. Signature of person searched and the signature of the searcher may also be included.

SESSION PLAN 4

1. SESSION TOPIC: Searching and Documentation

2. OBJECTIVE: To develop students' knowledge, skills and abilities for demonstrating the procedure for conducting search and preparing documents.

3. MATERIALS/ EQUIPMENT REQUIRED: Charts, Sketch Pens, Rulers, Computer, Slides, Open Source Software for Slide Presentation, LCD projector

4. PREPARATIONS

- Read the glossary given at the end of the handbook.

5. TEACHING/TRAINING METHODOLOGY:

T1: Interactive Lecture

DURATION: 2 hrs.

PROCESS

1. Prepare the points for the lecture.
2. Make an opening by telling students' the purpose of the lecture or presentation.
3. Introduce the topic e.g., Procedure for conducting search by people and property, types of documents, maintaining documents, etc.
4. Provide specific examples.
5. Involve students' by giving them the opportunity to ask questions related to the topic.
6. Clarify any questions students may have.
7. Summarize the topic and emphasize on the key points.

T2: Assignment

Ask you students to visit an organization or a company, study the following aspects and prepare a report and submit the report as part of their portfolio.

1. What are the security requirements for each protected area?
2. What is the number of required control points?
3. What are the environmental conditions at the control point?
4. How many people are expected to use each control point, and how often?

T3: Group Discussion

1. Arrange the students in small groups.
2. Introduce the topics that describe what should be discussed in the small group. For example, you may give the following questions to discuss:
(a) What are the factors that may expose a security guard to civil liability?(e.g., Negligence,

Failure to properly supervise, civil rights violations, invasion of privacy, case documents, providing testimony, etc.)
3. Tell participants how much time they have
4. Ask each small group to designate:
   - A discussion facilitator.
   - A recorder.
   - A person who will present the group's findings to the larger group.
5. Give groups time to discuss.
6. Have the people designated by each group present a summary of their group's findings.
7. Ask the participants what they have learned from the exercise.

CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to check whether your students could meet all the requirements for assessment.

Part A

Students could differentiate between

(a) Various electronic identification systems.

Part B

Students could answer the following questions:

(a) Why search operations are conducted?

Part C

Students demonstrate the generic, technical, professional and organizational knowledge and skills in order to perform up to the required standards. The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate the knowledge of identification and pass system used for security purpose.		

SESSION 5: ROLE AND FUNCTIONS OF PRIVATE SECURITY PERSONNEL

RELEVANT KNOWLEDGE

A Security Guard is defined as any person providing private security with or without arms to another person or property or both and includes a supervisor (PSAR Act, 2005). He/she should always maintain a professional appearance, behaviour and exhibit positive attitude.

The Standard Operating Procedures (SOPs) for a security guard varies with the type of job that the guard is doing. He/she is required to perform the following general role and functions:

- Wear neat and tidy uniform.
- Maintain hygiene and proper grooming.
- Obey and pass on to other Security Guards all orders and instructions received from Supervisor.
- Talk politely with students, staff, and visitors and assist them to provide any necessary information of the Institute.
- Prevention or detection of intrusion, unauthorized entry or activity, vandalism or trespass on private property.
- Be watchful while on night patrol and check all suspicious persons, and allow no one to pass the security gate without proper authorization.
- Work as a team with other security personnel to ensure optimal safety of the person/organization and communicate frequently with each other.
- Make proper entry in the visitor log and collect vendor/visitor Photo ID card.
- Prevent or detect theft, loss, embezzlement, misappropriation or concealment of merchandise, money, valuables, documents or papers.
- Leave his post only after giving charge to the other Security Guard.

- Adhere to and enforce established company rules, regulations, policies and practices.
- Report incidents as per the procedure.

Eligibility for Security Guard

A person shall be eligible for employment as Security Guard if he fulfills the standards of physical fitness as specified in the PSAR Act (2005). The specifications are as follows:

(a) **Height**: 160 cms for male and 150 cms for female.
(b) **Weight:** According to standard table of height and weight, chest 80 cms with an expansion of 4 cms (for females no minimum requirement for chest measurement).
(c) **Eyesight:** Far sight vision 6/6, near vision 0.6/0.6 with or without correction, free from colour blindness. He/she should be able to identify and distinguish color display in security equipment.
(d) Read and understand displays in English alphabets and Arabic numerals.
(e) Free from knock knee and flat foot. He/she should be able to run one kilometer in six minutes.
(f) **Hearing:** Free from hearing defects. He/she should be able to hear and respond to the spoken voice and the alarms generated by security equipments.
(g) The candidate should have dexterity and strength to perform searches, handle objects and use force for restraining the individuals.
(h) A candidate should be free from evidence of any contagious or infectious disease. He should not be suffering from any disease which is likely to be aggravated by service or is likely to render him unfit for service or endanger the health of the public.

