STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILL STANDARD)

SECURITY SERVICES OPERATION
LEVEL 2

JPK

Jabatan Pembangunan Kemahiran
Kementerian Sumber Manusia, Malaysia

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STANDARD PRACTICE

NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;

SECURITY SERVICES OPERATION

LEVEL 2

1. INTRODUCTION

GUARD AND SECURITY SERVICES in Malaysia comes under the Kementerian Dalam Negeri *(*KDN*)* and the regulatory bodies that are involved are The Royal Malaysian Police, Malaysian Immigration Department, National Registration Department, with the guidelines made by various government agencies. Guard and Security firms and proprietary security departments practice the "detect, deter, observe and report" methodology. Guard & Security Services Operation personnel are not required to make arrests, but have the authority to make a citizen's arrest, or otherwise act as an agent of law enforcement, for example, at the request of police personnel.

A Security Services Operation personnel's primary duty is the prevention and deterrence of crime. Guard & Security Services Operation personnel are allowed to enforce company rules and can act to protect lives and property and they often have a contractual obligation to provide these actions. In addition to basic deterrence, Security Services Operation personnel are trained to perform specialized tasks such as detention and control, operate emergency equipment perform First Aid, CPR, firefighting, crowd control, write detailed reports and perform other tasks as required by the client/ customer or the organization that they are serving.

Specific Security Services Operation personnel are required to go through additional training mandated by their firm or are required to carry weapons such as batons, firearms etc. For carrying firearms, Carry & Use (or C&U) license issued by the police is required.

The career path of Security Services Operation personnel provides structured set of activities that enables a person who aspires to achieve competency in this particular occupation, ultimately enhancing him or her on a career in Security Services Operation level two (2). It is compulsory for Security Services Operation level two (2) to complete core competency units training before pursuing elective core competency units training. The role and responsibilities of Security Services Operation personnel encompass some elements of problem solving and decision making, and their work activities are not routine or predictable, thus, level one (1) is non-existent.

Security Services Operation is a pillar that comes under the sub-sector of Defence & Security Services*.* Fig. 1.1 is an extract from the complete Occupational Profile Chart. This chart shows the structured career path of security operation personnel. It provides structured set of activities that enables a person who aspires to achieve competency in this particular occupation, ultimately enhancing him or her to embark on a career in the Defence & Security Services.

The Economic Planning Unit (EPU) has prepared a comprehensive 10th Malaysian Plan (10MP) which is a blueprint in order to assign the national budget from 2011 to 2015 to all economic sectors in Malaysia. One of the key trusts of 10MP is the charting development of a high income nation by transforming to high income through specialization. Low skills jobs come with low wages and skilled jobs come with higher wages.

The subject of security has become ubiquitous factor and is now being dealt with more seriously at all levels of communities in Malaysia. The development of physical structures such as high rise buildings, condominiums, guarded communities and commercial structures are in dire needs for such security operation services. Due to these requirements, there is urgency to developing the new NOSS. Currently, there is a shortage of security operation personnel and the future for these personnel are very bright and a path way to a rewarding career that can ensure services given meet the professional standard as required by the industry/ customer.

Security Operation Services is recognised globally as a huge growth area and there is a need for properly trained personnel at Level 2 as well as upper levels. This will provide a structured career path and career guidance for individuals and organizations alike. Having a suitably skilled workforce will improve Malaysia as a centre of excellence in the region and help towards inward investment in the country.

This NOSS provides first hand information to the workers regarding **Security Operation Services** working environment inclusive of good security operating practice, good security procedural practice, security uniform requirements and safety practices enforced by KDN and other regulatory bodies. This NOSS also provides a career path and employment development for those involved in this industry. A new Occupational Structure is shown in *Figure 1.1 Occupational structures for Security Operation Services*. Consequently, the development of this NOSS at Level 2 (*Refer Figure 1.2 Occupational Area Analysis)* for Security Operation Services is essential so that the sub sector will have complete standards and guidelines to be used by the industry.

Pre-Requisites

Based on the workshop findings, it was decided that the minimum requirement for those interested to enrol into this course are as follows:

- 17 years of age or older.
- Medically and physically fit.
- Minimum Secondary school
- Proficient in Writing, reading and counting (3M: membaca, mengira & mengira).
- Pass pre-medical check-up

These pre-requisites are in line with minimum requirements set for the Security Services Industry by Kementerian Dalam Negeri (KDN) and Kementerian Sumber Manusia (KSM). With respect to the regulating bodies, the roles are as follows:

Security operation services industry requirement

- To promote and stimulate the development, improvement and expansion of Security Operation Services works;
- Security Operation Services operation works critical value added activity for the services rendered.
- To provide consultancy and advisory services with respect to Security Operation Services works;
- To promote professional practices in Security Operation Services works;
- To initiate and maintain Security Operation Services works information systems;
- To encourage the standardization and improvement of Security Operation Services works techniques and materials;
- To provide, promote, review and coordinate training programmed organized by the public and private Guard & Security Services training centres for skilled security operation workers and security operation services supervisors;
- To accredit and certify skilled Security Operation Services works personnel.

Kementerian Dalam Negeri (KDN)

As a regulatory body which enforces the security and safety aspects in Malaysia, the role of KDN is to control the security of the people, environment and workers by ensuring the security officer can provide the security and safety protections in Malaysia.

a) The following acts are been enforced by KDN:Private Agency Act 1971.
b) Guidelines, codes of practice, circulars.

Malaysia Immigration Department

As a regulatory body which enforces the foreign workers' aspects in Malaysia, the role of Immigration Department is to control the foreign workers' entry into Malaysia in order to ensure security of the people, environment and workers.

The following acts are been enforced by KDN:

a) Immigration Act 1959/1963.
b) Guidelines, codes of practice, circulars.

Royal Malaysian Police Department (PDRM)

As a regulatory body which enforces the security aspects in Malaysia, the role of the Royal Police Department is to control the crimes in Malaysia in order to ensure security of the people, environment and workers.

The following acts are been enforced by KDN:

a) Police Act, Criminal Procedure Code
b) Guidelines, codes of practice, circulars.

Department of Occupational Safety and Health (DOSH)

As a regulatory body which enforces the occupational safety and health aspects in Malaysia, the role of DOSH is to study and review the policies and legislations of occupational safety and health.

The following acts are been enforced by DOSH:

a) Occupational Safety and Health Act 1994 and its regulations.
b) Guidelines, codes of practice, circulars.

2. OCCUPATIONAL STRUCTURE

2.1 OCCUPATIONAL ANALYSIS (OA)

SECTOR	DEFENCE & SECURITY SERVICES							
SUB-SECTOR	**GUARD & SECURITY SERVICES**	**Central Monitoring System (CMS)**		**Dog Unit**	**Cash Management Services**	**Electronic Security System**	**Investigation Services**	**Entry Points Security**
L5	**Security Operation Manager**			Security Operation Manager	Cash Management Services Manager	Belum ada (Not Available)	Security Operation Manager	Entry Points Security Manager
L4	**Assistant Security Operation Manager**			Security Operation Executive	Cash Management Services Executive	Belum ada (Not Available)	Security Operation Executive	Entry Points Security Executive
L3	**Security Supervisor**	SS-042-3 Control Monitoring System Security Supervisor (30-12-03)		SS-030-3 Dog Unit Security Supervisor (K9) (30-12-03)	Cash Management Services Supervisor	SS-050-3 Electronic Security System Technician (30-12-03)	SS-060-3 Investigation Officer (30-12-03)	Airport Security Supervisor / Port Security Supervisor
L2	**Security Officer**	SS-040-2 Central Monitoring System (CMS) security Officer (30-12-03	SS-041-2 Control Monitoring System (CMS) Security Response Officer (30-12-03	SS-030-2 Dog Unit Security Officer (K9) (30-12-03))	Cash Management Services Officer	SS-050-2 Electronic Security System Assistant Technician (30-12-03)	SS-060-2 Detectives (30-12-03)	Security Officer
L1	Tiada Tahap (No Level)	SS-010-1 Security Assistant (27-02-2003)		Tiada Tahap (No Level)	Security Assistant	Tiada Tahap (No Level)		Security Assistant

Fig. 1.1 Occupational Profile Chart for Defence & Security Services

2.1 OCCUPATIONAL AREA ANALYSIS (OAA)

SECTOR	DEFENCE & SECURITY SERVICES			
SUB SECTOR	**GUARD & SECURITY SERVICES**			
LEVEL / AREA	**UNARMED GUARD**	**ARMED GUARD**	**CASH & VALUABLE IN TRANSIT (CVIT)**	**BODYGUARD**
LEVEL 5	SECURITY OPERATION MANAGEMENT			
LEVEL 4	SECURITY OPERATION MANAGEMENT			
LEVEL 3	SECURITY SERVICES SUPERVISION			
LEVEL 2	**SECURITY SERVICES OPERATION**			
LEVEL 1	- NO LEVEL -			

Figure 1.2 Occupational structures for Guard & Security Services

3. DEFINITION OF COMPETENCY LEVEL

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

Malaysia Skills Certificate: Level 1	Competent in performing a range of varied work activities, most of which are routine and predictable.
Malaysia Skills Certificate: Level 2	Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.
Malaysia Skills Certificate: Level 3	Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.
Malaysia Skills Diploma: Level 4	Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.
Malaysia Skills Advanced Diploma: Level 5	Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

4. MALAYSIAN SKILL CERTIFICATION

Candidates after being competent verified and have fulfilled Malaysian Skill Certification requirements shall be awarded with Sijil Kemahiran Malaysia (SKM) for Level 2. Competent verified for Level 4 and 5 shall be awarded with Diploma Kemahiran Malaysia and Diploma Lanjutan Kemahiran Malaysia respectively.

The pre-requisite to pursue this course include possessing good reading, writing and communicating skills, besides physically and mentally healthy. All candidates must undergo on job training to attain knowledge and skills in Security Operation Services.

Verified competent candidates who fulfil Security Operation Services requirements shall be awarded with Level 2 certificate.

Assessment must be in accordance with the following:

NOSS outlines competency unit and competency profile in the Security Services Operation working environment as required by the industry and has been developed as well as documented following extensive collaboration across key Malaysian organisations. It is imperative that the duties and tasks outlined follow a high standard as well as consistency throughout the assessment process. This can only be done by stipulating a precise framework in which the assessment of competency unit and curriculum of competency unit must be conducted. The training & assessment of Security Operation Services personnel must be committed in accordance with *JPK* policy and in adherence to security Operation Services rigorous process and standard as follows:

a) The final assessment of competency must include the combination of documented continuous assessment conducted by the facilitator during training and the results of post-training examination;

b) The post-training examination must be practical in nature and involve demonstration & application of the duties of the competency units and work activities utilizing real equipment and real-world examples;

c) The competency and curriculum unit as outlined in this NOSS must be assessed throughout the training program and during a post-training examination;

d) The learning environment and facilities need to be in accordance with the requirements of the Security Services Operation industry;

e) The development and assessment of the competency and curriculum unit profile must demonstrate transferable skills;

f) The development and assessment of the competency unit & competency profile must include documentation by candidates both during training and examination;

g) All training and assessment materials must be mapped and verified to be in accordance with the NOSS for Security Services Operation by a panel of industry subject matter experts appointed by JPK with the support of the Security Services Operation Industry.

5. JOB COMPETENCIES

A Security Operation Services Operation in Level 2 personnel is competent in performing the following core competencies

- Premise Access/ Exit Control
- Security Patrolling
- Workplace Security & Safety Control
- Security Risk Situation Control
- Unarmed Close Protection / Unarmed Escort (Bodyguard)

It is compulsory for Security Services Operation level two (2) to complete all core competency units training before pursuing elective competency units training.

Optionally The Security Operation Services Operation in Level 2 personnel is competent in performing the following elective competencies:-

- Armed Protection
- Cash & Valuable In Transit (CVIT) Handling
- Security Transportation Handling

6. WORKING CONDITIONS

Generally, Security Operation Services Operation personnel work according to the work schedule and responsible to meet production and client's requirements. The personnel are also responsible to adhere to workplace Standard Operating Procedure and organization work activities. This covers such matters as skills, training, communication and competency. They may work in an industry with operation by superior.

Personnel also have the opportunity to develop their career path in other related field such as Guard & Security Services and hospitality industries.

The Security Operation Services Operation personnel should be able to concentrate on detailed work and be able to work in shift. During working condition, personal must wear company's badge, proper attire and security equipment— to protect self from any incident.

Today's environment in the Guard & Security Services industry is cost containment and customer service cutting edge. In our economy, all parties are competing to reduce costs and to get services to customers faster at the same time not compromising on professionalism. Security Operation Services has been an asset in this environment and in Malaysia the economic transformation has cost the Guard And Security Services industry to move to the level where workers in the Guard And Security Services field are able to work independently to perform varied work activities and can solve simple problems as well as, have considerable amount of responsibility and autonomy and control in operations.

The development of international standards for Guard and Security Services has had a significant impact on Guard and Security Services. In the Guard And Security Services -operating environment, where a lot of responsibilities are shouldered by the worker in the operations, guidance of others are often required to ensure quality assured and validation process is used to optimize Guard And Security Services procedures.

What does the future look like? Security Operation Services remains a valued service by the Guard and Security Services industry and security personnel remain the primary source of power for Guard and Security Services industry.

7. EMPLOYMENT PROSPECTS

The Security Services Operation personnel have a high employment prospect whether locally or internationally. This is because the local expertise workforce is recognised by other countries as being highly knowledgeable and skilled in Security Services Operation industry. This in turn increases the demand for skilled personnel in this field to be employed locally or internationally.

Other related occupations with respect to employment opportunities are:

- Bodyguard
- Escort
- Private investigator
- Any other organization using Guard and Security Services personnel.

Other related industries with respect to employment opportunities are:

- Training Centres
- Guarded public and private community centres
- Factories
- Financial Institutes
- Entry points/ Sea ports/ Air ports/ Train services

8. SOURCES OF ADDITIONAL INFORMATION

8.1 Local

- KEMENTERIAN DALAM NEGERI
  Blok D1, Kompleks D
  Aras 10
  Pusat Pentadbiran Kerajaan Persekutuan
  62546 Putrajaya
  TEL :03-88868064
  Fax : 03- 888917663 /88891751
  Website : http//www.moha.gov.my

- Department of Occupational Safety and Health(DOSH)
  Ministry of Human Resource,
  Level 2, 3 & 4, Block D3, Complex D
  Federal Government Administrative Centre
  62530 W. P. Putrajaya
  Tel: 603 - 8886 5000
  Fax: 603 - 8889 2443
  Email: jkkp@mohr.gov.my
  Web: http://www.dosh.gov.my

9. ACKNOWLEDGEMENT

This Standard has been checked by the Standard Technical Evaluation Committee (STEC), DSD and validated by the members of Skills
Development Advisory Committee (SDAC/JPPK) on 31 October 2012.

The SDAC members as listed below have agreed in consensus to endorse this standard

- SYED ABU BAKAR BIN SYED HASSAN
  Setiausaha Bahagian,
  Bahagian keselamatan dan Ketenteraan Awam,
  Kementerian Dalam Negeri

- MEJAR (B) AZHARUDDIN BIN SULAIMAN
  Persatuan Perkhidmatan Kawalan Keselamatan Malaysia.

- HANIF BIN AHMAD
  APSA Malaysia Chapter

- MUHAMMED FADZLAN BIN DATO' SRI HJ. MUSTAFA
  APSA Malaysia Chapter

- ZARIMAH BINTI MOHAMED
  Akademi Shapadu Sdn. Bhd.

The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard.

