



STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN  
(NATIONAL OCCUPATIONAL SKILLS STANDARD)

SECURITY SERVICES SUPERVISION  
LEVEL 3



**Jabatan Pembangunan Kemahiran  
Kementerian Sumber Manusia, Malaysia**

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## STANDARD PRACTICE

### NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR; SECURITY SERVICES SUPERVISION

#### LEVEL 3

##### 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. Security Services Supervision 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 Supervision personnel's duty is to lead a team of Guard & Security officers/subordinates to conduct their duties, ensuring cautiousness while undertaking the enforcement, prevention and deterrence of crime. Security Services Supervision 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 Supervision 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.

Security Services Supervision personnel are required to go through additional training mandated by their firm or is required to carry weapons such as batons, firearms and police certification is required for Carry and Use (C&U) license.

The career path of Security Services Supervision 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 Supervision level Three (3). The role and responsibilities of Security Services Supervision personnel encompasses leading, monitoring, problem solving and decision making, and their work activities are varied.

Security Services Supervision is a pillar that comes under the sub-sector of Defense & 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 Defense & Security Services.

The Economic Planning Unit (EPU) has prepared a comprehensive 10<sup>th</sup> 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 recognized globally as a huge growth area and there is a need for properly trained personnel at Level 3 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 center of excellence in the region and help towards inward investment in the country.

This NOSS provides firsthand information to the workers regarding Security Services Supervision 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 3 (*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:

- 18 years of age or older.
- Good eyesight.
- Medically and physically fit.
- Minimum SPM or certificate in security operation services and at least 3 months of working experience in the field
- Good aptitude, good communication and interpersonal skill
- Pass pre-medical check-up according to Act 304
- Successfully completed SKM level 2 in Guard & Security Services Operation.
- In addition, for those who want to be supervisor in unarmed close protection job or armed protection job or cash & valuable in transit job must also successfully completed the respective SKM level 2 Elective training of the respective intended job.

These pre-requisites are in line with minimum requirements set for the Guard and Security Services Industry by Kementerian Dalam Negeri (KDN), Ministry of Health, Department of Occupational Safety and Health (DOSH). With respect to the regulating bodies, the role is as follows:

#### **Security Supervision services Industry requirement**

- To promote and stimulate the development, improvement and expansion of Security Supervision Services works;
- Security Supervision Services works critical value added activity for the services rendered.
- To provide consultancy and advisory services with respect to Security Supervision Services works;
- To promote professional practices in Security Supervision Services works;
- To initiate and maintain Security Supervision Services works information systems;
- To encourage the standardization and improvement of Security Supervision 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 Supervision 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			
<b>LEVEL 3</b>		<b>SECURITY SERVICES SUPERVISION</b>		
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 3. 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 Services Supervision.

Verified competent candidates who fulfil Security Services Supervision requirements shall be awarded with Level 3 certificate.

Assessment must be in accordance with the following:

NOSS outlines competency unit and competency profile in the Security Services Supervision 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 Services Supervision personnel must be committed in accordance with *JPK* policy and in adherence to Security Services Supervision vices 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 Supervision 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 Supervision by a panel of industry subject matter experts appointed by JPK with the support of the Security Services Supervision Industry.

#### 5. JOB COMPETENCIES

A Security Services Supervision in Level 3 personnel is competent in performing the following core competencies

- Security Administration Coordination
- Security Command and Control
- Emergency Support Coordination
- Pilferage Coordination
- Close Protection (Bodyguard) Coordination

Optionally The Security Services Supervision in Level 3 personnel is competent in performing the following elective competencies:-

- Armed Protection Coordination
- Cash & Valuable In Transit (CVIT) Coordination

## **6. WORKING CONDITIONS**

Generally, Security Services Supervision personnel work is 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 Security Services Supervision and hospitality industries.

The Security Services Supervision 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 Security Services Supervision 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 Services Supervision has been an asset in this environment and in Malaysia the economic transformation has cost the Security Services Supervision industry to move to the level where workers in the Security Services Supervision 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 Security Services Supervision has had a significant impact on Security Services Supervision. In the Security Services Supervision -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 Security Services Supervision procedures.

What does the future look like? Security Services Supervision remains a valued services by the Security Services Supervision industry and security personnel remains the primary source of power for Security Services Supervision industry.