Types of Security Guard

1. **Personal Security Guards:** They are appointed for the purpose of providing physical security to their employers. They are also known as black cats or bouncers and accompany their employers everywhere.
2. **Residential Security Guards:** They are employed in residential colonies, apartments, aged homes, and other residential areas for providing security to their clients.
3. **Corporate Security Guards:** They are employed for internal and external security of the business assets. Corporate security includes protection of corporate buildings, shopping malls, private organization, hospitals, etc.
4. **Private Security Guards:** They are employed by businessmen and entrepreneurs for private security services.
5. **Mobile Security Guards:** The mobile security guards keep moving around the perimeter and observe and monitor people for suspicious behaviour or actions.
6. **Static Security Guards:** Unlike mobile security guards, they stay at one place and monitor the movement of the people and materials. They may also use electronic surveillance system to perform the job.

Security Supervisor/Head Guard

Supervisor is a person in the first-line management who monitors and regulates employees for their performance with regard to assigned or delegated tasks. Normally a security supervisor is placed on 15 security personnel deployed at a site. However, one person with experience and capability is appointed as 'Head Guard' to perform the duties of a supervisor in a shift involving less than 10 persons.

The role and responsibilities of Security Supervisor include the following:

- Supervise the security staff as per the company's policies and rules.
- Educate the security staff on the various procedures and systems approved by the management.
- Conduct training activities for the security staff.
- Maintain security equipment and gadgets.
- Deploy security personnel for optimum use so as to ensure total security of the institute/organization/residential colony.
- Ensure the maintenance of entry and exit log.
- Update and sign all Daily Security Report.
- Monitor inward and outward loading of goods, provision and other materials.
- Report all violation of Institute's rules and regulations and special orders to the Head of Security/Management.

Field Officers/Inspectors

These are the persons responsible to the management of the security company to enforce and implement the policies.

Assignment Officer

He in general terms a person who monitors and regulates employees for their performance of assigned or delegated tasks.

Assistant Security Officer

Assistant security officer is on the pay roll of the security company deployed at the site to monitor and regulate employees for their performance of assigned or delegated tasks. Normally ASO is placed when the deployment exceeds 15 persons or more in each shift.

Carry Home Emoluments and Benefits in the Private Security Industry

Pay and Allowances: In the security sector, your pay depends on the level of the position and the company. In general, the pay is governed by the Minimum Wages Act of the State.

Provident Fund (PF): An employee saves 12% of the basic wages and equal amount is contributed by the employer (8.33% towards pension fund & 3.67% towards contribution of Provident Fund). On completion of 10 years contribution to the fund all employees are entitled to pension on attaining the superannuation age of 58 years. Pension depends on the total subscription made in the fund. Some of the benefits accrued are as follows:

(a) Lump sum payment of accretion with interest on retirement / leaving the job.
(b) Partial withdrawal during job for specified purposes.
(c) Provision of taking early pension but not before attaining the age of 50 years.
(d) Deposit Linked Insurance Scheme: Upon death while in service, an additional payment in lump sum equal to average P.F. accretion subject to maximum of Rs. 60,000 is given.
(e) Employees' Pension Scheme: Pension to member on retirement/invalidity.
(f) Pension to Family members on member's death.

Employees State Insurance Scheme (ESIC) Coverage: Under the scheme employee's contributory insurance cover is available at a marginal contribution of 1.75% of basic wages.

The following benefits are available:

Medical Benefit: Medical care is provided to the Insured person and his family members from the day he/she enters insurable employment. There is no ceiling on expenditure on the treatment of an Insured Person or his family member. Medical care is also provided on payment of a token annual premium of Rs.120/- to the retired and permanently disabled insured persons and their spouses.

Sickness Benefit (SB): Cash compensation at the rate of 70 per cent of wages is payable to insured workers during the periods of certified sickness for a maximum of 91 days in a year. In order to qualify for sickness benefit the insured worker is required to contribute for 78 days in a contribution period of 6 months.

(a) **Extended Sickness Benefit (ESB):** ESB extendable up to two years in the case of 34 malignant and long-term diseases at an enhanced rate of 80 per cent of wages.

(b) **Enhanced Sickness Benefit:** Enhanced Sickness Benefit equal to full wage is payable to insured persons undergoing sterilization for 7 days and 14 days for male and female workers, respectively.

Maternity Benefit (MB): Maternity Benefit for confinement/pregnancy is payable for three months, which is extendable by further one month on medical advice at the rate of full wage subject to contribution for 70 days in the preceding year.

Disablement Benefit

(a) Temporary disablement benefit (TDB): This benefit is available from day one of entering insurable employment and irrespective of having paid any contribution in case of employment injury. Temporary Disablement Benefit at the rate of 90% of wage is payable so long as disability continues.

(b) Permanent disablement benefit (PDB) : The benefit is paid at the rate of 90% of wage in the form of monthly payment depending upon the extent of loss of earning capacity as certified by a Medical Board.

Dependants' Benefit (DB): It is paid at the rate of 90% of wage in the form of monthly payment to the dependants of a deceased Insured person in cases where death occurs due to employment injury or occupational hazards.