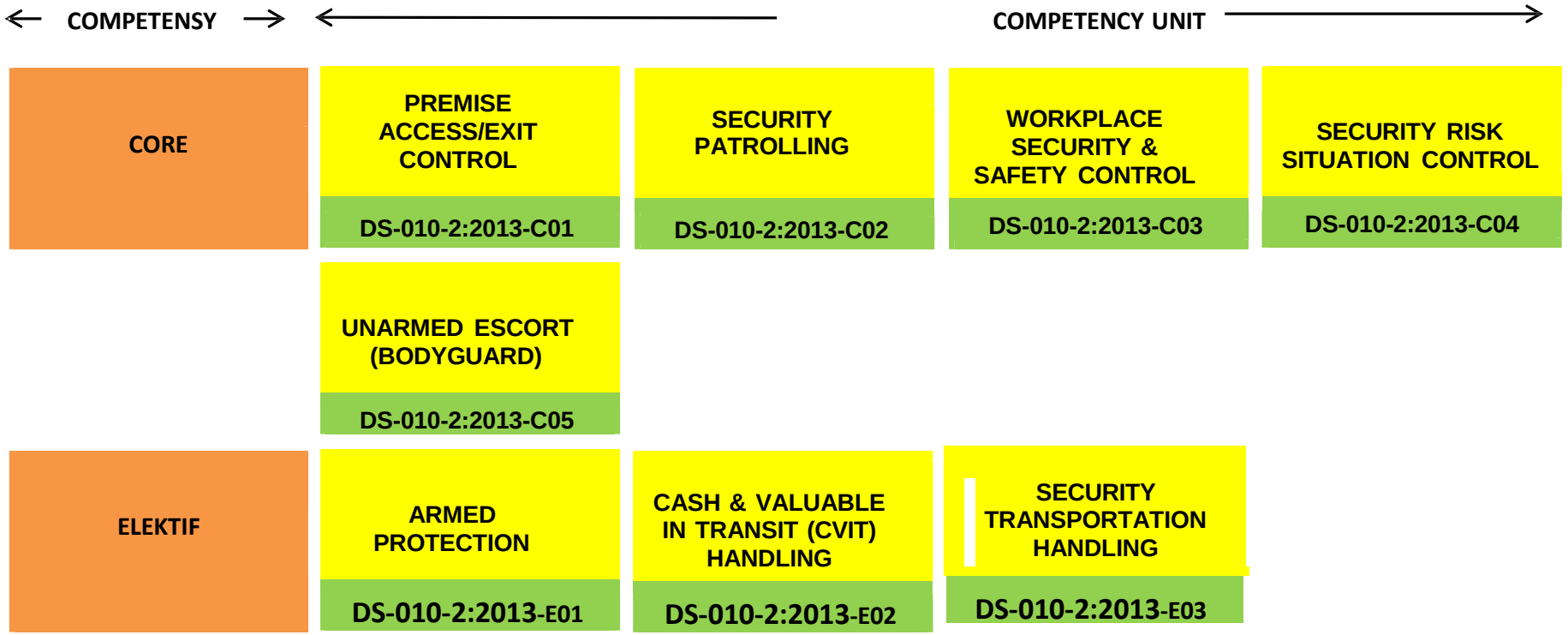
10. COMMITTEE MEMBERS FOR DEVELOPMENT OF STANDARD PRACTICE (SP), COMPETENCY PROFILE CHART (CPC), COMPETENCY PROFILE (CP) AND CURRICULUM OF COMPETENCY UNIT (CoCU)

SECURITY OPERATION SERVICESOPERATION
LEVEL 2

PANEL		
1.	Surayati Binti Ibrahim	Timbalan Setiausaha Bahagian, BahagianKeselamatan dan Ketenteraman Awam, Kementerian Dalam Negeri.
2.	Maj Ilyas bin Mohd Amir (Retired)	General Manager, Safeguards G4S Academy SDN BHD
3.	Nasarudin Bin Jamaludin	Manager, Safeguards G4S Academy SDN BHD
4.	Lt. Col Ahmad Zubir Bin Mohamed	Pengarah, SAZA Security Sdn Bhd.
5.	Sanusi Bin Abdullah	Trainer, Akademi Keselamatan PPKKM
6.	Mohd Annuar Bin Kassim	Manager, Document Security Systems Malaysia (DSSM) Sdn Bhd.
7.	Maj Abdul Aziz Bin Naning	Pengurus Pentadbiran, Regent Security Services Sdn Bhd
8.	Azizan Bin Rashid	Pemangku Komandan, Akademi Keselamatan PPKKM
9.	Anis Binti Mohd Mokhtar	Penolong Setiausaha, Bahagian Keselamatan dan Ketenteraman Awam, Kementerian Dalam Negeri
FACILITATOR		
11.	Dr. Manmohn Kaur PJK	Project Manager, Integrated Education Link (M) Sdn Bhd
CO-FACILITATOR		
12.	Herianni Binti Ab Jalil	Business Development Executive, Integrated Education Link (M) Sdn Bhd

COMPETENCY PROFILE CHART (CPC)

SEKTOR	**DEFENCE & SECURITY SERVICES**		
SUB SEKTOR	**GUARD & SECURITY SERVICES**		
JOB AREA	**UNARMED, ARMED GUARD, CASH & VALUABLE IN TRANSIT (CVIT) AND BODYGUARD**		
NOSS TITLE	**SECURITY SERVICES OPERATION**		
JOB LEVEL	**TWO (2)**	**JOB AREA CODE**	**DS-010-2:2013**



COMPETENCY PROFILE (CP)

Sub Sector	**GUARD & SECURITY SERVICES**		
Job Area	**UNARMED GUARD, ARMED GUARD, CASH & VALUABLE IN TRANSIT (CVIT) AND BODYGUARD**		
NOSS Title	**SECURITY SERVICES OPERATION**		
Level	**TWO (2)**	**JOB AREA CODE**	**DS-010-2:2013**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Premise access /exit control	**DS-010-2: 2013 C01**	This competency unit describes the skills, knowledge and attitude requirements to upkeep security officer image, report duty and control entry/ exit of workers, people (visitors), baggage, goods, contractors, vendors and vehicles entering in and out of a premise or area of work/ security. A security personnel is required to have effective communication skills to provide assistance via telephone call handling or in person. The person who is competent in premise access/ exit control shall be able to perform administrative functions, Handle customer requirements, handle people entering premise/ restricted area, handle organization's key control, conduct freight check, conduct property movement inspection, carry out pilferage handling, perform flag raising and conduct security post housekeeping.	1. Perform administrative functions**.**	1.1 The security services industry and regulations explained based on Regulatory bodies Policies. 1.2 Industry regulations enforcement and execution ensured when performing their task and responsibilities. 1.3 Duty roaster obtained and job scope assessed in accordance with work schedule and duties assigned. 1.4 Roll call and briefing attended to acquire instructions based on responsibility and accountability on assigned duty accepted and undertaken. 1.5 Flags hoisting protocol adhered to in accordance with organizational requirements. 1.6 Seamless handover and takeover duty conducted in accordance with duty roster and task assignment.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		The outcome of this competency is to provide premise access/exit control to ensure responsibilities of entry to that premises is verified and movement of people, vehicle and freight is in control and details are registered according to requirements and prompt action is taken according to security industry standards and regulatory requirements.		1.7 Handover/ takeover register recorded and pending cases handled by takeover team in accordance with organizational requirements. 1.8 Pending cases are handled by takeover team in accordance with organizational requirements.
			2 Handle customer requirements.	2.1 Effective communication techniques applied based on inquiries and organizational requirements. 2.2 Intercommunication system protocol adhered based on type of work site and number of communication stations. 2.3 Assistance offered in accordance with relevant questions asked. 2.4 Effective communication conducted when answering customer enquiry in person or by telephone call in accordance with organizational instructions. 2.5 Discrepancies on customer requirements are referred to intended / relevant persons in accordance with scope of responsibilities and organizational instructions.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				2.6 Discrepancies on customer requirements are referred to intended / relevant persons in accordance with scope of responsibilities and organizational instructions. 2.7 Call passed to the intended person/ messages recorded (if required) in accordance with telephone call handling. 2.8 Paging announcement made in accordance with directive from authorized department/ personnel. 2.9 Message recorded into log book in accordance with customer's requirements.
			3 Handle people entering premise/ restricted area.	3.1 People entering premise/ restricted area are verified and assistance is offered based on purpose of visit and in accordance with company policies. 3.2 Types of visitors specified and entry validated through directory of personal and customer list. 3.3 Visitor screened, approval acquired and pass issued in accordance with organizational instructions and established procedures.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				3.4 Visitor issued with Personal Protective Equipment (PPE) (if required) in accordance with Health & Safety and environment rules. 3.5 Hostile/ suspicious visitor reported to superior for further instructions. 3.6 Visitor advised and allowed entry (guided/ escorted) in accordance with organizational instructions and established procedures. 3.7 Visitor allowed exit in accordance with organizational instructions and established procedures. 3.8 Records kept in accordance with daily log book/ visitor registration book/ database system.
			4. Handle organization's key control.	4.1 Key box daily checks carried out in accordance with key control log book records. 4.2 Keys drawn and returned by authorized personnel in accordance with key safety procedures. 4.3 Movements of keys ensured and verified by designated/ authorized personnel on duty.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				4.4 Keys drawn discrepancy reported and submitted in accordance with organization guideline.
			5. Conduct freight check.	5.1 Freight identified and matched with receiving/ dispatching documents in accordance with specific freight requirements. 5.2 Freight checked and confirmed in accordance with freight movement procedures. 5.3 Freight verification conducted with receiver/ dispatch orders in accordance with company established procedures. 5.4 Receiving freight is directed to required designation. 5.5 Receiving and dispatching details recorded in freight log book.
			6. Conduct property movement inspection.	6.1 Property movement identified and matched with receiving / dispatching documents in accordance with property movement procedure. 6.2 Property movement checked and verified accordance with property movement procedure.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				6.3 Property movement confirmation conducted with receiver/ dispatch orders in accordance with company established procedure. 6.4 Receiving properties property directed to required designation. 6.5 Receiving and dispatching details recorded in property movement log book.
			7. Carry out pilferage handling.	7.1 Valuable Items/ company property identified and movement of outgoing vehicles checked in accordance with company's established pilferage handling instructions. 7.2 Vehicle inspection conducted and verified in accordance with company's established pilferage handling procedures. 7.3 Movement of valuable scrap / company property confirmed in accordance with company established pilferage handling procedures. 7.4 Release documents acquired and recorded in property movement log book.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			8. Conduct security post housekeeping.	8.1 Security post/area housekeeping schedule and cleaning checklist determined in accordance with organizational procedures. 8.2 Security post/area cleaning identified and cleaning checklist marked in accordance with frequency of housekeeping functions scheduled. 8.3 Security post/ area lighting and fixtures checked and cleanliness maintained in accordance with policies of regulatory bodies. 8.4 Adequate and tidy storage for housekeeping equipment used to clean the security post/area should be available in accordance with environment control practice. 8.5 Equipment and detergent are replenished/ replaced and details recorded based on housekeeping inventory control. 8.6 Housekeeping checklist fulfilled and security post/area cleanliness maintained at all times.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
2. Security Patrolling	**DS-010-2: 2013 C02**	This competency unit describes the skills, knowledge and attitude for the process of maintaining the security of premises and property. He or she is responsible to conduct mobile security patrolling and physical observation providing security for a range of separate sites or locations, detecting abnormal safety or security incidents, and responding to alarm activations or warnings so that premises are patrolled and observed according to schedule and at the same time security and safety is verified, weakness improved and incidents recorded. The person who is competent in access control enforcement shall be able to prepare for patrolling duties, perform security patrolling and clocking, perform physical threat assessment, carry out security observation and maintain log books & Security Incident Report (SIR) The outcome of this competency is to provide excellent service using patrolling procedures so that premises are patrolled and observed according to schedule and at the same time security and safety matters are verified according to requirement and prompt action is taken according to industry standards.	1. Prepare for patrolling duties. 2. Perform security patrolling and clocking	1.1 Patrolling tasks, route and assignment determined according to schedule. 1.2 Patrolling route determined and frequency of patrolling is based on a range of separate sites or locations. 1.3 Patrolling equipment obtained and serviceability checked according to organizational requirements. 1.4 Emergency escape/ access routes checking are conducted to ensure exit clear of hindrance in accordance with organizational requirements and regulatory authorities. 1.5 Patrolling vehicle (if required) is inspected and prepared for operation in accordance with established instructions. 2.1 Patrolling and clocking is conducted in accordance with site patrol schedules, routes and assignment instructions. 2.2 Personal safety checks are conducted in accordance with assignment instructions and organizational requirements.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				2.3 Safety of self & others is adhered to when performing patrolling duties. 2.4 Alarm activations and warnings are responded in accordance with security procedures. 2.5 Security system and communication equipment are operated and maintained based on need to contact colleagues, client or superior.
			3. Perform physical threat assessment.	3.1 Physical threat assessment procedure clarified by performing security physical observations using organizational established security procedures. 3.2 Security physical observation and threat assessment is conducted in accordance with security procedures. 3.3 Potential security risks are identified based on people's irregular behavior or possible consequences. 3.4 Threat identified and action is taken based on instructions from superior and organizational established procedures. 3.5 Incident is recorded in patrolling log book/ daily log book and

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				reported in accordance with organizational established procedures.
			4. Carry out security Surveillance.	4.1 Surveillance conducted via CCTV in accordance with Security Surveillance Requirements. 4.2 All equipments are checked for functionality and malfunction is reported for immediate action. 4.3 Risk areas checked and identified for damages on physical security based on violation of safety & Security rules and regulations. 4.4 Irregularities detected are reported in accordance with Security Incident Report (SIR) procedure.
			5. Maintain Log Books & Security Incident Report (SIR).	5.1 Daily patrolling incidents are recorded in the patrolling logbook based on organizational policy. 5.2 Records are gathered and arranged daily to generate a Security Incident Report (SIR). 5.3 Daily patrolling reports are collated and submitted in accordance with Security Incident Reporting (SIR) procedure.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
3. Workplace Security and Safety Control	**DS-010-2: 2013 C03**	This competency unit describes the skills, knowledge and attitude requirements in workplace security and safety control and is responsible to enforce premise security and safety inspection that includes people, employees (staff), vehicles and goods entry/ exit inspection. The control of security and safety at workplace is handled professionally and appropriate action is taken in accordance with authority given in job function and workplace security and safety requirements. The person who is competent in workplace security and safety control shall be able to carry out workplace regulation enforcement, handle security violation and crime incident, handle safety violation, participate in emergency respond & evacuation and conduct crowd control/ traffic control. The outcome of this competency is to provide excellent workplace security and safety control and to handle professionally the entry/ exits of the customer's premises, vehicles. Property and equipments. In the event of emergency, appropriate action is taken in accordance with authority given in job function and workplace security and safety requirements.	1. Carry out workplace regulation enforcement.	1.1 Security inspection enforcement procedure of Entry/exit of personnel, vehicle, premise and goods are clarified in accordance with Standard Operating Procedure (SOP). 1.2 Entry/ exit inspection of personal enforced in accordance with workplace regulations. 1.3 Vehicle entry inspection enforced in accordance with staff vehicle pass and visitor/ vendor passes. 1.4 Premise safety and security inspection enforced in accordance with workplace security and safety requirements. 1.5 Safety equipment is available at designated locations in the workplace checked and confirmed in accordance with organizational requirements. 1.6 Workplace regulation enforcement conducted in accordance with organizational procedures and workplace security and safety requirements.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			2. Handle security violation and crime incident	2.1 Security violation identified in accordance with workplace security requirements 2.2 Appropriate action taken in accordance with authority given in job function. 2.3 Report made to superior and incident recorded in Security Incident Report book.
			3. Handle safety violation	3.1 Safety violations such as robbery, intruders, riots, sabotage, taking of hostage or serious violence are identified in accordance with workplace safety requirements. 3.2 Safety violation assessed and relevant authorities such as immediate superior or Polis informed in accordance with organization's first phase to key responds measure. 3.3 Unnecessary crowding of staff or bystanders is dispersed in accordance with organization's next phase of responds measure. 3.4 The threats, vulnerabilities and the implications of violation that can cause property damage or lost is determined before any action is taken based on

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				instructions received from relevant authorities. 3.5 Action taken and baton is used only as right of self defence in accordance with authority given in job function and organizational requirements. 3.6 Report made to superior and incident recorded in Safety Incident Report (SIR) book.
			4. Participate in workplace emergency respond & evacuation	4.1 Types of emergency assessed and relevant authorities such as immediate superior, Emergency Respond Team/ Leader (ERT/L) contacted in accordance with emergency respond requirements 4.2 Personnel identification such as name, place of work, telephone number and location is informed to the relevant parties. 4.3 Brief description of situation is provided so that initial respond and notification can be carried out by the Emergency Respond Team/ Leader (ERT/L). 4.4 Advice received from ERT/L and corporation provided to ERT team members by explaining of any new problems

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				encountered or additional incidences that need attention. 4.5 In case of major workplace emergency situation where disaster is declared, evacuation requirements such as assistance for the weak, old and injured people are prepared. 4.6 Regulatory bodies' instructions are followed and evacuation is conducted in accordance with emergency respond & evacuation requirements. 4.7 Enforcement at the exit doors is tightened and any suspicious person identified and reported. 4.8 Workplace emergency situation reported and problems encountered specified based on the extent and impact of disaster severity. 4.9 Report is made to superior and incident recorded in Safety Incident Report (SIR) book.
			5. Conduct crowd control/ traffic control	5.1 Crowd movement and vehicle traffic identified and number of access/exit post assessed. 5.2 Superiors and relevant authorities notified of crowd evacuation status and

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				instructions acquired. 5.3 People notified of the exits and announcements made to crowd to follow instructions provided by relevant authorities. 5.4 People advised to move swiftly but safely to assembly point area. 5.5 Vehicles are directed and guided out of the affected area to safety by cooperating with relevant authorities. 5.6 Crowd control/ traffic control problems encountered recorded and report is made to superior in Safety Incident Report (SIR) book.
4. Security Risk Situation Control	**DS-010-2: 2013 C04**	The competency unit describes the skills, knowledge and attitude requirements for security risk situation control and is responsible to identify victim, control risk situation, protect victim and perform first response. The person who is competent in security risk situation handling and shall be able to perform First Aid & CPR, handle basic firefighting, conduct contiguous symptom detection, perform safety hazard check, handle risk/ threat situation,	1. Perform first aid and Cardiopulmonary Resuscitation (CPR).	1.1 Security risk and case of emergency situation assessed prior to summoning emergency help in accordance with organizational requirements. 1.2 First aid kit made available to the affected victim and respond of casualty checked based on first respond. 1.3 Crowd control conducted to facilitate first respond to security risk and case of emergency situation.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		perform safety/ security equipment serviceability check and perform safety/security equipment functionality check. The outcome of this competency is to provide excellent security risk situation handling and responsible to identify victim, control risk situation, protect victim and perform first response.		1.4 First aid & CPR activities conducted in accordance with First aid & CPR procedures. 1.5 Superior and ERT informed and assistance acquired in accordance with chain of command. 1.6 Ambulance called in accordance with emergency response requirements. 1.7 Report made to superior and recorded in Safety Incident Report (SIR) book.
			2. Handle basic fire fighting	2.1 Specific types and category (such as A; B; C; D; & K) of fires determined and fire extinguishers identified according to classification of fire. 2.2 Location and direction of fire identified in accordance with hazardous conditions and Occupational Safety & Health requirements and Rescue Department (BOMBA). 2.3 Condition of fire assessed based on fire fighting & hazardous conditions control requirements.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activitie s	Performance Criteria
				2.4 Fire extinguisher/ hose/ hydrant acquired and fire extinguished in accordance with category of fire hazard and classification of fire. 2.5 Incident report made to superior and incident is recorded in Safety Incident Report (SIR) book.
			3. Conduct contiguous symptom screening	3.1 Health rule and regulations followed during contiguous symptom screening process. 3.2 Support provided to regulatory bodies' for the investigation of contiguous symptom to screen effected persons. 3.3 Instructions provided by regulatory bodies' are complied. 3.4 Contiguous symptom screening procedures followed in accordance with instruction provided by authorized bodies'.