## **7. EMPLOYMENT PROSPECTS**

The Security Services Supervision 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 Supervision 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
- 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 committee centres
- Factories
- Financial Institutes
- Entry points/ Sea ports/ Air ports/ Train services
- Government Ministries/ Departments
- Housing estates/ Construction sites

## 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](mailto:jkkp@mohr.gov.my)  
Web: <http://www.dosh.gov.my>

## 9. ACKNOWLEDGEMENT

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

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).

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.

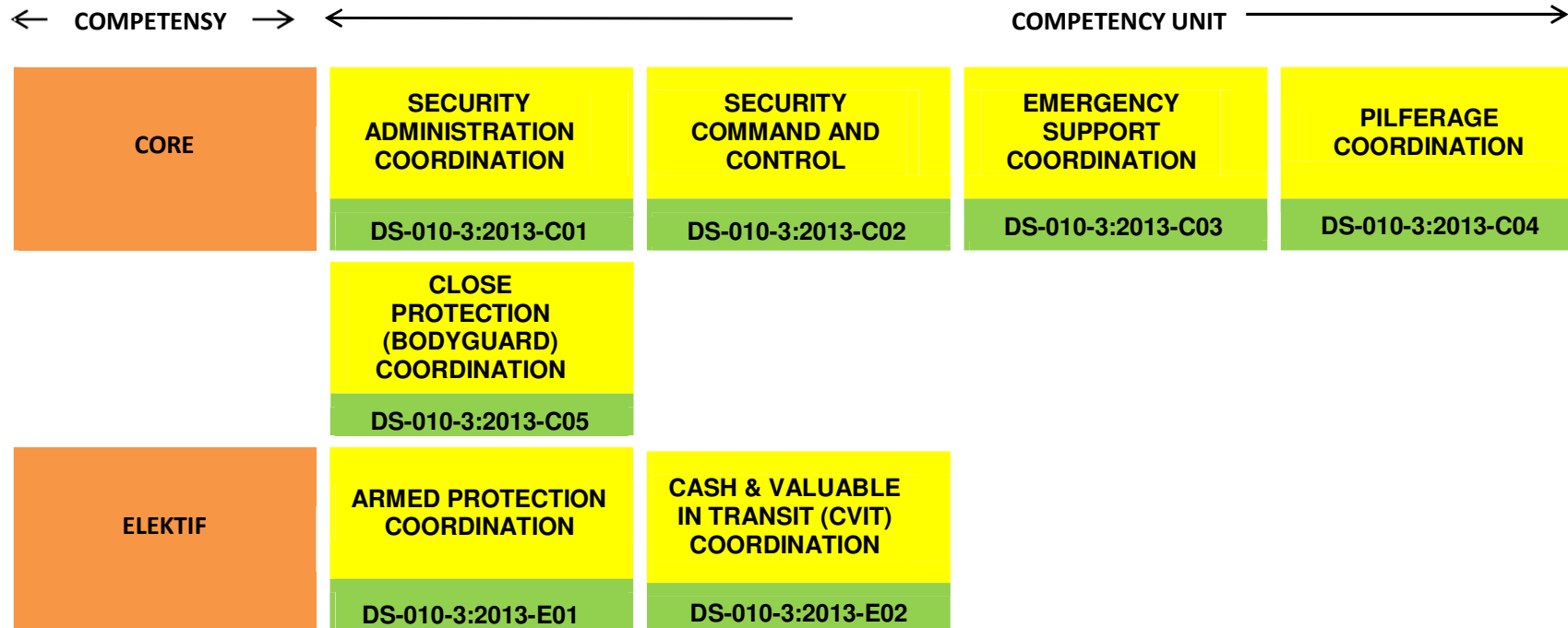
**10. COMMITTEE MEMBERS FOR DEVELOPMENT OF STANDARD PRACTICE (SP),  
COMPETENCY PROFILE CHART (CPC), COMPETENCY PROFILE (CP) AND  
CURRICULUM OF COMPETENCY UNIT (CoCU)**