Other Benefits

Funeral Expenses: An amount of Rs.10,000/- is payable to the dependents or to the person who performs last rites from day one of entering insurable employment.

Confinement Expenses: An insured woman and an insured person in respect of his wife shall be paid a sum of rupees one thousand per case as "confinement expenses" (earlier termed as medical bonus), provided that the confinement occurs at a place where necessary medical facilities under the ESI scheme are available. i.e., where facility for confinement is not available in the ESI institution. Also confinement expenses shall be payable for two confinements only.

Rajiv Gandhi *Shramik Kalyan Yojana* 2005: An Insured Person who become unemployed after being insured three or more years, due to closure of factory/establishment, retrenchment or permanent invalidity are entitled to :

1. Unemployment Allowance equal to 50% of wage for a maximum period of up to one year.
2. Medical care for self and family from ESI Hospitals/Dispensaries during the period IP receives unemployment allowance.
3. Vocational Training provided for upgrading skills - Expenditure on fee/travelling allowance borne by ESIC.

Workman Compensation: In case a personal injury is caused to a workman by accident arising out of and in the course of his employment, his employer is liable to pay compensation in accordance with the provision of the Act within 30 days from the date when it fell due otherwise he would also be liable to pay interest and penalty

Bonus Payment: Any employee on a salary or wage not exceeding [three thousand and five hundred rupees] per month in any industry to do any skilled or unskilled manual, supervisory, managerial, administrative, technical or clerical work for hire or reward, whether the terms of employment be express or implied is eligible for bonus up to a maximum of "ten thousand rupees"

Leave: All employees are governed by the company policy and the labor laws prevalent in the states.

SESSION PLAN 5

1. SESSION TOPIC: Role and Functions of Private Security Personnel

2. OBJECTIVE: To develop students' knowledge, skills and abilities for identification of role and functions of private security personnel

3. MATERIALS/ EQUIPMENT REQUIRED: Charts, Sketch Pens, Rulers, Computer, Slides, Open Source Software for Slide Presentation, LCD projector.

4. PREPARATIONS

- o Read the glossary given at the end of the handbook.

5. TEACHING/TRAINING METHODOLOGY:

T1: Interactive Lecture

DURATION: 4 hrs.

PROCESS

1. Prepare the points for the lecture.
2. Make an opening by telling students' the purpose of the lecture or presentation.
3. Introduce the topic e.g., Role and functions of private security personnel.
4. Involve students' by giving them the opportunity to ask questions related to the topic.
5. Clarify any questions students may have.
6. Summarize the topic and emphasize on the key points.

T2: Assignment

Ask the students to prepare a comparative chart on the role and functions of private security personnel in the following places:

1. Malls
2. Hospitals
3. Construction sites
4. Supermarkets
5. Manufacturing plants

CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to check whether your students could meet all the requirements for assessment.

Part A

Students could differentiate between

(a) The types of security guard.

Part B

Students could answer the following questions:

(a) What are the eligibility criteria for appointment to the post of security guard in India?
(b) What are the basic emoluments and benefits that a security guard gets during the service?

Part C

Students demonstrate the generic, technical, professional and organizational knowledge and skills in order to perform up to the required standards. The performance standards may include, but not limited to:

Performance standards	Yes	No
Identify the role and functions of security personnel		

GLOSSARY	

1. **Employee:** An individual who works under a contract of employment or apprenticeship.
2. **Employer:** A person who employs persons under contracts of employment or apprenticeship.
3. **Fatality:** Death resulting from an accident.
4. **Hygiene practices:** It includes eating or drinking in the work area, washing up before breaks and meals, removing contaminated clothing before leaving work, keeping street clothes separate from contaminated work clothing.
5. **Incident:** It means: (a) an emergency; or (b) an unintended event that, but for the intervention of a risk control measure or human intervention likely to have resulted in an emergency.
6. **Manual handling:** The lifting, lowering and moving of objects by a person. For instance, carrying boxes or house bricks.
7. **Occupational Health and Safety:** Keeping people safe and healthy at their place of work by prevention of accidents, injury and illness.
8. **Personal Protective Equipment (PPE):** Equipment used by workers to protect them from hazards in the workplace. Equipment includes safety boots, gloves, goggles, aprons and sunscreen.
9. **Premises:** It includes any place and in particular any land, building or part of a building, any vehicle, vessel or aircraft, any installation on land, on the bed of any waters or floating on any waters or any tent or movable structure.
10. **Safe work method**: The way employees should be trained to do a job safely.
11. **Security**: Security refers to monitoring and reducing the risk of human induced events that adversely affect people or property to some acceptable level.
12. **Stress:** Illness caused by mental strain causing psychological illness through negative experiences at work.

13. **Threats:** A statement of an intention to inflict pain, injury, damage, or other hostile action on someone in retribution for something done or not.
14. **Workplace:** The premises of the employer and any place where an employee carries out work.