COMPETENCY PROFILE CHART (CPC)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			4. Perform safety hazard check.	4.1 Safety hazard identified and safety hazard/ defect checked in accordance with safety procedures. 4.2 Cause of safety hazard investigated and hazard damages assessed in accordance with Department of Occupational Safety and Health and Rescue Department (BOMBA). 4.3 Safety hazard investigation results reviewed and hazard checks assessed to determine risk / hotspot areas. 4.4 Report made to superior and recorded in safety incident report (SIR) book.
			5. Handle risk/ threat situation	5.1 Potential security risk such as handling act of nature, handling bomb threat, handling security breaches, handling scene of crime, handling sexual harassment and handling demonstration identified based on environmental factors seriousness of potential security risk/ threat situation is assessed in accordance with organizational procedures.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				5.2 Security risk/ threat responded by providing a clear, concise and constructive information of incident according to respective risk/ threat response procedures. 5.3 React to instructions from superior based on chain of command organizational procedure. 5.4 Incident reported in accordance SIR security incident report.
			6. Perform safety/security equipment serviceability /functionality check.	6.1 Schedule for serviceability of safety and security equipment obtained in accordance with checklist and products manual. 6.2 Serviceability schedule interpreted and safety and security equipment expiry date/ refurbishing date confirmed in accordance with serviceability manual. 6.3 Status of safety and security equipment verified in accordance with superior instruction. 6.4 Malfunction safety/ security equipment are scheduled for repair in accordance with superior's instruction.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				6.5 Safety and security equipment sent for servicing/repairing in accordance with checklist and products manual. 6.6 Safety and security equipment collected after servicing/ repairing and functionality checked and confirmed in accordance with products manual. 6.7 Details of safety and security equipment sent for servicing/ repairing recorded in accordance with checklist.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
5. Unarmed Escort (Bodyguard)	**DS-010-2 : 2013 C05**	This competency unit describes the skills, knowledge and attitude requirements to perform unarmed Escort duties professionally following escorting procedures outlined by the principle's organization in accordance with terms and condition provided by the client's. Prior knowledge on martial art and self-defense is preferred for personnel who are interested in Unarmed Escort. Unarmed Escort that protects high-risk principals may wear body armor such as kevlar or ceramic vests. The person who is competent in unarmed Escort shall be able to identify Unarmed Escort, prepare for unarmed Escort duties and execute unarmed Escort duties, returned to base and update unarmed Escort duty report. The outcome of this competency is to ensure unarmed escort responsibilities are identified unarmed escort prepared for duty and unarmed escort duty conducted in accordance with chain of command and meet the expectations of clients'.	1. Identify unarmed Escort duties 2. Prepare for unarmed Escort duties.	1.1 Administrative functions conducted in accordance with chain of command to perform unarmed Escort duties. 1.2 Unarmed Escort activities job scope assessed and confirmed for acceptance of duties. 1.3 Client's approval acquired before assigning and reporting for duty. 1.4 Unarmed Escort activities briefing attended and instructions received based on assigned task. 2.1 Client information obtained in accordance with assigned task to perform unarmed Escort duties. 2.2 Self physically and mentally prepared before meeting respective principle in accordance with assigned task to perform unarmed Escort duties. 2.3 Client's potential danger/ risk of attack and threat assessment conducted prior to performing unarmed Escort duties. 2.4 Client's route analyzed, blind spots areas identified and lanes vulnerable to ambush/

COMPETENCY PROFILE CHART (CPC)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				kidnapping checked in accordance with assigned task. 2.5 Premises or venue checked for escape route before the principal arrive, to determine where the exits/ entrances are and find potential security weaknesses based on client's routes.
			3. Execute unarmed Escort duties.	3.1 Unarmed Escort duties conducted in accordance with terms and condition provided by client. 3.2 Cautiousness ensured while undertaking unarmed Escort duties by using primary tactic against sniper attacks and avoiding exposing the principal to the risk of being fired upon in accordance with protection requirements. 3.3 Principal brought to required destination and vehicle brought close to the entrance before allowing principal to alight, ensuring minimum exposure to risk. 3.4 At all-time the principle is flanked with unarmed Escort personal along the route taken by the principle on foot.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				3.5 The vehicle is again brought close to the exit before allowing principal to aboard and returns to secured resident based on drill pattern.
			4. Returned to base.	4.1 Principal brought back to secured residence, ensuring minimum exposure to risk in accordance with escorting requirements. 4.2 The unarmed Escort assigned to the overnight detail will take up their positions outside or inside the residence in accordance with client requirements. 4.3 Surrounding of destination observed, vehicle checked and allow security officer to park in the parking bay based on drill pattern. 4.4 The vehicles are then parked in a locked garage (to prevent tampering, sabotage, or IED placement). 4.5 All equipment are checked and packed away for the next day in accordance with established procedure.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Update unarmed Escort duty report.	5.1 Requirement and expectation of client met and report prepared and submitted to supervisor.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
6. Armed protection	**DS-010-2 : 2013 E01**	This competency unit describes the skills, knowledge and attitude requirements to provide armed protection to people, property and valuables by using firearms and abiding firearms rules & procedures. Prior knowledge on martial art and self-defense is preferred for personnel who are interested in armed escort duties. The person who is competent in armed protection shall be able to handle firearms safety requirements, prepare for armed protection duties, perform armed protection duties and perform firearms returning. The outcome of this competency is to ensure the responsibilities to prepare and perform arm protection duties undertaken. The handling and returning of firearms are performing in accordance with organizational and firearms rules and procedures.	1. Handle firearms safety requirements.	1.1 Administrative functions conducted and firearms safety briefing attended based on firearms rules, regulations & procedures. 1.2 Firearms safety inspection conducted prior to reporting for duty in accordance with firearms safety procedures abided. 1.3 Firearms serviceability verified to comply with weapon safety procedures and firearms rules & regulations. 1.4 Firearms safety handling requirements followed based on firearms rules, regulations & procedures in accordance with firearms Act 1960.
			2. Prepare for armed protection duties.	2.1 Administrative functions conducted and daily armed protection briefing attended based on task assigned. 2.2 Roles and responsibilities of armed protection guard clarified based on the types of duties excepted. 2.3 Weapon drawn from strong room through officer-in-charge based on task assigned and firearms rules & procedures requirements.

COMPETENCY PROFILE CHART (CPC)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				2.4 Weapon safety procedures followed and firearms rules & procedure abided.
			3. Perform armed protection duties.	3.1 Specific duties for armed protection are determined in accordance with types of duties assigned. 3.2 Roles and responsibilities of armed protection guard confirmed in accordance with types of duties assigned.
			4. Perform firearms returning.	4.1 Take over duty conducted based on standing order issued by management and safety procedures for firearms rules & procedure abided. 4.2 Administrative functions conducted and firearms cleaned before surrendering in accordance with weapon safety procedures and firearms rules & regulations. 4.3 Weapon returned to strong room through officer-in-charge based on firearms rules & regulations. 4.4 Weapon safety procedures followed and firearms rules & procedure abided.

COMPETENCY PROFILE CHART (CPC)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
7. Cash & Valuable in Transit (CVIT) Handling.	**DS-010-2 : 2013 E02**	This competency unit describes the skills, knowledge and attitude requirements for the security officer to become one of the crew to the CVIT team who will be responsible to collect and carry the cash and valuables from client either into the vault/ vehicle trap or from the vault/ vehicle trap during delivery to client. The person who is competent in Cash & Valuable in Transit (CVIT) handling shall be able to prepare for Cash & Valuable in Transit (CVIT) duties, test Cash & Valuable in Transit (CVIT) vehicle security system, Carry out Cash & Valuable in Transit (CVIT) collection/ delivery, carry out CVIT delivery to client and return CVIT team to base. The outcome of this competency is to carry out Cash & Valuable in Transit (CVIT) collection and delivery of cash and valuables from/ to the client according to the CVIT Standard Operating Procedures (SOP) during collection, disembarking and delivery process.	1. Prepare for Cash & Valuable in Transit (CVIT) duties.	1.1 Roll-call and safety briefing for CVIT team crew members attended based on task assignment and daily /on-call run operation. 1.2 Roles and responsibilities of CVIT team crew members clarified based on the types of duties accepted in accordance with composition of CIT team / armed escort. 1.3 Operation equipments checked prior to daily /on-call run operation. 1.4 CVIT crew readiness checked and all CVIT crew members are required to be fully attired in the guards official uniform which includes head gear, bullet resistant jacket /body armor and Firearms in accordance with CIT Standard Operating Procedure (SOP) 1.5 Instructions received from operation control centre and documents for CVIT duties determined in accordance with CVIT checklist and job-sheet.
			2 Test Cash & Valuable in Transit (CVIT) vehicle security system.	2.1 CVIT vehicle security system and vault perimeters checking checklist is obtained.

COMPETENCY PROFILE CHART (CPC)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				2.2 Vault perimeters checked and checklist ticked in accordance with CVIT vehicle security system and complied with Kementerian Dalam Negeri (KDN) policy. 2.3 Vault secured in accordance with CVIT vehicle security system policy. 2.4 CVIT vehicle security system and functionality of CVIT vehicle checked and confirmed in accordance with Kementerian Dalam Negeri (KDN) policy. 2.5 Communication system checked and tested by calling control room and acquiring acknowledgement. 2.6 CVIT vehicle security system details are recorded in CVIT log book based on checklist and Kementerian Dalam Negeri (KDN) policy.
			3 Carry out Cash & Valuable in Transit (CVIT) Collection.	3.1 Safety briefing and CVIT movement drill attended prior to money collection/ delivery in accordance with CVIT security policy. 3.2 On arrival at a pickup / delivery point the operation control centre is informed by radio communication.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				3.3 Radiophone communication maintained while conducting CVIT collection and transferring into the Vault/ safe of the CVIT vehicle. 3.4 Security officer as crew to the CVIT team will accompany his superior to alight the CVIT vehicle and both will enter the rear compartment, lock the vehicle door and open the safe/vault combination and remove the consignment then close/secure the safe's door and reset the combination. 3.5 Cash & valuables bags are checked for their seals to be intact and are not tempered with. 3.6 Observation of the vicinity conducted, clearance acquired and sealed cash & valuables bags are carried following the nearest and safest route swiftly into the premises.
			4 Carry out CVIT delivery to client	4.1 Site checked and safety confirmed when arriving at required client's destination. 4.2 During delivery of CVIT the vehicle is parked in a position that offers the best possible visibility and security for the crew.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				4.3 The "One Minute Rule" is applied on arrival, client's site checked and vicinity observed for one minute from inside the vehicle and disembarkation clearance is acquired. 4.4 Disembarkation procedures applied in accordance with CVIT drill and CVIT vehicle security system policy compliance. 4.5 Cash & valuables are delivered to client/ authorized person and handling/ taking over procedures of sealed cash & valuables bags are followed based on task assignment. 4.6 Each CVIT bag delivered is checked by the recipient and all bag seal numbers are recorded on the official receipt alone with recipient's name, signature and stamp. 4.7 Instructions followed and handling/ taking over documentation fulfilled, endorsed and signed by both recipient and by the crew in accordance with CVIT policy. 4.8 Any discrepancies during a delivery are dissolved between the crew and the client before the CVIT team leaves the delivery location.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				4.9 CVIT delivery details recorded in client record book and CVIT logbook in accordance with organizational requirements.
			5 Return CVIT team to base.	5.1 CVIT team brought back to secured base, site checked and safety confirmed. 5.2 Surrounding of return base observed, position of CVIT vehicle checked and security officer allowed to park in the parking bay based on drill pattern. 5.3 The vehicle is then parked in a locked garage (to prevent tampering, sabotage).

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
8. Security Transportation Handling	**DS-010-2 : 2013 E03**	This competency unit describes the skills, knowledge and attitude requirements to inspect security/ CVIT/ escort vehicles in accordance with checklist and ensure periodical security/ CVIT/ escort vehicle maintenance conducted. The functionality and serviceability of security/ CVIT/ escort vehicle ascertained during Cash and Valuable in Transit and security escort duties assignment to comply with procedures, task and verifications. Advanced driving is the ability to control the position and speed of the vehicle safely, systematically and smoothly, using road and traffic conditions to make reasonable progress unobtrusively, with skill and responsibility. An escort vehicle, also called a pilot vehicle in most areas, is security vehicle used to escort trucks with large loads. The person who is competent in handling security transportation shall be able to check security/ CVIT/ escort vehicles condition. perform advance driving technique, handle security/ CVIT/ escorting vehicle, handle pilot vehicles, conduct security/ CVIT/ escort vehicles breakdown drill and conduct security/ CVIT/ escort vehicles accident drill. The outcome of this competency to provide security transportation to ensure transportation responsibilities	1. Check security/ CVIT/ escort vehicles condition. 2. Perform advance driving technique.	1.1 Security/ CVIT/ escort vehicle checklist acquired to conduct functional task. 1.2 Security/ CVIT/ escort vehicle serviceability conducted periodically to maintain security/ CVIT/ escort vehicle. 1.3 Radio communication system of each security/ CVIT/ escort vehicle checked in accordance with vehicle specification and communication system manual. 1.4 Malfunction of security/ CVIT/ escort vehicle reported and transportation maintenance log book maintained. 2.1 Job schedule acquired and instructions followed to conduct run according to briefing given by supervisor. 2.2 Route followed and alert driving conducted in accordance with chain of command. 2.3 Security/ CVIT/ escort vehicles position and speed controlled safely, systematically and smoothly using road and traffic conditions to make reasonable progress unobtrusively according to Road Transport Department (RTD).

COMPETENCY PROFILE CHART (CPC)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		are conducted in accordance with road transport department (RTD) and regulatory bodies to manage transportation vehicle according to requirements and prompt action is taken according to security industry standards		2.4 Good vehicle handling skills such as a positive but courteous attitude and a high standard of driving competence based on concentration, effective all round observation and anticipation is required when they overtake. 2.5 Own 'speed triggers' recognized to avoid being pushed into speeding or racing with others. 2.6 The vehicle is always in the right place on the road at the right time, travelling at the right speed with the correct gear engaged and can always be stopped safely during an emergency in the distance that can be seen to be clear. 2.7 A safe distance is kept from the vehicle in front to prevent accidents or ambush.
			3. Handle security/ CVIT/ escorting vehicle.	3.1 Purpose of escort determined and verified prior to escorting vehicles and driving pathway is clearly defined. 3.2 A vision line of site and communication is maintained with the escorting vehicle until destination is reached. 3.3 Escorting vehicle can escort any number of passengers as long as they are not allowed to

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				depart their vehicle. 3.4 Travel position and pattern of escorting vehicle maintained at the defined driving pathway unless alternative plan is required during an emergency. 3.5 Emergency respond action taken in the event of breakdown, accident, MOB or hijack based on contingency plan. 3.6 Common obstacle encountered by escort vehicle such as traffic jam, bad weather and road condition avoided and alternative routes is followed.
			4. Handle Pilot vehicles	4.1 Two escort vehicles also known as pilot vehicles with warning lights (Rotating Flashing Yellow Light) are required to escort/ convoy large loads. 4.2 The warning sign must be placed on the roof of the pilot vehicle so that it is visible to the drivers of other vehicles approaching from in front and behind the pilot vehicle. 4.3 Communications between all escorts and escorting vehicles ensured and must be on the same channel of the radio communication or frequency.

COMPETENCY PROFILE CHART (CPC)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				4.4 Police escort is acquired for specialized convoy escort such as parades and funeral processions or shipments that require a high level of security during transit.
			5. Conduct security/ CVIT/ escort vehicles breakdown drill.	5.1 Level of vehicle breakdown such as partial breakdown or total breakdown determined in accordance with common vehicle problems. 5.2 Common causes of partial breakdown such as overheating, brake failure, or frequent stalling, grinding brakes, rough idle (often caused by the need for a tune-up), or poor shock absorption are assessed before sending to the nearest workshop for repair. 5.3 Breakdown reported to control room/ base and instructions obtained for further action. 5.4 Total breakdown reported to control room/ base when the vehicle becomes totally immobile to acquire towing assistance. 5.5 Transportation log book recorded and report submitted to control room/ base.

COMPETENCY PROFILE (CP)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			6. Conduct security/ CVIT/ escort vehicles accident drill.	6.1 Accident reported to control room/ base and instructions obtained for further action. 6.2 Continuous communication is maintained with control room/ base to inform of level of vehicle damage based on the seriousness of the accident. 6.3 Backup support is acquired and Security Officer is to stay in the vehicle until help arrives. 6.4 Instructions received and security/ CVIT/ escort vehicles damage is assessed. 6.5 In the event the vehicle becomes totally immobile and a vehicle transfer is needed then a verbal and written order is issued to make the transfer. 6.6 Instructions to transfer vehicle are received and documents confirmed before moving Cash & valuables to the backup support vehicle. 6.7 Security/ CVIT/ escort vehicle is returned to base if vehicle is able to move. 6.8 Transportation log book recorded and report submitted to control room/ base.

Sector	**DEFENCE & SECURITY SERVICES**								
Sub Sector	**GUARD & SECURITY SERVICES**								
Area	**UNARMED, ARMED GUARD, CASH & VALUABLE IN TRANSIT (CVIT) AND BODYGUARD**								
NOSS Title	**SECURITY SERVICES OPERATION**								
Competency Unit Title	**PREMISE ACCESS/ EXIT CONTROL**								
Learning Outcome	The person who is competent in this CU shall be able to conduct security officer's duties and offer assistance to customers, provide premise access/exit control to ensure responsibilities of entry to premises is verified and movement of people, vehicles and freight are in control and register details according to requirements and take prompt action in according to security Industry Standards and regulatory requirements. **Upon completion of this competency unit, trainees will be able to :-** 1. Perform administrative functions. 2. Handle customer requirements. 3. Handle people entering premise/ restricted area. 4. Handle organization's key control. 5. Conduct freight check. 6. Conduct property movement inspection. 7. Carry out pilferage handling. 8. Conduct security post housekeeping.								
Competency Unit Code	DS-010-2 : 2013 - C01	**Competency Type**	CORE	**Level**	2	**Training Duration**	246	**Credit Hour**	24.6

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Perform administrative functions.	1.1 Introduction to Guard and Security services. • Regulatory bodies Policies ○ Private Agency Act1971(Act 27) ○ Security Services			8	Lecture	1.1 The security services industry and regulations are explained. 1.2 Industry regulations enforcement and execution ensured when performing their task and responsibilities.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria

	• Types of security services.
	  ○ Service information
	  ○ Safety information
	
	1.2 Security officer reporting duty procedure
	• Roll Call procedure.
	  ○ Attendance.
	  ○ Briefing
	  ○ Understanding instructions
	• Duty roster schedule.
	  ○ Job scope
	  ○ Security assignments
	  ○ Security officer Standard of Conduct.
	• Security officer image
	  ○ Uniform and accessories
	  ○ Turn-out
	  ○ Discipline
	• Security officer equipment
	  ○ Baton
	  ○ Torchlight
	  ○ Whistle
	  ○ Watchman clock
	  ○ Communication equipment
	
	1.3 Handover and takeover duty procedure.
	• Personal integrity
	• Accountability
	• Responsibility
	• Pending cases.
						1.3 Duty roaster is obtained and job scope is assessed.
						