**SECURITY SERVICES SUPERVISION  
LEVEL 3**

<b>PANEL</b>		
1.	Lt. Col Ahmad Zubir Bin Mohamed	Pengarah, SAZA Security Sdn Bhd.
2.	Nasarudin Bin Jamaludin	Manager, Safeguards G4S Academy SDN BHD
3.	Sanusi Bin Abdullah	Trainer, Akademi Keselamatan PPKKM
4.	Maj Abdul Aziz Bin Naning	Pengurus Pentadbiran, Regent Security Services Sdn Bhd
5.	Azizan Bin Rashid	Pemangku Komandan, Akademi Keselamatan PPKKM
6.	Anis Binti Mohd Mokhtar	Penolong Setiausaha, Bahagian Keselamatan dan Ketenteraman Awam, Kementerian Dalam Negeri
7.	Mohd Taufiq Bin Nagoor	Assistant General Manager, Warisan Wira Security Sdn. Bhd.
8.	Mohd Norizan Bin Nagoor	Human Resource Cum Admin Executive, Warisan Wira Security Sdn. Bhd.
<b>FACILITATOR</b>		
11.	Dr. Manmohn Kaur A/P Prem Singh PJK	Project Manager, Integrated Education Link (M) Sdn Bhd
<b>CO-FACILITATOR</b>		
12.	Herianni Binti Ab Jalil	Business Development Executive, Integrated Education Link (M) Sdn Bhd

## COMPETENCY PROFILE CHART (CPC)

<b>SEKTOR</b>	<b>DEFENCE &amp; SECURITY SERVICES</b>		
<b>SUB SEKTOR</b>	<b>GUARD &amp; SECURITY SERVICES</b>		
<b>JOB AREA</b>	<b>GUARD &amp; SECURITY SERVICES</b>		
<b>NOSS TITLE</b>	<b>SECURITY SERVICES SUPERVISION</b>		
<b>JOB LEVEL</b>	<b>3</b>	<b>JOB AREA CODE</b>	<b>DS-010-3:2013</b>



### COMPETENCY PROFILE CHART (CPC)

<b>Sub Sector</b>	GUARD & SECURITY SERVICES
<b>Job Area</b>	SECURITY SERVICES SUPERVISION
<b>Level</b>	THREE (3)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Security Administration Coordination	<b>DS-010-3:2013-C01</b>	<p>This competency unit describes the skills, knowledge and attitude requirements of security officers; supervision to carry out briefing, allocating security duties, based on Security Level Agreement (SLA), facilitating career development, monitoring security officer welfare, attend to outcomes/client complaint as well as enhancing relationship and monitoring the cleanliness of security points.</p> <p>The person who is competent in coordinating security administration shall be able to carry out shift briefing, monitor security officers' attendance, facilitate security officers' development, monitor security officers' welfare, enhance customer/ client complaint, allocate security duties and monitor security post housekeeping.</p>	1. Deploy security officers' duties	<p>1.1 Task assignments and number of personal available obtained based on service contract with client.</p> <p>1.2 Task assignments requirements, job requirements and security officers' responsibilities interpreted based on Security Level Agreement (SLA).</p> <p>1.3 Duties are allocated according to the number of active security posts and number of personal required at each post.</p> <p>1.4 Detail requirements of tasks determined and security duties assessed to match the required task based on Security Level Agreement (SLA).</p> <p>1.5 Responsibilities of security duties assessed and security officers assigned to task during drafting of duty roster.</p> <p>1.6 Security duties allocated according to job performance capability and work schedule.</p>

### COMPETENCY PROFILE CHART (CPC)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>The outcome of this competency is to coordinate security administration to ensure a security supervisor be able to coordinate shift briefing and allocate security duties, facilitate career development and welfare of security officers. At the same time solve customer/ client complaint and maintain good relationship with customers. Maintain a clean and tidy security post according to security industry requirements and prompt action is taken according to regulatory requirements.</p>	<p>2. Carry out shift briefing.</p>	<p>1.7 Security duties allocation report submitted for approval.</p> <p>1.8 Duty roster prepared based on approved security duties allocation and deployment report</p> <p>1.9 Duty Roster is distributed to assigned team leaders for implementation.</p> <p>2.1 Team duty roster followed and roll call conducted to check security officer's attendance and image in accordance with Kementerian Dalam Negeri (KDN) policy.</p> <p>2.2 Reserve/ standby Security officers are used only when there is a shortage of personal for an assignment.</p> <p>2.3 Briefing provided on job scope and responsibilities to be carried out based on duty roster and security duties allocated to the team.</p> <p>2.4 Instructions given to designated security officers based on task assignments.</p> <p>2.5 Shift briefing recorded in briefing log book in accordance with organizational established guidelines.</p>