						1.4 Roll call is attended, attendance is marked and security officer turn-out is ensured.
						
						1.5 Briefing attended and instruction acquired on assigned duty.
						
						1.6 Responsibility and accountability on assigned duty accepted and undertaken.
						
						1.7 Flags hoisting protocol adhered to in accordance with organizational requirements.
						
						1.8 Seamless handover and takeover of duty is conducted.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	• Flag hoisting. • Handling takeover duty discrepancies. o Problem solving ability o Counseling o Leading and motivation.					
		1.1 Determine roll call time and briefing instructions. 1.2 Interpret duty roaster schedule. 1.3 Confirm Job scope. 1.4 Determine assignment location. 1.5 Determine purpose of assignment. 1.6 Determine responsibility and accountability on assigned duty accepted and undertaken. 1.7 Handle discrepancies by practicing Security officer Standard of Conduct 1.8 Conduct seamless handover/ takeover of duty. 1.9 Record takeover duty in logbook.	***Attitude:*** - Ensure security officer image up kept. - Systematic in determining takeover duties. Positive attribute maintained. - Uniform and security equipment are well maintained. ***Safety:*** – Ascertain work and place ethics maintained.	21	Demonstration & Observation	1.1 Handover/ takeover are recorded in the log book. 1.2 Pending cases are handled by takeover team in accordance th organizational requirements.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
2. Handle customer requirements.	2.1 Effective communication techniques • Speaking • Reading • Writing 2.2 Inter-communication system protocol. • Number of communication stations • Purpose of communication system • Type of work site o Stadium o Shopping/ office complex o Open ground o Gated community o Factories o Point of entry 2.3 Telephone techniques • Greeting/ meeting. • Offer assistance. • Put through call to the intended person/ record messages. • Inform receiver. 2.4 Paging announcement procedure • Receive message. • Announce message. • Record paged announcements.			9	Lecture	2.1 Effective communication techniques applied based on inquiry and organizational requirements. 2.2 Intercommunication system protocol adhered based on type of work site and number of communication stations. 2.3 Assistance offered by asking relevant questions. 2.4 Effective communication conducted when answering customer enquiry in person or by telephone call. 2.5 Discrepancies on customer requirements are referred to intended / relevant persons.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		2.1 Apply effective communication techniques on inquiry. 2.2 Ensure intercommunication system protocol followed. 2.3 Determine type of work site. 2.4 Determine number of communication stations. 2.5 Use telephone technique effectively to answer customers' enquiry. 2.6 Offer assistance to customer enquiry by contacting intended person/ recording messages. 2.7 Follow paging announcements procedure.	***Attitude:*** - Ensure effective communication skills applied. ***Safety:*** Ensure directives undertaken correctly.	23	Demonstration & Observation	2.6 Call is passed to the intended person/ messages is recorded (if required) when the person is not available or is not able to answer the call. 2.7 Paging announcement is made with directive from authorized department/ personnel book. 2.8 Message is recorded in message book and the receiver is informed. 2.9 Paged announcements are recorded.
3. Handle people entering premise/ restricted area.	3.1 Types of visitors. • Vendors/ Suppliers. • Clients/ Customers. • Contractors. • Visitors. • Authorities/ authorized agents.			9	Lecture	3.1 Organizational meet and greet practice is complied. 3.2 People entering premise/ restricted area are identified.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	3.2 Visitor entry procedure. • Meet and greet visitor. • Purpose of visit • Offer assistant. • Gate control / barrier control • Techniques to Inform relevant officer. ○ Authorized visitors. ○ Hostile/ suspicious visitor. • Visitor/ vehicle verifying and registering procedure. • Issuance of visitor pass. • Visitor screening/ scanning/ barrier entrance procedure. • Visitor guiding/ escorting procedure. 3.3 Introduction to Occupational Safety & Health (OSHA) and Environmental rules and regulations. 3.4 Visitor exiting procedure. • Passes /PPE returning procedure • Acknowledgement slips receiving procedure. • Visitor sign off and exiting premise procedure					3.3 People / vehicle entry verification and registering procedure is determined. 3.4 People/ vehicle entry and purpose of visit is verified and recorded. 3.5 Hostile/ suspicious visitor reported to superior for further instruction. 3.6 Visitor is screened, approval is acquired and pass is issued. 3.7 Visitor is issued with PPE (if required) in accordance with Environmental rules and regulations.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		3.1 Identify people entering premise/ restricted area Visitor. 3.2 Ensure visitor entry procedure carried out at gate control / barrier control. 3.3 Determine purpose of visit. 3.4 Verify people and vehicle entry and registration. 3.5 Report hostile visitor to superior. 3.6 Acquire approval to allow authorize visitor entry. 3.7 Register visitor in log book/ database system. 3.8 Issue pass and visitor slip/ feedback form (if any). 3.9 Screen/ scan visitor. 3.10 Guide/ escort visitor. 3.11 Ensure OSHA requirements complied 3.12 Ensure visitor use PPE.		23	Demonstration & Observation	3.8 Visitor exit is handled in accordance with established procedure.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		3.13 Ensure visitor exit procedure carried out. 3.14 Ensure passes /PPE returned. 3.15 Ensure acknowledgement slip received. 3.16 Ensure visitor sign off. 3.17 Ensure visitor exit premise.				.
4 Handle organization's key control.	4.1 Key control procedure • Daily checks on the key box • Number of keys • Label o Tags / Index . 4.2 Movements of keys • Safety of the key box. • Only designated and authorized personnel may draw and return keys. • Record in key control log book. 4.3 Discrepancies in key control. • Missing keys • Wrong placing • Unauthorized personnel drawing of keys					4.1 Key box daily checks procedure is determined. 4.2 Movements of keys handling guidelines are ensured. 4.3 Keys in key-box are checked and numbers of keys tally with key control logbook are ensured. 4.4 Keys are drawn and returned by authorized personnel only. 4.5 Discrepancy is recorded and

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	• Duplication of keys • Damage / broken keys 4.4 Discrepancies investigation procedure. • Discrepancies reporting format. • Security Incident Report (SIR)			7	Lecture	investigation is conducted. 4.6 Discrepancy reporting guidelines are followed.
		4.1 Carry out Key control procedure 4.2 Ensure daily checks on the key box. 4.3 Check and verify movements of keys. 4.4 Report status of key discrepancies 4.5 Update key movement log book.	***Attitude:*** −Ensure visual inspection of keys tally with records. −Meticulous in updating key control log book. −Ensure discipline at highest level. ***Safety:*** − Ensure alertness at all times. − Ensure cautiousness undertaken when keys drawn and returned by authorized personnel only. ***Environment:*** Ascertain teamwork in ensuring smooth enforcement operation.	21	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
5. Conduct freight check.	5.1 Freight receiving and dispatching documents. • Delivery Order (DO). • Purchase Order. 5.2 Freight inspection procedures. • Quantity and types. • Seal not tampered. • Containers/boxes not broken. • Postal not tampered. 5.3 Discrepancy reporting and halting procedure. 5.4 Details of freight confirmation with receiver/ dispatch orders procedure. 5.5 Procedure to receive and sent freight to required designated location. 5.6 Freight log book recording procedures.			7	Lecture	5.1 Freight inspection is carried out. 5.2 Freight is matched with receiving/ dispatching document. 5.3 Freight inspection is conducted. 5.4 Discrepancy reported and halting procedure carried out. 5.5 Freight integrity is checked and confirmed. 5.6 Freight verification is confirmed with receiver/ dispatch orders. 5.7 Receiving freight is directed to required designation.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		5.1 Identify freight match with receiving /dispatching documents. 5.2 Check and confirm freight types, quantity and integrity. 5.3 Report freight receiving and dispatching discrepancy. 5.4 Carry out halting procedure. 5.5 Verify freight with receiver/dispatch orders or/ and authorized personnel. 5.6 Direct receiving freight to required designation. 5.7 Record receiving and dispatching details in freight log book.	***Attitude:*** - Systematic in determining type of freight documents applied. -.Ensure visual and physical inspection of freight ethical. - Meticulous in updating Freight log book. ***Safety:*** - Ensure cautiousness undertaken when checking of integrity of freight received / dispatched. - Adhere to safety procedures when checking freight. ***Environment:*** - Ensure self discipline and compliance to KDN policies.	19	Demonstration & Observation	**5.8** Receiving and dispatching details are recorded in freight log book.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
6. Conduct property movement inspection.	6.1 Introduction to property movement • Asset of organization leaving/ receiving the premises. • Purpose of property movement. o Repair. o Given for rent. o Other work sites. 6.2 Authority for property movement. • Authorized officer who can allow property movement. • Details of items/ asset. 6.3 Property movement procedure: • Leaving for repair. • Direct receiving property movement to required designation. 6.4 Property movement dispatching and receiving recording procedures.			9	Lecture .	6.1 Organizational assets and purpose of property movement determined. 6.2 Property movement procedures are defined. 6.3 Property moving out is inspected and matched with dispatching/ movement documents. 6.4 Details of items in the property movement documents are checked and verified. 6.5 Property returned is checked, confirmed and directed to the required designation. 6.6 Property movement dispatching and receiving details are recorded.
		6.1 Determine organizational assets and purpose of property movement 6.2 Identify property movement and match with instruction from authorized officer.	***Attitude:*** - Systematic in determining type of documents applied.	23	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		6.3 Check and verify property movement. 6.4 Conduct property movement confirmation. 6.5 Direct receiving property movement to required designation. 6.6 Record dispatching and receiving details in property movement log book.	- Details type of aesthetic/ visual work function. - Meticulous in updating checklist. ***Safety:*** - Ensure alertness at all times when checking property dispatching documents. - Ensure cautiousness undertaken when checking of integrity of property received/ dispatched. ***Environment:*** - Ensure self discipline and compliance to KDN policies.			
7. Carry out pilferage handling.	7.1 Description of pilferage handling. • Valuable scrap. • Pilferage deterrent procedure • Internal infringement			10	Lecture	7.1 Methods of pilferage deterrent procedure are determined. 7.2 Valuable scrap and company property is determined.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	7.2 Procedure for identifying and inspecting: • Valuable scrap. • Company property. • Quantity/ packaging. • Location of valuable scrap. 7.3 Outgoing vehicles checking and verifying procedures. • Scrap disposal contractor. • Scrap disposal vehicle. • Valuable scrap releasing documents and procedures. 7.4 Valuable scrap released recording procedures.					7.3 Items are identified and a movement of outgoing vehicles checking procedure is conducted. 7.4 Vehicles going out of premise checked and search for valuable scrap and company property is made. 7.5 Items that must have release documents are identified.
		7.1 Identify valuable scrap and Company property. 7.2 Determine pilferage deterrent procedure. 7.3 Determine internal infringement processes. 7.4 Ensure identifying and inspecting procedures complied. 7.5 Check movement of outgoing vehicles.	***Attitude:*** – Systematic in determining details in valuable scrap releasing documents. – Meticulous in analyzing valuable scrap.	25	Demonstration & Observation	7.1 Valuable scrap release documents from authorized owner are confirmed. 7.2 Valuable scrap/ company property movement is recorded in property movement log book.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		7.3 Conduct and verify vehicle inspections. 7.4 Confirm movement of valuable scrap/ company property. 7.5 Acquire release documents from authorized owner. 7.6 Record in valuable scrap/ company property movement log book.	***Safety:*** - Ensure alertness at all times to prevent pilferage of company valuables. - Adhere to safety procedures when confirming valuable scrap/ property dispatched. ***Environment:*** - Ensure self discipline and compliance to KDN policies.			
8. Conduct Security Post Housekeeping	8.1 Security post housekeeping and cleaning procedure. 8.2 Security post area cleanliness. • Surroundings of security post. • Equipment available at security post. • Lighting and fixtures at security post. 8.3 Housekeeping checklist format. • Cleaning schedule. • Equipment cleanliness. • Cleaning inventory, tools and equipment.			9	Lecture	8.1 Security post/area housekeeping schedule and cleaning checklist are determined. 8.2 Security Post area lighting and fixtures are checked for functionality. 8.3 Security post/area housekeeping schedule and cleaning checklist are determined.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	8.4 Housekeeping recording procedure.					8.4 Security Post area lighting and fixtures are checked for functionality. 8.5 Security post housekeeping schedule is followed and cleaning checklist is fulfilled. 8.4 Adequate and tidy storage for housekeeping equipment used to clean the security post/area is made available.

		8.1 Identify security post area to be cleaned. 8.2 Determine cleanliness of security post surroundings. 8.3 Determine cleanliness of equipment available at security post. 8.4 Determine proper lighting at security post. 8.5 Follow cleaning schedule. 8.6 Fulfill housekeeping checklist.	***Attitude:*** - Be aware of surroundings. - Cleanliness at all time.	23	Demonstration & Observation	8.5 Equipment and detergent are replenished/ replaced and details are recorded. 8.6 Security post/area housekeeping and cleaning is recorded by filling cleaning checklist /in logbook
Work Activities	**Related Knowledge**	**Related Skills**	**Attitude/ Safety/ Environment**	**Training Hours**	**Delivery Mode**	**Assessment Criteria**

		8.7 Maintain cleanliness at all time. 8.8 Record housekeeping details.	***Safety:*** - Adhere to safety requirement. ***Environment:*** – Follow SOP to acquire manuals and specifications.			

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
01.01 Identify and gather information 01.02 Documentation information, procedures or processes 02.01 Interpret and follow manuals, instructions and SOP's 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 03.03 Accept responsibility for own work and work area 03.06 Respond appropriately to people and situations 06.01 Understand systems 06.02 Comply with and follow chain and command 06.03 Identify and highlight problems 06.04 Adapt competencies to new situations/systems 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 02.10 Prepare reports and instructions 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 05.01 Implement project / work plans 05.02 Inspect and monitor work done and / or in progress	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Leadership 8. Learning skills

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : TRAINEES)
1. Sample Organization's contact Numbers	1:20
2. Sample Department's contact person(s) / authorized person(s)	1:20
3. Sample Emergency contact Numbers	1:20
4. Sample Entry /Exit record / Logbook	1:20
5. Sample Key movement logbook	1:20
6. Sample Property movement logbook (Scrap Movement logbook)	1:20
7. Sample Fright movement logbook	1:20
8. Uniform and accessories	1:1
9. Personal Protective Equipments (PPE) (example: Mask, goggles, gloves, safety boots)	As per required
10. Mock Guard post	1:20
11. Security barrier /gate (palang)	1:20
12. Guard / Security Identification Pass	1:1
13. Visitor slip / acknowledgment slip	As per required
14. Visitor Tags	As per required
15. Feedback Forms	As per required
16. Detector Scanner	1:20
17. Key-box and keys	2:20
18. Sample Fright receiving and dispatching documents	1:1
19. Sample Property receiving and dispatching documents	1:1
20. Stationeries	As per required
21. Flag	1:10
22. Flag Post / Rope to tie flag	1:20 / As per required
23. Housekeeping equipment (Broom; brush; Mop; duster; detergent)	As per required

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Sub Sector	GUARD & SECURITY SERVICES								
Area	SECURITY SERVICES OPERATION								
Competency Unit Title	SECURITY PATROLLING								
Learning Outcome	The person who is competent in this CU shall be able to provide excellent service using patrolling procedures so that premises are patrolled and observed according to schedule and at the same time security and safety matters are verified according to requirements and prompt action is taken according to industry standards. **Upon completion of this competency unit, trainees will be able to :-** 1. Prepare for patrolling duties. 2. Perform security patrolling and clocking. 3. Perform physical threat assessment. 4. Carry out security Surveillance. 5. Maintain log books & Security Incident Report (SIR).								
Competency Unit Code	DS-010-2:2013 C02	**Competency Type**	CORE	**Level**	2	**Training Duration**	140	**Credit Hour**	14

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Prepare for patrolling duties.	1.1 Introduction to patrolling duties: • Patrolling task • Patrolling schedule • Patrolling site • Assignment instructions. 1.2 Description of patrolling duties: • Patrolling Routes. • Frequency of patrolling. • Number of clocking points (if any) on patrolling site. • Number of personnel assigned.			10	Lecture	1.1 Patrolling task, schedule, route and assignment instructions are determined. 1.2 Patrolling route and frequency of patrolling is clarified. 1.3 Patrolling and personal safety checks are conducted.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	1.3 Patrolling equipment : • Types of patrolling equipment. • Patrolling equipment serviceability procedure. 1.4 Emergency escape/ access routes checking process. • Patrolling and personal safety checks • Emergency escape determining procedure. • Exit clear of hindrance. 1.5 Patrolling vehicle preparing procedures. • Choice of patrolling vehicle for operation. • Functionality of vehicle • Security system and communication equipments up keeping procedure.					1.4 Patrolling equipment serviceability is checked and confirmed. 1.5 Security system and communication equipment's are operated and maintained. 1.6 Emergency escape/ access routes are checked. 1.7 Alarm activations or warnings are responded.
		1.1 Obtain patrolling task schedule, route and client assignment instructions. 1.2 Identify patrolling duties. 1.3 Determine patrolling routes. 1.4 Determine Frequency of patrolling.	***Attitude:*** −Ensure patrolling task schedule is followed. −Ensure systematic safety steps for route and frequency of patrolling are applied.	23	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		1.5 Determine No of clocking points (if any). 1.6 Obtain patrolling equipment and check for serviceability. 1.7 Conduct emergency escape/ access routes check. 1.8 Inspect patrolling vehicle and prepare for operation (optional). 1.9 Determine functionality of patrolling vehicle. 1.10 Determine security system and communication equipments up keeping process. 1.11 Up keep security system and communication equipments.	***Safety:*** - Ensure patrolling equipments are in working order prior to performing patrolling duties. - Adhere to safety requirements. - Ensure discipline at highest level. ***Environment:*** - Ensure self-discipline and compliance to KDN policies.			
2. Perform security patrolling and clocking.	2.1 Description of patrolling site. • Assigned location. • Clocking points clocked. • Designated Routes. 2.2 Personal safety checks (if required) procedure. • Assigned location that has people and vehicle movement.			10	Lecture	2.1 Assignment instructions are determined and personal safety checks are conducted. 2.2 Patrolling site and clocking points are determined.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	2.3 Alarm activations or warnings responding procedure. 2.4 Security system and communication equipment operating and maintaining procedure.					2.3 Patrolling is conducted at designated routes. 2.4 Alarm activations and warnings (when required) are responded.
		2.1 Determine assigned security patrolling duty. 2.2 Check assigned patrolling location /site. 2.3 Determine clocking points at patrolling site. 2.4 Check and confirm designated patrolling routes. 2.5 Conduct patrolling duties. 2.6 Conduct personal safety checks at patrolling site (if required). 2.7 Conduct surveillance at patrolling site. 2.8 Respond to alarm activations or warnings. 2.9 Conduct physical safety checking to alarm activated area / site.	***Attitude:*** - Ensure patrolling task schedule confirmed. - Ensure systematic safety steps for route and frequency of patrolling are applied. - Ensure site surveillance conducted prior to performing patrolling duties. ***Safety:*** - Adhere to safety requirement. - Safety work procedures. - Alertness at all times. - Adhere to PPE requirements.	23	Demonstration & Observation	2.5 Physical safety checking to alarm activated area / site is conducted. 2.6 Security system and communication equipment are operated and maintained.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		2.10 Operate and maintain security system and communication equipment.	***Environment:*** - Follow SOP, manuals and specifications.			
3. Perform physical threat assessment	3.1 Security physical observation. 3.2 Potential security risks. 3.3 Physical threat assessment conducting procedure. • Threat Identification. • Threat analysis. • Prompt action . 3.4 Incident recording procedure: • Patrolling log book/ daily log book entries. • Security Incident Reporting (SIR).			9	Lecture	3.1 Threat assessment procedure is clarified. 3.2 Potential security risks are identified. 3.3 Threat is identified and analyzed then action is taken. 3.4 Threat incident is recorded in patrolling log book/ daily log book. 3.5 Daily report is submitted.
		3.1 Conduct security physical observation at patrolling site. 3.2 Identify potential security risks at patrolling site. 3.3 Conduct patrolling site threat assessment. 3.4 Record in patrolling log book/ daily log book and submit report.	***Attitude:*** - Ensure thorough physical observation conducted. - Systematic safety for potential security risks. - Proactive when at potential security risks sites and take immediate action	17	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			Safety: - Alertness at all times. - Adhere to safety of self and others. - Proactive when identifying threat and take action. ***Environment:*** - Self-discipline and compliance to KDN policies.			
4. Carry out security surveillance	4.1 CCTV surveillance conducting procedure. • Risks area identification. • Weakness/damaged physical security site. • Violation on safety & Security rules. • CCTV system functionality. • Observation of "CCTV recording in progress" mode. • CCTV recording procedure. • CCTV recording evidence storage. 4.2 Irregularities detecting procedure • Intrusion detection. • Any force entry and any break- in detecting procedure.			7	Lecture	4.1 Security Surveillance via CCTV conducting procedure is determined. 4.2 Physical Security weakness/ damages are checked. 4.3 Intrusion, any force entry and any break- in is detected and checked. 4.4 Violation on safety & Security rules are checked 4.5 Security surveillance is conducted via CCTV on potential risk areas.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	• Equipment functionality or malfunction detection procedure. • Screen malfunction or obvious security flaw detection. 4.3 Security surveillance reporting procedure. • Obvious security surveillance flaw reporting procedure. • Screen malfunction reporting procedure. • Format for reporting					4.6 Obvious security surveillance flaws are detected and checked. 4.7 CCTV equipment is checked for functionality. 4.8 Screen malfunction is determined. 4.9 Security incident reporting procedure is followed for
		4.1 Check and identify risks area at security patrolling site. 4.2 Check prior weakness/ damages on physical security site. 4.3 Check violation on safety & Security rules. 4.4 Conduct surveillance via CCTV. 4.5 Determine CCTV system functionality. 4.6 Determine CCTV recording procedure. 4.7 Ensure recording of CCTV is in progress.	***Attitude:*** - Ensure potential risk areas identified. - Ensure site surveillance via CCTV conducted prior to performing patrolling duties - Ensure electrical/ electronic safety steps taken when conducting surveillance via CCTV. ***Safety:*** - Alertness to conducting surveillance via CCTV.	18	Demonstration & Observation	reporting irregularities detected.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		4.8 Ensure CCTV recording evidence stored safely. 4.9 Detect and report irregularities. 4.10 Check and detect any intrusion, any force entry and any break- in. 4.11 Check all CCTV equipment functionality. 4.12 Determine screen malfunction. 4.13 Detect and check obvious security surveillance flaw. 4.14 Report CCTV screen and equipment malfunction. 4.15 Report CCTV surveillance incidence.	– Ensure cautiousness when intrusion detected. ***Environment:*** - Ascertain teamwork in ensuring smooth security observation. - Ensure self discipline in compliance to KDN policies.			
5 Maintain log books & Security Incident Report (SIR)	5.1 Collate daily patrolling reports and Security Incident Reports. 5.2 Types of security incident reports. • Report writing. • Previous report.			8	Lecture	5.1 Daily patrolling and security incident report gathering and arranging procedure are determined. 5.2 Security incident reporting procedure is clarified.

Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		5.1 Gather daily patrolling report and Security Incident Report. 5.2 Arrange daily patrolling reports. 5.3 Generate security incident reports.	***Attitude:*** - Systematic in determining type of documents applied. - Details type of aesthetic / visual work function. - Meticulous in updating checklist.	15	Demonstration & Observation	5.3 Daily patrolling report and security incident report are gathered and arranged. 5.4 Security Incident Report is generated and submitted.

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
01.01 Identify and gather information 01.02 Documentation information, procedures or processes 02.01 Interpret and follow manuals, instructions and SOP's 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 03.03 Accept responsibility for own work and work area 03.06 Respond appropriately to people and situations 06.01 Understand systems 06.02 Comply with and follow chain and command 06.03 Identify and highlight problems 06.04 Adapt competencies to new situations/systems 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 02.10 Prepare reports and instructions 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 05.01 Implement project / work plans 05.02 Inspect and monitor work done and / or in progress	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Leadership 8. Learning skills

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : TRAINEES)
1. Patrolling task record book	1:20
2. Security Surveillance and Communication Equipment	1:20
3. Operations Checklist	1:1
4. Sample -Security Incident Reporting Procedures	1:1
5. Sample -Security Incident Reports (SIR)	1:1
6. Baton	1:1
7. Whistle	1:1
8. Torch light	1:5
9. ID badge	1:1
10. Walkie-talkie	1:10
11. Cellular phone	1:1
12. Timer clock keys	1:5
13. Timer clock	1:5
14. Stationaries	As per required
15. Sample -Vehicle movement log book	1:1
16. CCTV System	1:20
17. Fire Alarm System	1:20
18. Symbols	As per required
19. Signage (such as' NO ENTRY" , NO SMOKING)	As per required
20. Sample -Escape route plan	1:1
21. Sample -Emergency layout plan	1:1

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Sub Sector	GUARD & SECURITY SERVICES								
Area	SECURITY SERVICES OPERATION								
Competency Unit Title	WORKPLACE SECURITY AND SAFETY CONTROL								
Learning Outcome	The person who is competent in this CU shall be able to provide excellent workplace security/ safety control, handle safety/security violation and crime incident and also emergency respond & evacuation and conduct crowd control/traffic control. **Upon completion of this competency unit, trainees will be able to :-** 1. Carry out workplace regulation enforcement 2. Handle security violation and crime incident 3. Handle safety violation 4. Participate in workplace emergency respond & evacuation 5. Conduct crowd control/ traffic control								
Competency Unit Code	DS-010-2:2013 C03	**Competency Type**	CORE	**Level**	2	**Training Duration**	147	**Credit Hour**	14.7

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Carry out workplace regulation enforcement	1.1 Enforcement procedure of entry/ exit workplace premise safety and security. • Enforcement team • Emergency Respond Team/ Leader (ERT/L) 1.2 Workplace entry/ exit inspection of personal. • Workplace personal entry/ exit pass inspection procedure. • Entry/ exit pass misuse reporting procedure • Unauthorized personnel entry checking procedure.			9	Lecture	1.1 Security inspection enforcement procedure of entry/ exit of personnel, vehicle, premise and goods are clarified. 1.2 Workplace security enforcement procedure determined and regulations are enforced.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	1.3 Workplace vehicle entry/ exit inspection. • Workplace vehicle entry/ exit pass inspection. • Vehicle entry/ exit pass misuse reporting procedure. • Vehicle checking procedure. 1.4 Workplace entry/ exit safety violation. 1.5 Workplace safety equipment location. • Check and confirm number of equipment. • Designated location of equipment. • Functionality of equipment.					1.3 Details for workplace safety violation handling procedure are determined. 1.4 Workplace safety violation is handled. 1.5 Safety equipment checklist is determined. 1.6 Safety equipment available at designated location at workplace is checked and confirmed. 1.7 Workplace security requirements and security violation is handled. 1.8 Workplace regulation is enforced and action is taken. 1.9 Workplace security violation and crime incident is investigated and reported.
		1.1 Inspect workplace personal entry/ exit pass. 1.2 Check unauthorized personal entry. 1.3 Inspect vehicle entry/ exit. 1.4 Follow vehicle checking procedure. 1.5 Enforce premise safety and security inspection. 1.6 Handle safety entry/ exit violation.	***Attitude:*** – Diplomatic in dealing with sensitive issue. – Effective in communication with people. ***Safety:*** – Alertness at all times when enforcement entry/ exit at workplace. – Adhere to safety requirement.	19	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		1.7 Check and confirm safety equipment location available at designated workplace.	***Environment:*** - Ascertain Teamwork in ensuring smooth enforcement operation. - Self discipline and compliance to KDN policies.			
2. Handle security violation and crime incident	2.1 Workplace security violation. • Tempering o Alarm system. o Punch card system. 2.2 Workplace crime incidences. • Infringement. • Pilferage. • Stealing. • Hiding. 2.3 Procedures to take appropriate action. • Warning procedure. • Regulatory bodies'. Informing procedure. • Letter of show cause. 2.4 Workplace security incident recording procedure: • Recording in log book/ daily log book. • Security Incident Reporting (SIR).			11	Lecture	2.1 Workplace Security violation is identified. 2.2 Workplace crime incidences are monitored and surveillance conducted. 2.3 Security job functions are performed and appropriate action is taken. 2.4 Security violation and crime incident report is made to superior and recorded.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		2.1 Identify workplace security violation. 2.2 Conduct workplace security violation surveillance. 2.3 Take action on workplace security violation. 2.4 Gather workplace security violation report. 2.5 Update Security Incident Report (SIR) format.	***Attitude:*** - Firmness in dealing with people. - Alert while enforcing security inspection. - Vigilant in ascertaining best procedure adherence. - Meticulous in describing workplace security incident. ***Safety:*** - Safety work procedures. - Ensure discipline at highest level. ***Environment:*** - Self-discipline and compliance to KDN policies.	22	Demonstration & Observation	
3. Handle Safety Violation	3.1 Description of workplace risk area. 3.2 Safety violations. Detecting procedure. • Intrusion detection. • Force entry and break-in detecting and checking procedure. • Robbery, riots, sabotage, taking of hostage or serious violence.			8	Lecture	3.1 Workplace risk areas are identified. 3.2 Safety violations such as robbery, intrusion, riots, sabotage, taking of hostage or serious violence are identified.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	3.3 Procedures to take appropriate action. • Warning procedure. • Regulatory bodies'. Informing procedure. • Letter of show cause. 3.4 Workplace safety incident recording procedure: • Recording in log book/ daily log book. • Security Incident Reporting (SIR).		.			3.3 Any force entry and any break- in is checked and detected. 3.4 Safety violation assessed and relevant authorities such as immediate superior or Polis informed. 3.5 Unnecessary crowding of staff or bystanders is dispersed.
		3.1 Identify workplace safety violation. 3.2 Detect safety intrusion. 3.3 Check and detect any force entry and any break- in. 3.4 Assess safety violation. 3.5 Call relevant authorities. 3.6 Take action on workplace safety violation. 3.7 Use baton only as right of self defence. 3.8 Negotiate to disperse fights in workplace. 3.9 Disperse unnecessary crowding of staff or	***Attitude:*** - Firmness in dealing with employees. - Alert while enforcing safety at workplace. - Vigilant in ascertaining best procedure adherence. - Meticulous in describing safety incident. ***Safety:*** - Alertness at all times. - Cautiousness while undertaking the enforcement. - Ensure discipline at highest level.	20	Demonstration & Observation	3.6 The threats, vulnerabilities and the implications of violation that can cause property damage or lost are determined. 3.7 Action taken and baton is used only as right of self defence in accordance with authority given in job function. 3.8 Workplace safety incident daily records are gathered.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		bystanders. 3.10 Gather workplace safety violation report. 3.11 Generate and submit Safety Incident Report (SIR).	***Environment*:** - Ascertain Teamwork in ensuring smooth enforcement operation**.**			3.9 Records gathered are assessed and Safety Incident Report (SIR) is generated and submitted.
4. Participate in Workplace Emergency Respond & Evacuation	4.1 Types of emergencies : • Fire. • Floods. • Gas/ Chemical. • Lift breakdown. 4.2 Relevant authorities informing procedures. • Contact numbers of regulatory bodies'. • Regulatory bodies' informing procedure. • Emergency Respond Team/ Leader (ERT/L) 4.3 Emergency respond following procedure. • Escalation rules o Detection o Prevention o Control. • Details of self and incident • Evacuation plan. Relevant authorities. Instructions.			10	Lecture	4.1 Types of emergencies are determined. 4.2 Relevant authorities are contacted and instructions are abided. 4.3 Personnel identification such as name, place of work, telephone number and location is informed to the relevant parties. 4.4 Brief description of situation is provided. 4.5 Emergency Respond & Evacuation plan drafted is followed.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	4.4 Emergency respond & evacuation incident recording procedure: • Recording in log book/ daily log book. • Security Incident Reporting (SIR).					4.6 Emergency escape/ access routes checking requirements are determined. 4.7 Emergency respond & evacuation plan is supported and put into action. 4.8 Enforcement at the exit doors is tightened and any suspicious person identified and reported. 4.9 Workplace emergency situation reported and problems encountered specified.
		4.1 Assess types of emergencies. 4.2 Contact relevant authorities. 4.3 Provide details of self and location of emergency. 4.4 Provide brief description of emergency situation. 4.5 Determine escalation rules to detect, prevent and control. 4.6 Follow Emergency Respond Team/ Leader's (ERT/L) instructions and provide support. 4.7 Record incident in safety incident report book. 4.8 Update Safety Incident Report (SIR).	***Attitude:*** - Be alert in monitoring the respond. - Systematic in dispersing the affected crowd. - Diplomatic discourse is taken when dealing with affected parties. - Meticulous when provide emergency description. ***Safety:*** - Adhere to the instruction by ERT/L. - Ensure discipline at highest level. ***Environment:*** - Ascertain teamwork in ensuring smooth enforcement operation.	18	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
5. Conduct crowd control/ traffic control.	5.1 Crowd and traffic control. • Car park traffic control. • Emergency exit control. • Emergency exit/ escape route control. 5.2 Description of crowd and traffic control • Size of crowd • Type of crowd • Place / location of crowd • Regulatory bodies' informing procedure for unruly crowd. . • Number of accessible exits. 5.3 Crowd control/ traffic control and action taken. 5.4 Incidences reporting procedure. 5.5 Recording procedure in Security Incident Report (SIR).			9	Lecture	5.1 Crowd control/ traffic control procedures are determined. 5.2 Emergency exit control and emergency exit/ escape route control are accessed and exit enforced. 5.3 Superiors and relevant authorities are notified of crowd evacuation status and instructions are acquired. 5.4 People are notified of the exits and announcements are made to crowd to follow instructions provided by relevant authorities.
		5.1 Assess crowd control and traffic control. 5.2 Contact relevant authorities. 5.3 Provide co-operation to relevant authorities. 5.4 Provide support to Emergency Respond Team (ERP).	***Attitude:*** - Details type of action and work function. - Analytical mind in determining type and action undertaken. ***Safety:*** - Alertness at all times.	21	Demonstration & Observation	5.5 People who need assistance are helped and moved to safety. 5.6 People advised to move swiftly but safely to assembly point area.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		5.5 Follow instruction of Emergency Respond Team/ Leader (ERT/L) 5.6 Record incident and generate Safety Incident Report (SIR). 5.7 Submit Safety Incident Report (SIR).				5.7 Vehicles are directed and guided out of the affected area to safety by cooperating with relevant authorities 5.8 Incidences and problems encountered are handled and reported.

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
01.01 Identify and gather information 01.02 Documentation information, procedures or processes 02.01 Interpret and follow manuals, instructions and SOP's 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 03.03 Accept responsibility for own work and work area 03.06 Respond appropriately to people and situations 06.01 Understand systems 06.02 Comply with and follow chain and command 06.03 Identify and highlight problems 06.04 Adapt competencies to new situations/systems 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 02.10 Prepare reports and instructions 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 05.01 Implement project / work plans 05.02 Inspect and monitor work done and / or in progress	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Leadership 8. Learning skills

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : TRAINEES)
1. Walkie-talkie	1:10
2. Condon barricade/ warning tape	1:10
3. Loud hailer	1:10
4. Log Book	1:1
5. Patrol task record book	1:1
6. Security Incident Reports (SIR) Form	1:5
7. Baton	1:10
8. whistle	1:10
9. torch light	1:10
10. ID badge	1:10
11. cellular phone	1:10
12. Stationeries	As Required
13. Vehicle movement log book	1:10
14. Symbols	1:10
15. Signage	1:10
16. Escape route plan	1:1
17. Emergency layout plan	1:1
18. Stop Watch	1:1

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Sub Sector	GUARD & SECURITY SERVICES								
Area	SECURITY SERVICES OPERATION								
Competency Unit Title	SECURITY RISK SITUATION CONTROL								
Learning Outcome	The person who is competent in this CU shall be able to provide excellent workplace security and safety control and to handle professionally the entry/ exits of the customers' premises, vehicles, property and equipments. In the event of emergency, appropriate action is taken in accordance with authority given in their job function and workplace security and safety requirements, to provide excellent security risk situation control and is responsible to identify victims, control risk situation, protect victims and perform first response. **Upon completion of this competency unit, trainees will be able to :-** 1. Perform First Aid & Cardiopulmonary Resuscitation (CPR). 2. Handle basic fire fighting. 3. Conduct contiguous symptom screening 4. Perform safety hazard check. 5. Handle risk/ threat situation. 6. Perform safety/security equipment serviceability /functionality check.								
Competency Unit Code	DS-010-2:2013 C04	**Competency Type**	CORE	**Level**	2	**Training Duration**	154	**Credit Hour**	15.4

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Perform First Aid & Cardiopulmonary Resuscitation (CPR).	1.1 Description of security risk situation. • Case of emergency. • First aid kit requirements. • Evacuation/crowd control requirements. • First aid & CPR requirements. • Case of emergency information providing procedure. • Assistance acquiring procedure.			11	Lecture	1.1 Security risk and case of emergency situation is identified and assessed. 1.2 First aid kit is made available to the affected victim and respond of casualty is checked. 1.3 Relevant authorities are informed and crowd and bystanders are

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	1.1 First respond procedure. • Relevant authorities • Crowd dispersing procedure. • Affected victim assessing procedure. • Help requesting procedure. 1.2 Responsibilities of Security officer during a case of emergency. • Protection of self, causalities and others at the scene from possible danger. • Assistance providing procedure. • Safety of victim.					asked to disperse. 1.4 Self, causalities and others at the scene are protected from possible danger. 1.5 Assistance is provided and victim is moved to safety. 1.6 Crowd control is conducted to facilitate first respond towards the victim. 1.7 Ambulance is requested if causality is immobile. 1.8 Report is made to superior and emergency incident is recorded. 1.9 Crowd control is conducted to security risk and case of emergency situation.
		1.1 Assess security risk and case of emergency situation. 1.2 Check affected victim and confirm respond of casualty. 1.3 Conduct crowd control to facilitate first respond to security risk and case of emergency situation. 1.4 Conduct first aid & CPR activities.	***Attitude:*** - Meticulous in describing security risk situation. ***Safety:*** - Alertness at all times. - Cautiousness while moving casualty from danger area. - Ensure discipline at highest level.	20	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		1.5 Provide first aid to affected victims. 1.6 Move casualty from danger area to safety. 1.7 Check for other risk conditions. 1.8 Inform superior or Emergency Respond Team/ Leader (ERT/L) and get assistance	***Environment:*** - Ascertain Teamwork in ensuring smooth enforcement operation**.**			
2. Handle basic Fire Fighting	2.1 Fire and location identification. 2.2 Category of fire hazards • Ordinary combustibles. • Flammable liquids. • Electrical equipment. • Metals. • Combustible cooking. ○ Fluids such as oils and fats. 2.3 Fire extinguisher/ hose/ hydrant. • Types of fire extinguishers verses fire type. • Usage of fire extinguisher. • Safety of fires extinguisher. • Refurbish fire extinguisher			8	Lecture	2.1 Identification of fire hazard and hazard condition is determined. 2.2 Category of fire hazard is recognized and the usages of equipments such as fire extinguisher/ hose/ hydrant are determined. 2.3 The alarm or siren is sounded / activated to alert people of the fire.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	2.4 Fire extinguishing procedures. 2.5 Fire incidents reporting and recording procedure.					2.4 Fire extinguisher/ hose/ hydrant are acquired and fire.
		2.1 Identify fire location and fire hazard condition. 2.2 Assess fire seriousness. 2.3 Recognize category of fire hazard. 2.4 Determine fire extinguisher/ hose/ hydrant usage according to the category of fire hazard. 2.5 Determine emergency exits and assembly points. 2.6 Conduct crowd control and lead people to safety at assembly point. 2.7 Provide assistance to Fire Fighters to extinguish /control the fire. 2.8 Report and record fire incidents.	***Attitude:*** - Systematic in determining type of fire hazards. - Proactive to know the category of fire hazards. ***Safety:*** – Alertness at all times when assessing fire seriousness. – Cautiousness while undertaking crowd control. – Ensure discipline at highest level. ***Environment:*** - Ascertain teamwork in ensuring smooth enforcement operation.	17	Demonstration & Observation	2.1 The emergency exits and assembly point are determined. 2.2 Crowd control is conduct and people are led to safety at assembly point. 2.3 Fire fighters are assisted and fire is extinguished. 2.4 Fire incident is recorded and reported.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
3. Conduct Contiguous Symptom Screening	1.6 Types of contiguous diseases and their symptoms. • Communicable diseases. • Infectious diseases. • Physical contact. • Easily transmitted diseases. 2.6 Contiguous symptoms screening techniques and procedures. 3.6 Regulatory bodies' supporting process. • Effected person isolation process. • Assistance to control wide spread of diseases.			6	Lecture	3.1 Investigation of contiguous symptom is clarified. 3.2 Effected persons are determined and quarantined. 3.3 Procedures to handle contiguous infection are determined. 3.4 Procedures and instructions are provided by regulatory bodies' and are complied. 3.5 Support is provided to regulatory bodies' for the investigation of contiguous symptom to detect effected persons.
		3.1 Identify various types of contiguous diseases and their symptoms. 3.2 Provide support to regulatory bodies' for the investigation of contiguous symptom to detect effected persons. 3.3 Comply with instructions provided by regulatory bodies'.	***Attitude:*** - Systematic in determining visual work functions. - Meticulous in updating data and information to regulatory bodies.	15	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		3.4 Follow procedure from authorized bodies. 3.5 Provide support to Regulatory bodies' to detect effected persons. 3.6 Provide assistance to control wide spread of diseases.	- Analytical mind in following Contiguous Symptom Detection procedures. ***Safety:*** - Alertness at all times to recognize contiguous symptoms. - Adhere to safety requirement. - Ensure PPE worn at all times. ***Environment:*** - Ascertain teamwork in ensuring smooth enforcement operation.			
4. Perform Safety Hazard Check	4.1 Safety hazard and risk control. 4.2 Occupational Safety and Health : • Hazards o Environmental hazards. o Electrical hazards. o Mechanical hazards. o Chemical hazards. o Biological hazard.			8	Lecture	4.1 Safety hazards are identified and safety hazard/ defect are checked. 4.2 Investigation procedure is outlined in accordance with Department of Occupational

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	○ Fire hazards. ○ Physical hazards. ○ Ergonomic hazards. ○ Psychological hazards. 4.3 Statutory regulation bodies. • Fire Fighting Department. • Police Department. • Local Municipality council. • Civil defence department. • Local Health Council • Local Hospitals / Clinics. • National Electricity Board. 4.4 Safety hazard / defect checking and investigating procedures. 4.5 Hazard damages assessing procedure. 4.6 Safety hazard /defect / damages recording and reporting procedure.					4.3 Safety and Health (DOSH). 4.4 Cause of safety hazard is investigated and hazard damages are assessed. 4.5 Report is made to superior and safety hazard incident is recorded.
		4.1. Identify safety hazard and risk control. 4.2. Determine type of safety hazard, 4.3. Check safety hazard/ defects.	***Attitude:*** - Details type of aesthetic / hazard. - Meticulous in checking safety hazard.	19	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		4.4. Investigate cause of safety hazard. 4.5. Assess hazard damages. 4.6. Determine statutory regulation bodies responsibilities. 4.7. Contact statutory regulation bodies for assistance. 4.8. Report to superior and record in Safety Incident Report (SIR) book.	***Safety:*** - Alertness at all times. - Cautiousness while undertaking the enforcement. - Ensure discipline at highest level. ***Environment:*** - Follow SOP to acquire manuals and specifications.			
5. Handle risk/ threat situation	5.1 Potential security risk: • Act of nature handling procedure. • Bomb threat handling procedure. • Security breaches handling procedure. • Scene of crime handling procedure. • Sexual harassment handling procedure. • Demonstration handling procedure. • Security risk information handling 5.2 Status, condition and seriousness of potential security risk/ threat.			8	Lecture	5.1 Potential security risk is identified. 5.2 Environmental factors are determined. 5.3 Seriousness of potential security risk/ threat situation is assessed. 5.4 Security risk/ threat are responded by providing clear, concise and constructive information of incident.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	5.3 Clear, concise and constructive information of the incident. 5.4 Recording and reporting procedure.					
		5.1 Identify potential security risk. 5.2 Determine environmental factors. 5.3 Determine act of nature handling procedure. 5.4 Determine bomb threat handling procedure. 5.5 Determine security breaches handling procedure. 5.6 Determine scene of crime handling procedure. 5.7 Determine sexual harassment handling procedure. 5.8 Determine demonstration handling procedure. 5.9 Determine security risk information handling.	***Attitude:*** - Systematic in determining seriousness of potential security risk. - Details type of aesthetic / visual work function. - Meticulous in providing concise information on incident. ***Safety:*** - Adhere to risk/ threat safety requirements. - Adhere to safe work procedure. ***Environment:*** - Follow SOP to acquire manuals and specifications.	17	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		5.10 Assess seriousness of potential security risk/ threat situation. 5.11 Providing clear, concise and constructive information of incident. 5.12 Verify status of security risk/ threat situation. 5.13 Report/ record security incident /risk/ threat situation.				
6. Perform safety/security equipment serviceability / functionality check	6.1 Types of safety/security equipment. 6.2 Schedule for serviceability / functionality of safety/security equipment. • Safety/security equipment manual. • Serviceability scheduling process. • Urgency for safety/security equipment service 6.3 Status and condition of safety equipment • Fires extinguisher. • Alarm system. 6.4 Status and condition of security equipment			8	Lecture	6.1 Equipment serviceability / functionality testing procedure are determined. 6.2 Expiry dates of the serviceability of equipment are determined. 6.3 Malfunction of safety/security equipment is determined and reported. 6.4 Repair schedule is interpreted and safety equipment is sent for repair.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	• Watchman clock. • Willkie-talkie. • Torchlight. 6.5 Safety/security equipment servicing and repairs reporting procedure.					6.5 Statuses of safety/ security equipment are verified after repair. 6.6 Report is made to superior and repair/ refurbish is recorded.
		6.1 Obtain schedule for serviceability / functionality of safety/security equipment. 6.2 Interpret serviceability / functionality schedule. 6.3 Check safety/security equipment functionality. 6.4 Verify status of safety/security equipment prior to repair. 6.5 Verify status of safety/security equipment after sending for repair. 6.6 Record safety/security equipment repairs status. 6.7 Generate safety/security equipment functionality report.	***Attitude***: - Systematic in determining type of documents applied. - Details type of safety/security equipment function. - Meticulous in checking functionality/ malfunction. ***Safety:*** – Ensure alertness at all times. – Ensure cautiousness while undertaking the enforcement. – Ensure discipline at highest level. ***Environment:*** – Follow SOP to acquire manuals and specifications.	17	Demonstration & Observation	

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
01.01 Identify and gather information 01.02 Documentation information, procedures or processes 02.01 Interpret and follow manuals, instructions and SOP's 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 03.03 Accept responsibility for own work and work area 03.06 Respond appropriately to people and situations 06.01 Understand systems 06.02 Comply with and follow chain and command 06.03 Identify and highlight problems 06.04 Adapt competencies to new situations/systems 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 02.10 Prepare reports and instructions 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 05.01 Implement project / work plans 05.02 Inspect and monitor work done and / or in progress	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Leadership 8. Learning skills

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : TRAINEES)
1. Patrolling task record book	As per required
2. Security Incident Reports (SIR) form	As per required
3. Baton	As per required
4. Whistle	As per required
5. Torch light	As per required
6. ID badge	1:1
7. Walkie-talkie	As per required
8. Cellular phone	As per required
9. Timer clock keys	As per required
10. Timer clock card	As per required
11. Stationaries	As per required
12. Vehicle movement log book	As per required
13. Fire extinguishers	As per required
14. Hose Reels	1:20
15. Hydrant	1:20
16. First Aid Kit	1:20
17. Mannequins for CPR Training	1:20
18. Thermal imager (If Required)	1:20

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Area	SECURITY SERVICES OPERATION								
Competency Unit Title	UNARMED ESCORT (BODYGUARD)								
Learning Outcome	The person who is competent in this CU shall be able to provide excellent unarmed escorting duties professionally following unarmed escorting procedures outlined by the organization in accordance with terms and condition provided by client. Prior knowledge on martial art and self-defence is preferred for personnel who are interested in unarmed escort. **Upon completion of this competency unit, trainees will be able to :-** 1. Identify unarmed escort duties. 2. Prepare for unarmed escort duties. 3. Execute unarmed escort duties. 4. Returned to base. 5. Update unarmed escort duty report.								
Competency Unit Code	DS-010-2:2013 C05	**Competency Type**	CORE	**Level**	2	**Training Duration**	**118**	**Credit Hour**	11.8

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Identify unarmed escort duties	1.1 Administrative functions. • Unarmed escort duties job scope. • Confirmation and acceptance of duties. • Unarmed escort duties briefing. 1.2 Unarmed escort criteria. • Physical body. • Mental preparedness. • Martial art and self-defence. 1.3 Unarmed escort roles and responsibilities. • Safety of persons at risk. • Safety of goods and cargo • Control persons using empty hand techniques			7	Lecture	1.1 The administrative functions to perform unarmed escort duties are determined. 1.2 Unarmed escort job scope is assessed and details are confirmed. 1.3 Unarmed escort activities briefing is attended. 1.4 Assignment instructions are received and duties are accepted.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	• Effective negotiation and communication skills.					1.5 Unarmed escort activities briefing is attended. 1.6 Assignment instructions are received and duties are accepted.
		1.1 Conduct unarmed Escort administrative functions. 1.2 Assess unarmed Escort job scope. 1.3 Conduct confirmation and acceptance of unarmed Escort duties. 1.4 Attend unarmed Escort briefing. 1.5 Receive unarmed Escort assignment instructions. 1.6 Perform unarmed Escort duties. 1.7 Ensure room/ building/ vehicles free of potential danger. 1.8 Check on bugging equipments for client's /principle's safety. 1.9 Assess route to be taken and check for vulnerable situations. 1.10 Interpret prepared client's/principle outing.				

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		1.11 Participate in evacuation plan drill.	***Attitude:*** - Acting according to accepted close escort (bodyguard) standards. ***Safety:*** - Adhere to the instructions. - Safety work document/ data. ***Environment:*** - Follow SOP to acquire manuals and specifications.	19	Demonstration & Observation	
2. Prepare for unarmed escort duties.	2.1 Unarmed escort duty schedule. 2.2 Principle's information acquiring procedures. 2.3 Physical and mental preparation for unarmed escort duty. 2.4 Clients/ Principle outing planning process. • Potential danger assessing procedure. • Route assessing procedure.			7	Lecture	2.1 Principle information and escorting procedures determined. 2.2 Security officer need to be physically and mentally prepared before meeting respective principle. 2.3 Unarmed escort schedule is followed.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	• Bugging equipments checking procedure. • Room/ building/ vehicles free of potential danger. • Vulnerable situation. • Evacuation plan drill participation. • Contingency plan participation.					2.4 Client information is updated when meeting with principle. 2.5 Client's route analyzed, blind spots areas identified and lanes vulnerable to ambush/ kidnapping checked. 2.6 Client's route is analyzed, blind spots areas are identified and lanes vulnerable to ambush/ kidnapping are checked.
		2.1 Obtain Principle's information. 2.2 Follow unarmed escort schedule. 2.3 Prepare self physically and mentally. 2.4 Meet respective client / Principle. 2.5 Conduct client's potential danger/ risk of attack and threat assessment.	***Attitude:*** – Acting according to certain accepted standards. ***Safety:*** - Adhere to the instructions. - Safety work document/ data. ***Environment:*** – Follow SOP to acquire manuals and specifications.	19	Demonstration & Observation	2.7 Prepared client's/principle outing is interpret. 2.8 Room/ building/ vehicles are ensured free of potential danger 2.9 Bugging equipments are checked for client's /principle's safety.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		2.6 Analyze client's escort duty route. 2.7 Identify blind spots areas. 2.8 Check lanes vulnerable to ambush/ kidnapping.		19	Demonstration & Observation	2.10 Route to be taken is assessed and is checked for vulnerable situation. 2.11 Prepared client's/principle outing is interpret. 2.12 Evacuation plan drill participated 2.13 Bugging equipments are checked for client's /principle's safety.
3. Execute unarmed escort duties.	3.1 Unarmed escort duties handling. • Conduct unarmed escort duties efficiently. • Meet the requirements and expectations of principles. 3.2 unarmed escort assignment task • Threat assessment conducted. • Route analyzed. • Blind spots areas identified.			9	Lecture	3.1 Unarmed escort procedure is clarified according to terms and condition provided by client/principle. 3.2 Unarmed escort is conducted following terms and conditions. 3.3 Cautiousness is ensured while undertaking unarmed escort duties by using primary tactic

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	• Lanes vulnerable to ambush/ kidnapping checked. • Premises or venue checked.					against sniper attacks and avoiding exposing the principal to the risk of being fired upon. 3.4 Principal is brought to required destination and vehicle is brought close to the entrance before allowing principal to alight, ensuring minimum exposure to risk.
		3.1 Report duty as unarmed escort. 3.2 Conduct unarmed escort duties. 3.3 Ensure cautiousness by using primary tactic against sniper attacks and avoiding exposing the principal to the risk of being fired upon. 3.4 Bring principal to required destination. 3.5 At all time flank the principle with unarmed escort personal along the route taken by the Principle on foot.	***Attitude:*** −Proactive when conducting unarmed escort duties. −Meticulous in handling duties. −Able to and willing to take action without relying on others. ***Safety:*** −Adhere to the instructions. Ensure cautiousness when using unarmed escort primary tactics.	17	Demonstration & Observation	3.5 At all time the principle is flanked with unarmed escort personal along the route taken by the principle on foot. 3.6 Requirements and expectations of client/ principles are met. 3.7 Reports preparation procedure is outlined. 3.8 Report is prepared and submitted to supervisor.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		3.6 Bring vehicle close to the entrance before allowing principal to alight, ensuring minimum exposure to risk. 3.7 Meet the requirements and expectations of clients/ principles.	-Ensure safety work document/ data acquired.			
4. Returned to base	4.1 Returning to secure location procedure • Bring back principle to the secure residence location. • Exiting from the vehicle and walk to the door with minimum exposure/ risk to the principle. • Keep the distance as short as possible to cut down the time it takes to reach the door. 4.2 Keeping and packing equipment • Ensure that all equipment is checked and packed away for the next day. 4.3 Vehicles parking procedures • Vehicles are then			10		4.1 Principal brought back to secured residence, ensuring minimum exposure to risk. 4.2 The unarmed escort assigned to the overnight detail will take up their positions outside or inside the residence. 4.3 Surrounding of destination is observed and vehicle is checked. 4.4 Vehicle is parked in the parking bay based on drill pattern.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	• parked in a locked garage. o Prevent tampering. o Sabotage.					
		4.1 Bring back principle to the secure residence location. 4.2 Exit from the vehicle and walk to the door with minimum exposure/ risk to the principle (flank protection). 4.3 Keep the distance as short as possible to cut down the time it takes to reach the door. 4.4 Ensure that all equipment is checked and packed away for the next day. 4.5 Ensure vehicles are parked in a locked garage to prevent tampering or sabotage.	***Attitude:*** -Proactive when returning principle to base. -Meticulous in handling flank protection duties. -Able to and willing to take action without relying on others. ***Safety:*** -Adhere to the instructions. -Ensure cautiousness when using bodyguard primary tactics. -Ensure safety work document/ data acquired.	**10**		

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
5 Update unarmed escort duty report.	5.1 Preparation of unarmed escort duty report. – by assignment 5.2 Close unarmed escort duty report submitting procedure.			**10**		5.1 Unarmed escort duty report prepared. 5.2 unarmed escort duty report Submitted to superior. 5.3 Details of unarmed escort duty are recorded in logbook and report is submitted to supervisor.
		5.3 Prepare unarmed escort duty report. 5.4 Submit unarmed escort duty report.		**10**		

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
01.01 Identify and gather information 01.02 Documentation information, procedures or processes 02.01 Interpret and follow manuals, instructions and SOP's 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 03.03 Accept responsibility for own work and work area 03.06 Respond appropriately to people and situations 06.01 Understand systems 06.02 Comply with and follow chain and command 06.03 Identify and highlight problems 06.04 Adapt competencies to new situations/systems 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 02.10 Prepare reports and instructions 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 05.01 Implement project / work plans 05.02 Inspect and monitor work done and / or in progress	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Self-Discipline 8. Leadership 9. Learning skills

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : TRAINEES)
1. Organization's contact Numbers	1:20
2. Emergency contact Numbers	1:20
3. Guard / Security Identification Pass	As required
4. Stationeries	As required
5. Log Book	As required
6. Escorting equipment	As required

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Sub Sector	GUARD & SECURITY SERVICES								
Area	SECURITY SERVICES OPERATION								
Competency Unit Title	ARMED PROTECTION								
Learning Outcome	The person who is competent in this CU shall be able to ensure the responsibilities to prepare and perform armed protection duties undertaken. The handling and retuning of fire arms are perform in accordance with organizational and fire arms rules and procedures. **Upon completion of this competency unit, trainees will be able to :-** 1. Handle firearm safety requirements. 2. Prepare for armed protection duties. 3. Perform armed protection duties. 4. Perform firearms returning.								
Competency Unit Code	DS-010-2:2013 E01	**Competency Type**	ELECTIVE	**Level**	2	**Training Duration**	149	**Credit Hour**	14.9

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Handle fire arm safety requirements	1.1 Fire Arm handling procedure. • Weapon drawing. • Weapon cleaning. • Weapon safety inspection. 1.2 Weapon serviceability Verification. • Weapon working condition. • Weapon locking/ unlocking system. • Periodical servicing. • Weapon safety inspection.			11	Lecture	3.1 Fire arm handling procedure is determined. 3.2 Fire arm safety inspection is conducted. 3.3 Weapon serviceability verification process is determined and weapon serviceability is verified.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	1.3 Weapon safety procedures. 1.4 Firearms rules and Procedures.					3.4 Fire arms rules & procedure is determined and complied.
		1.1 Conduct Fire Arm safety inspection. 1.2 Verify weapon serviceability. 1.3 Comply with weapon safety procedures. 1.4 Abide Fire Arms rules & Procedure.	***Attitude:*** - Be alert while conducting safety inspection of weapon. - Ensure firmness when handling weapon. - Be vigilant in ascertaining best procedure adherence. ***Safety:*** - Ensure alertness while verifying weapon serviceability. - Ensure cautiousness when undertaking safety inspection of weapon.	24	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			- Ensure discipline at highest level. ***Environment:*** - Follow Standard Operating Procedure (SOP).			
2. Prepare for armed protection duties	2.1 Type of firearm safety administrative functions. • Daily briefing. • Fire Arms training. • Roll call. 2.2 Roles and responsibilities of armed protection officers. 2.3 Firearm handling procedure. 2.4 Weapon drawing procedure. 2.5 Weapon safety handling procedures.			12	Lecture	2.1 Administrative functions are conducted and armed protection briefing on task assigned is attended. 2.2 Roles and responsibilities of armed protection guard determined. 2.3 Weapon is drawn from strong room.
		2.1 Conduct administrative functions. • Attend daily briefing. • Attend Fire Arms handling training.	***Attitude:*** - Ensure firmness in dealing with people. - Be alert while enforcing Armed Guard	39	Demonstration, Observation & Practice	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		• Attend Fire Arms shooting training. • Roll call. 2.2 Draw weapon from strong room through officer-in-charge. 2.3 Follow weapon safety procedures. 2.4 Abide Fire Arms rules & Regulations.	security duties. ***Safety:*** - Alertness at workplace for armed protection enforcement. - Ensure cautiousness when undertaking Armed Guard responsibilities. - Ensure discipline at highest level.			
3. Perform armed protection duties.	3.1 Type of duties of armed guard. • General armed protection. • Building /property armed protection. • Mobile armed escort. • CVIT armed escort. 3.2 Roles & responsibilities of Armed Guard during armed protection duties. 3.3 Sign in and sign out procedures • Pending activities. scrutinizing procedure • Routine task.			11	Lecture	3.1 Specific duties for armed protection procedures are determined. 3.2 Roles & responsibilities of various duties of armed guard are identified. 3.3 Sign in and sign out procedures are determined. 3.4 Take over duty is conducted based on standing order issued by management.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
					Lecture	3.5 Armed protection duties are conducted.
		3.1 Identify type of protection duties • General armed protection. • Building armed protection. • Mobile armed escort. • CVIT armed escort. 3.2 Identify roles & responsibilities of Armed Guard during armed protection duties. 3.3 Conduct take over duty • Sign in log book. • Scrutinize pending activities. • Routine task.	***Attitude:*** - Ensure firmness in dealing with people. - Be alert while enforcing Armed Guard security duties. - Be vigilant in ascertaining best procedure adherence. ***Safety:*** - Ensure cautiousness when undertaking Armed Guard responsibilities. - Ensure discipline at highest level. Alertness at all times during armed protection enforcement. ***Environment:*** Follow Standard Operating Procedure (SOP).	23	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
4. Perform firearms Returning	4.1 Administrative functions for arms returning. • Administration procedure at strong room. • Officer-in-charge. • Signing off. 4.2 Weapon returning procedure. • Weapon cleaning procedure • Safety of weapon. • Weapon safety procedures. • Arms rules & regulations.			10	Lecture	4.1 Arms returning administrative functions are determined. 4.2 Arms returning administration at strong room is conducted. 4.3 Weapon returning procedures are clarified. 4.4 Weapon s cleaned before surrendering. 4.5 Weapon safety procedures are followed and Fire Arms rules & procedures are abided. 4.6 Weapon is returned to strong room through officer-in-charge.
		4.1 Conduct Fire Arm safety administrative functions. 4.2 Clean weapon. 4.3 Ensure Safety of weapon. 4.4 Return weapon to strong room through officer-in-charge. 4.5 Sign off. 4.6 Follow weapon safety procedures. 4.7 Abide Fire Arms rules & Procedure.	***Attitude:*** - Ensure weapon returning procedure complied. - Be alert when conducting weapon. - Cleaning duties - Be vigilant in ascertaining best procedure adherence.	19	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			Safety: - Ensure alertness when checking and verifying safety of weapon. - Ensure cautiousness when undertaking weapon cleaning responsibilities. - Ensure discipline at highest level.			

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
01.01 Identify and gather information 01.02 Documentation information, procedures or processes 02.01 Interpret and follow manuals, instructions and SOP's 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 03.03 Accept responsibility for own work and work area 03.06 Respond appropriately to people and situations 06.01 Understand systems 06.02 Comply with and follow chain and command 06.03 Identify and highlight problems 06.04 Adapt competencies to new situations/systems 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 02.10 Prepare reports and instructions 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 05.01 Implement project / work plans 05.02 Inspect and monitor work done and / or in progress	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Leadership 8. Learning skills

ITEMS	RATIO (TEM : TRAINEES)
1. Sample - Standard Operation Procedures (SOP)	1:1
2. Weapon & accessories	As per required
3. Safety manual	As per required
4. Shooting Range	1:10
5. Targets	As per required
6. Firearm Log book	1:30

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Sub Sector	GUARD & SECURITY SERVICES								
Job Area	SECURITY SERVICES OPERATION								
Competency Unit Title	CASH & VALUABLE IN TRANSIT (CVIT) HANDLING								
Learning Outcome	The person who is competent in this CU shall be able to carry out Cash & Valuable in Transit (CVIT) collection and delivery of cash and valuables from/ to the client according to the CVIT standard operating procedures during collection and disembarking process. **Upon completion of this competency unit, trainees will be able to :-** 1. Prepare for Cash & Valuable in Transit (CVIT) duties. 2. Test CVIT vehicle security system. 3. Carry out CVIT Collection. 4. Carry out CVIT delivery to client. 5. Return CVIT team to base.								
Competency Unit Code	DS-010-2:2013 E02	**Competency Type**	**ELECTIVE**	**Level**	2	**Training Duration**	130	**Credit Hour**	13

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Prepare for Cash & Valuable in Transit (CVIT) duties.	1.1 CVIT duties and CVIT procedures. • CVIT schedule. • CVIT checklist. • Job-sheet / Route. 1.2 Roles and responsibilities of CVIT team crew members. • CVIT Officer. • CVIT Crew. • CVIT Driver. • Escort/Armed Guard. 1.3 Types of clients for CVIT task assignments. • Financial institutions. • Industries.			9	Lecture	1.1 CVIT duties and CVIT procedures are determined. 1.2 Roles and responsibilities of CVIT team crew members are determined. 1.3 CVIT task assignment is determined.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	• Retail outlets. • Emporiums. • Other Businesses. 1.4 CVIT crew readiness: • Fully attired-uniform. • Head gear. • Bullet resistant jacket. • Firearms. 1.5 Equipment's required for performing CVIT duties. • CVIT Trolley. • Canvas bag & label. • Torch light. • CVIT receipt book. • Company stamp. • Fleet card (Fuel card). • One set of vault keys. • One set of CVIT van keys. 1.6 Communication system handling and checking procedure.					1.4 Briefing of roles and responsibilities of CVIT team crew members is attended. 1.5 CVIT crew readiness is checked. for full attired-uniform, use head gear, wear bullet resistant jacket and Firearms. 1.6 Functionality of equipment required for performing CVIT duties are checked. 1.7 CVIT communication system is checked and handled. 1.8 CVIT schedule, CVIT checklist and Job-sheet/ assignment route is identified.
		1.1 Identify CVIT duties. 1.2 Attend briefing of roles and responsibilities of CVIT team crew members.	***Attitude:*** - Ensure CVIT roles and responsibilities comprehend.	17	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		1.3 Identify clients for CVIT task assignments. 1.4 Check CVIT crew readiness. 1.5 Check functionality of equipments required to perform CVIT duties. 1.6 Check and handle communication system.	- Alert while checking of vault process. - Vigilant in ascertaining best CVIT procedure adherence. - Meticulous in CVIT security readiness. ***Safety:*** - Adhere to requirement procedure.			

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
2. Test CVIT vehicle security system	2.1 Vault secure procedure. • Perimeter checking of vault. • Locking system. 2.2 Communication system handling procedure. 2.3 CVIT vehicle security system details in log book.			9	Lecture	2.1 Vault securing procedure is determined. 2.2 CVIT vehicle security system is checked for functionality. 2.3 Communication system is checked, tested and confirmed. 2.4 Radiophone communication maintained while conducting CVIT collection and transferring into the Vault/ safe of the CVIT vehicle. 2.5 CVIT vehicle vault /safe are secured. 2.6 CVIT vehicle security system test results are recorded in CVIT log book.
		2.1 Check Perimeter of vault. 2.2 Secure combination of vault/safe and locking system. 2.3 Check and test Communication system. 2.4 Maintain radiophone communication while conducting CVIT collection and transferring into the Vault/ safe of the CVIT vehicle. 2.5 Record security system details in log book.	***Attitude:*** - Ensure perimeters of checking vault. - Alert while checking of vault combination. – Meticulous in describing CVIT security incident. ***Safety:*** – Ensure complete alertness to perform CVIT duties .	18	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
3. Carry out CVIT Collection	3.1 CVIT collection procedure. 3.3 Cash & valuable handling procedure. • Carrying cash & valuable. • Sending to vault/ vehicle trap. 3.4 Procedure to lock and secure vault.			9	Lecture	3.1 CVIT Collection procedure determined. 3.2 Roll call briefing attended and responsibilities confirmed. 3.3 On arrival at a pickup / delivery point the operation control centre is informed 3.4 Cash & valuable carrying is analyzed prior to collection. 3.5 Cash & valuables bags are checked for their seals to be intact and are not tempered with. 3.6 Cash & valuables are carried and entered into Vault/ safe. 3.7 The safe's door is closed/ secured and the combination is reset.
		3.1 Identify steps of CVIT collection procedure. 3.2 Attend roll call briefing to acquire instruction from supervisor. 3.3 Carry cash & valuable. 3.4 Enter cash & valuable into Vault/ safe vehicle trap. 3.5 Lock and Secure Vault/ safe. 3.6 Reset Vault/ safe combination.	***Attitude:*** – Meticulous in handling cash & valuable. ***Safety:*** – Alert while checking of vault process. – Ensure complete alertness to perform CVIT duties.	17	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
4. Carry out CVIT delivery to client	4.1 CVIT disembarking procedures. • Site and time of arrival. • Position of CVIT vehicle. • Safety of site • Confirm who should disembark first. • Clearance acquiring procedure 4.2 CVIT disembarking instructions complying procedure. 4.3 Cash & valuable delivery procedure.			9	Lecture	4.1 Site is checked and safety is confirmed when arriving at required destination. 4.2 Position of CVIT vehicle is checked and site clearance is acquired. 4.3 Disembarkation procedures are applied. 4.4 Clearance is acquired from superior. 4.5 Instructions are followed and cash & valuables are delivered. 4.6 Cash & valuables are delivered to client/ authorized person and handling/ taking over procedures of sealed cash & valuables bags are followed.
		4.1 Identify CVIT disembarking procedures. 4.2 Check site and time of arrival. 4.3 Check position of CVIT vehicle. 4.4 Confirm who should disembark first. 4.5 Acquire clearance from superior. 4.6 Follow CVIT disembarking instructions. 4.7 Deliver cash & valuable to clients.	***Attitude:*** – Meticulous in handling cash & valuable. – Alertness in delivery of CVIT to client. ***Safety:*** – Alert while checking of vault process. – Ensure complete alertness to perform CVIT duties. ***Environment:*** – Follow Standard Operating Procedure (SOP).	18	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		4.8 Deliver each bag at a time and acquire endorsement from recipient. 4.9 Fulfill CVIT documentation of handling/ taking over, 4.10 Dissolve any discrepancies during a delivery. 4.11 Record CVIT delivery details in client record book and CVIT logbook.				4.7 Each CVIT bag delivered is checked by the recipient and all bag seal numbers are recorded on the official receipt alone with recipient's name, signature and stamp. 4.8 Instructions followed and handling/ taking over documentation fulfilled. 4.9 Any discrepancies during a delivery are dissolved between the crew and the client before the CVIT team leaves the delivery location. 4.10 CVIT delivery details recorded in client record book and CVIT logbook.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
5. Return CVIT team to base	5.1 CVIT team returning to base procedure. 5.2 CVIT vehicle parking procedure. 5.3 Operation equipment checking and packing procedure. 5.4 CVIT delivery documentation endorsement procedure. 5.5 Signing out procedure. 5.6 CVIT collection /delivery logbook maintenance procedure.			6	Lecture	5.1 CVIT team is brought back to secured base, site checked and safety confirmed. 5.2 Surrounding of return base observed position of CVIT vehicle checked. 5.3 Park the vehicle in a locked garage (to prevent tampering, sabotage) 5.4 All operation equipment are checked and packed away for the next day. 5.5 CVIT delivery endorsed documents such as trip sheet, receipt copy and bank-in slip and CVIT logbook submitted to Officer in Charge. 5.6 Sign-out conducted. 5.7 Daily CVIT vehicle log book and

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
						CVIT collection /delivery logbook maintained.
		5.1 Bring back CVIT team to secured base. 5.2 Check site and confirm safety. 5.3 Observe surrounding of return base. 5.4 Check position of CVIT vehicle. 5.5 Park the vehicle in a locked garage (to prevent tampering, sabotage) 5.6 Check and pack away all operation equipment. 5.7 Endorsed CVIT delivery documents. 5.8 Submit CVIT logbook to Officer in Charge. 5.9 Sign-out conducted. 5.10 Maintain daily CVIT vehicle log book and CVIT collection /delivery logbook maintained.	***Safety:*** - Alert while checking of CVIT delivery documents. - Ensure complete alertness to perform CVIT duties. ***Environment:*** - Follow Standard Operating Procedure (SOP).	18	Demonstration	

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
01.01 Identify and gather information 01.02 Documentation information, procedures or processes 02.01 Interpret and follow manuals, instructions and SOP's 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 03.03 Accept responsibility for own work and work area 03.06 Respond appropriately to people and situations 06.01 Understand systems 06.02 Comply with and follow chain and command 06.03 Identify and highlight problems 06.04 Adapt competencies to new situations/systems 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 02.10 Prepare reports and instructions 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 05.01 Implement project / work plans 05.02 Inspect and monitor work done and / or in progress	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Leadership 8. Learning skills

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : TRAINEES)
1. Sample -Standard Operation Procedures (SOP)	1:1
2. Sample -Weapon and C & U License	1:1
3. Sample -Safety manual	1:1
4. CVIT Procedures and Communication Procedures	As per required.
5. CVIT Van	As per required.
6. CVIT schedule	As per required.
7. CVIT checklist	As per required.
8. Sample -Job-sheet / Route	1:1
9. Sample -Log book	1:1
10. Walkie talkie / Radio	As per required.
11. Hand phone(communication)	As per required.
12. CVIT receipt book	As per required.
13. Company Stamp	As per required.
14. Canvas Bag and Labels	As per required.
15. Trolley	As per required.
16. Torch light	1:1
17. Sample -Fleet card (Fuel card)	1:1
18. One set of vault keys	As per required.
19. One set of CVIT van keys	As per required

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Sub Sector	GUARD AND SECURITY SERVICES								
Job Area	SECURITY SERVICES OPERATION								
Competency Unit Title	SECURITY TRANSPORTATION HANDLING								
Learning Outcome	The person who is competent in this CU shall be able to provide security transportation to ensure transportation responsibilities are conducted in accordance with road transport department (RTD) and regulatory bodies to manage transportation vehicle according to requirements and prompt action is taken according to security industry standards. **Upon completion of this competency unit, trainees will be able to :-** 1. Check security/ CVIT/ escort vehicles condition. 2. Perform advance driving technique. 3. Handle security/ CVIT/ escorting vehicle. 4. Handle pilot vehicles. 5. Conduct security/ CVIT/ escort vehicles breakdown drill. 6. Conduct security/ CVIT/ escort vehicles accident drill.								
Competency Unit Code	DS-010-2:2013 E03	**Competency Type**	ELECTIVE	**Level**	2	**Training Duration**	160	**Credit Hour**	16

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Check security/ CVIT/ escort vehicles condition	1.1 security/ CVIT/ escort Vehicle requirements • Security Vehicle specifications. • Vehicle checklist. • Functional task. 1.2 Types of serviceability: • Periodical maintenance. • Global Positioning System (GPS). • Insurance/ road tax.			9	Lecture	1.1 Security/ CVIT/ escort vehicle checklist is acquired and vehicle functionality test is conducted. 1.2 Security vehicle maintenance and periodical / scheduled service is conducted.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	1.3 Technique of start running security/ CVIT/ escort vehicles. 1.4 Vehicle checking procedure (Petrol , break, horn, light, tyres, air, air-condition, key, water, wiper, lubricant, fire extinguisher, alarm system, first aid kit, emergency/ breakdown aid)					1.3 Security/ CVIT/ escort vehicle equipment specifications are checked and functionality tested. 1.4 Security/ CVIT/ escort vehicles are in good running order confirmed. 1.5 Periodical maintenance for vehicles is confirmed. 1.6 Scheduled service for Global Positioning System (GPS) is conduct. 1.7 Global Positioning System (GPS) is tested. 1.8 Insurance/ road tax currently valid are confirmed. 1.9 Security/ CVIT/ escort vehicle is started and run in is conducted.
		1.1 Identify security/ CVIT/ escort vehicle requirements 1.2 Determine Security Vehicle specifications. Against vehicle checklist. 1.3 Conduct equipments functional test. 1.4 Confirm periodical maintenance for vehicles. 1.5 Conduct scheduled service for Global Positioning System (GPS). 1.6 Test Global Positioning System (GPS). 1.7 Confirm Insurance/ road tax currently valid.	***Attitude:-*** -Meticulous in checking security vehicle.	17	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		1.8 Start running in of security/ CVIT/ escort vehicle. 1.9 Check air petrol , break, horn, light, tyre, air condition, key, water, wiper, lubricant, fire extinguisher, alarm system, First aid kit, emergency/ breakdown aid etc.				1.10 Air petrol , break, checked.
2. Perform advance driving technique	2.1 Security vehicle briefing. • Task, route, duration, destination, load/ cargo, other crews. 2.2 Introduction to performance driving techniques • U-turn. • J-turn. • Heel-and-toe. • Diamond Turn. • Handbrake turn. • Three-point turn. • Bootleg turn. • Cadence braking. • Brake test. • Left-foot braking. • Ski (driving stunt). • Threshold braking. • Trail braking. • Burnout (vehicle). • Clutch control.			**10**		2.1 Job schedule is acquired and instructions are followed to conduct run. 2.2 Route is followed and alert driving conducted. 2.3 Security/ CVIT/ escort vehicles position and speed are controlled safely, systematically and smoothly using road and traffic conditions to make reasonable progress unobtrusively. 2.4 Good vehicle handling skills such

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	• Parallel parking. • Lift-off over steer . • Under steer and over steer. • Wheel spin. • Power shifting. • Maximization of fuel economy. • Opposite lock. • Overtaking. • Pass Plus. • Pittsburgh left. • Rat running. • Reversing (vehicle maneuver). • Road craft. • Scandinavian flick. • Short shifting. 2.2 Security/ CVIT/ escort vehicles over taking techniques. 2.3 Security vehicle receive & returning procedure. 2.4 Security vehicle run recording procedure.					as courteous attitude and a high standard of driving competence based on concentration, effective all round observation and anticipation is required when they overtake. 2.5 The vehicle is always in the right place on the road at the right time, travelling at the right speed with the correct gear engaged and can always be stopped safely during an emergency in the distance that can be seen to be clear. 2.6 A safe distance is kept from the vehicle in front to prevent accidents or ambush. 2.7 Security vehicle parking bay is located and supervisor instructions are followed.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		2.1 Acquire assignment schedule for advance driving. 2.2 Attend roll call. 2.3 Attend briefing. 2.4 Acquire instructions. 2.5 Run according to the task given by superior. 2.6 Follow the required route. 2.7 Control security/ CVIT/ escort vehicles position and speed. 2.8 Follow performance driving techniques. 2.9 Locate parking bay according to superior. 2.10 Wait in the vehicle for instruction from superior. 2.11 Return vehicle in good condition to base/ park accordingly. 2.12 Record and submit report in transportation log book.		18	Demonstration & Observation	2.8 Vehicle is returned in good condition to base/ park accordingly. 2.9 Details of run are recorded in transport logbook and report is submitted to control room.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
3. Handle security/ CVIT/ escorting vehicle.	3.1 Security/ CVIT/ escorting vehicles requirements. • Task, route, duration, destination, load/ cargo, other escort team members. • Purpose of escort. • Number of people and vehicles to escort. 3.2 Different security/ CVIT/ escorting vehicles procedures. • Designated route. • Road Transport Department (RTD) requirements. • Alertness in driving. • Travel position and pattern of escorting vehicle maintained. 3.3 Emergency respond procedure. • Instructions waiting procedure. • Contingency plan. 3.4 Escorting vehicle returning procedure. 3.5 Escorting vehicle run recording procedure.			9	Lecture	3.1 Security/ CVIT/ escorting vehicle briefing is attended and route assignments are acquired. 3.2 Purpose of escort is determined and verified prior to escorting vehicles and driving pathway is clearly defined. 3.3 A vision line of site is maintained with the escorting vehicle until destination is reached. 3.4 Escorting vehicle can escort any number of passengers as long as they are not allowed to depart their vehicle. 3.5 Travel position and pattern of escorting vehicle.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		3.1 Attend Security/ CVIT/ escorting vehicle briefing. 3.2 Acquire task, route, duration, destination, load/ cargo. Participate with other escort team members. 3.3 Maintain a vision line of site with the escorting vehicle until destination is reached. 3.4 Maintain travel position and pattern of escorting vehicle. 3.5 Follow contingency plan for emergency respond in the event of breakdown, accident, MOB or hijack. 3.6 Follow alternative route when common obstacles of escorting vehicle. 3.7 Wait for instruction from superior. 3.8 Return escorting vehicle in good condition to base/ park accordingly.		18		maintained at the defined driving pathway unless alternative plan is required during an emergency. 3.6 Emergency respond action taken in the event of breakdown, accident, MOB or hijack based on contingency plan. 3.7 Common obstacle encountered by escort vehicle such as traffic jam, bad weather and road condition avoided and alternative routes is followed. 3.8 Requirements of road transport department (RTD) are complied. 3.9 Escorting vehicle parking bay is located and superior

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		3.9 Record escorting vehicle details in the transportation log book.				superior instructions are followed. 3.10 Escorting Vehicle is returned in good condition to base/ park accordingly. 3.11 Details of run are recorded in transport logbook and report is submitted to control room.
4. Handle pilot vehicles	4.1 Pilot vehicle escorting requirements. • Designated route. • Warning signs. • Warning light (Rotating Flashing Yellow Light). • Radio communication. • Pilot vehicle operating guideline. 4.3 Pilot vehicle escorting procedure. • Travelling position of pilot vehicle. • Traffic control. • Restrictions.			**9**		4.1 Pilot vehicle escort briefing is attended and task, route is determined. 4.2 Two pilot vehicles with warning lights (Rotating Flashing Yellow Light) are required to escort/ convoy large loads

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	• Convoy travel requirements. 4.4 Action on emergency pilot vehicle (emergency respond). • Break down. • Accident. • Hijack. 4.5 Obstacle encountered by escort vehicle. • Traffic jam. • Bad weather. • Road condition. 4.6 Driver to stay put in the pilot vehicle pending instructions. 4.7 Pilot escort team returning procedure. 4.8 Pilot vehicle details recording procedure.				Lecture	4.3 The warning sign is placed on the roof of the pilot vehicle so that it is visible to the drivers of other vehicles approaching from in front and behind the pilot vehicle. 4.4 Communications between all escorts and escorting vehicles is ensured. 4.5 Radio communication or frequency must be on the same channel. 4.6 Police escort is acquired for specialized convoy escort such as parades and funeral processions or shipments that require a high level of security during transit.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		4.1 Attend pilot vehicle escort briefing. 4.2 Acquire instructions for task, route, duration, destination, load/ cargo. 4.3 Participate with escort team members. 4.4 Follow pilot vehicle escorting requirements. 4.5 Communicate using radio communication or frequency on the same channel. 4.6 Comply with pilot vehicle escorting procedure. 4.7 Adhere to travelling position of pilot vehicle. 4.8 Comply with traffic control and restrictions for convoy travel requirements.		18	Demonstration & Observation	4.7 Transportation log book is recorded and report is submitted to control room.
5. Conduct vehicle breakdown drill.	5.1 Type of breakdowns. • Partial breakdown • Total breakdown 5.2 Common causes of breakdowns. • Overheating . • Brake failure. • Frequent stalling.			8	Lecture	5.1 Level of vehicle breakdown such as partial breakdown or total breakdown is determined. 5.2 Common causes of partial breakdown such as overheating,

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	• Grinding brakes. • Rough idle (often caused by the need for a tune-up). • Poor shock absorption. 5.3 Breakdowns reporting procedure.					brake failure, or frequent stalling, grinding brakes, rough idle (often caused by the need for a tune-up), or poor shock absorption are assessed. 5.3 Breakdown reported to control room/ base and instructions obtained for further action. 5.4 Total breakdown reported to control room/ base when the vehicle becomes totally immobile to acquire towing assistance.
		5.1 Identify Level of vehicle breakdown. 5.2 Determine common causes of partial breakdown. 5.3 Assessed breakdown. 5.4 Report partial breakdown to control room/ base.		18	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		5.5 Obtained instructions for further action. 5.6 Report total breakdown to control room/ base when the vehicle becomes totally immobile to acquire towing assistance. 5.7 Locate nearest workshop for repair. 5.8 Transportation repairs log book recorded and report submitted to control room/ base.				
6. Conduct security/ CVIT/ escort vehicles accident drill.	6.1 Accident reporting procedure. 6.2 Causes of accident. 6.3 Continuous communication with control room. 6.4 Breakdowns reporting procedure.			8	Lecture	6.1 Accident is reported to control room/ base and instructions is obtained. 6.2 Continuous communication is maintained with control room/ base to inform of level of vehicle damage based on the seriousness of the accident. 6.3 Backup support is acquired.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		6.1 Report accident to control room/ base. 6.2 Acquire instruction by maintaining continuous communication with control room/ base. 6.3 Inform level of vehicle damage based on the seriousness of the accident. 6.4 Acquire backup support. 6.5 Stay in the vehicle until help arrives and instructions received. 6.6 Assess security/ CVIT/ escort vehicles damage. 6.7 Obtain a verbal and written order, in the event the vehicle becomes totally immobile and a vehicle transfer is needed. 6.8 Confirm issued written order to make the transfer.		18	Demonstration	6.6 In the event the vehicle becomes totally immobile and a vehicle transfer is needed then a verbal and written order is issued to make the transfer. 6.7 Instructions to transfer vehicle are received and documents confirmed before moving Cash & valuables to the backup support vehicle. 6.8 Security/ CVIT/ escort vehicle is returned to base if vehicle is able to move.

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
01.01 Identify and gather information	1. Communication skills
01.02 Documentation information, procedures or processes	2. Conceptual skills
02.01 Interpret and follow manuals, instructions and SOP's	3. Interpersonal skills
02.03 Communicate clearly	4. Multitasking and prioritizing
02.04 Prepare brief reports and checklists using standard forms	5. Self-discipline
03.03 Accept responsibility for own work and work area	6. Teamwork
03.06 Respond appropriately to people and situations	7. Self-Discipline
06.01 Understand systems	8. Leadership
06.02 Comply with and follow chain and command	9. Learning skills
06.03 Identify and highlight problems	
06.04 Adapt competencies to new situations/systems	
01.07 Utilize database applications to locate and process information	
01.08 Utilize spreadsheets applications to locate and process information	
02.10 Prepare reports and instructions	
03.15 Liaise to achieve identified outcomes	
03.16 Identify and assess client / customer needs	
05.01 Implement project / work plans	
05.02 Inspect and monitor work done and / or in progress	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : TRAINEES)
1. Check air petrol	1:30
2. Break	1:30
3. Horn	1:30
4. Light	1:30
5. Tyre	1:30
6. Air condition	1:30
7. Key	1:30
8. Wiper	1:30
9. Lubricant	1:30
10. Fire extinguisher	1:30
11. Alarm system	1:30
12. First aid Kit	1:30

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CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILL (B)	HOURS (C) = (A)+(B)	TOTAL (HOURS) ∑(C)
DS-010-2 : 2013 - C01	PREMISE ACCESS/ EXIT CONTROL	1. Perform administrative functions.	8	21	29	246
		2. Handle customer requirements.	9	23	32	
		3. Handle people entering premise/ restricted area.	9	23	32	
		4. Handle organization's key control.	7	21	28	
		5. Conduct freight check.	7	19	26	
		6. Conduct property movement inspection.	9	23	32	
		7. Carry out pilferage handling.	10	25	35	
		8. Conduct security post housekeeping.	9	23	32	
DS-010-2:2013 C02	SECURITY PATROLLING	1. Prepare for patrolling duties.	10	23	33	140
		2. Perform security patrolling and clocking.	10	23	33	
		3. Perform physical threat assessment.	9	17	26	
		4. Carry out security Surveillance.	7	18	25	

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILL (B)	HOURS (C) = (A)+(B)	TOTAL (HOURS) ∑(C)
		5. Maintain log books & Security Incident Report (SIR).	8	15	23	
DS-010-2:2013 C03	WORKPLACE SECURITY AND SAFETY CONTROL	1. Carry out workplace regulation enforcement	9	19	28	147
		2. Handle security violation and crime incident	11	22	33	
		3. Handle safety violation	8	20	28	
		4. Participate in workplace emergency respond & evacuation	10	18	28	
		5. Conduct crowd control/ traffic control	9	21	30	
DS-010-2:2013 C04	SECURITY RISK SITUATION CONTROL	1. Perform First Aid & Cardiopulmonary Resuscitation (CPR).	11	20	31	154
		2. Handle basic fire fighting.	8	17	25	
		3. Conduct contiguous symptom screening	6	15	21	
		4. Perform safety hazard check.	8	19	27	
		5. Handle risk/ threat situation.	8	17	25	

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILL (B)	HOURS (C) = (A)+(B)	TOTAL (HOURS) ∑(C)
		6. Perform safety/security equipment serviceability /functionality check.	8	17	25	
DS-010-2:2013 C05	UNARMED ESCORT (BODYGUARD)	1. Identify unarmed escort duties.	7	19	26	118
		2. Prepare for unarmed escort duties.	7	19	26	
		3. Execute unarmed escort duties.	9	17	26	
		4. Returned to base.	10	10	20	
		5. Update unarmed escort duty report.	10	10	20	
DS-010-2:2013 E01	ARMED PROTECTION	1. Handle firearm safety requirements.	11	24	35	149
		2. Prepare for armed protection duties.	12	39	51	
		3. Perform armed protection duties.	11	23	34	
		4. Perform firearms returning.	10	19	29	
DS-010-2:2013 E02	CASH & VALUABLE IN TRANSIT (CVIT) HANDLING	1. Prepare for Cash & Valuable in Transit (CVIT) duties.	9	17	26	130
		2. Test CVIT vehicle security system.	9	18	27	

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILL (B)	HOURS (C) = (A)+(B)	TOTAL (HOURS) ∑(C)
		3. Carry out CVIT Collection.	9	17	26	
		4. Carry out CVIT delivery to client.	9	18	27	
		5. Return CVIT team to base.	6	18	24	
DS-010-2:2013 E03	SECURITY TRANSPORTATION HANDLING	1. Check security/ CVIT/ escort vehicles condition.	9	17	26	160
		2. Perform advance driving technique.	10	18	28	
		3. Handle security/ CVIT/ escorting vehicle.	9	18	27	
		4. Handle pilot vehicles.	9	18	27	
		5. Conduct security/ CVIT/ escort vehicles breakdown drill.	8	18	26	
		6. Conduct security/ CVIT/ escort vehicles accident drill.	8	18	26	
TOTAL HOURS (CORE + ELECTIVE COMPETENCY)			390	854	1244	1244