**COMPETENCY PROFILE CHART (CPC)**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Monitor security officers' discipline.</p> <p>4. Facilitate security officers' development.</p>	<p>3.1 Security officers' attendance taken during role call checked and confirmed based assigned duties and duty roster.</p> <p>3.2 Security officers' absentee, punctuality and sick leave checked and appropriate action is taken.</p> <p>3.3 Specific types of Security officers' misconduct determined and consequences analyzed.</p> <p>3.4 Problem Security officers' advised and counseling conducted based on seriousness of the problem.</p> <p>3.5 Security officers' attendance recorded and other disciplinary issues analyzed prior to preparing appraisal / report.</p> <p>3.6 Security officers' turnover ratio recorded and submitted.</p> <p>4.1 Security officer's performance documents obtained and evaluated.</p> <p>4.2 Security officer's performance achievement status clarified and training programs suggested.</p> <p>4.3 Training needs analysis conducted prior to creating a security officer's development program.</p>



**COMPETENCY PROFILE CHART (CPC)**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>4.4 Security officers' development program designed and created based on the needs of the organization.</p> <p>4.5 Daily problems faced by the Security officers' addressed and a program on problem solving conducted and recommendations proposed to assist in decision making.</p> <p>4.6 Security officers' induction session training dates and venue prepared in accordance with established procedures and requirements by the statutory bodies.</p> <p>4.7 Security officers' induction session material and qualified trainers informed of the induction training based on confirmed dates.</p> <p>4.8 Security officers' induction session conducted and on the job training monitored in accordance with Kementerian Dalam Negeri (KDN).</p> <p>4.9 Induction session training recorded in employee development registration book in accordance with organizational established guidelines.</p>

**COMPETENCY PROFILE CHART (CPC)**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Monitor security officers' welfare.	<p>5.1 Security officers' welfare in areas of medical, hostel, transport and recreation, determined based on KDN and Employment Act 1955 requirements.</p> <p>5.2 Security officers' accommodation/ hostel administration support services instructions obtained.</p> <p>5.3 Security officers' hostel and hostel safety rules and regulations monitored based on organizational established guidelines.</p> <p>5.4 Security officers' hostel housekeeping requirements monitored and utilities consumptions recorded.</p> <p>5.5 Security officers' medical, service provided based on employment contract and Employment Act 1955 requirements.</p> <p>5.6 Security officers' transport entitlement list acquired and transportation provided based on employment requirements.</p> <p>5.7 Security officers' other benefits entitlement such as recreation and family day/ sports list acquired and benefits provided based on organizational established guidelines.</p>

**COMPETENCY PROFILE CHART (CPC)**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>6. Enhance customer/client relationship.</p>	<p>6.1 Internal Customer/client and external Customer/client are determined in accordance with organizational requirements.</p> <p>6.2 Internal Customer/client assignments identified based on client's contract.</p> <p>6.3 Internal Customer/client's requirements clarified and techniques of handling client's external customers applied.</p> <p>6.4 Internal customer/client request fulfilled in accordance with task assignment and Security Level Agreement (SLA).</p> <p>6.5 Internal and external customer's comments, suggestions and recommendations analyzed to acquire customer satisfaction data.</p> <p>6.6 Customer service improvement program conducted to accommodate customer requirements.</p> <p>6.7 Customer/client relationship enhanced based on customer satisfaction index.</p>

**COMPETENCY PROFILE CHART (CPC)**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>7. Attend to customer/ client complaint.</p> <p>8. Monitor security post housekeeping.</p>	<p>7.1 Customer/client complaint attended to and investigation on the complaint conducted based on organizational established guidelines.</p> <p>7.2 Results of investigation analyzed and recommendation made based on findings.</p> <p>7.3 Appropriate action taken and report produced based on results of investigation and instructions given by superior.</p> <p>8.1 Housekeeping checklist obtained and security tools and equipment inventory at Security post determined in accordance with organizational established policies.</p> <p>8.2 Cleanliness and functionality of tools of security post checked so that security posts maintenance up kept.</p> <p>8.3 Security post is cleaned, tools and equipment inventory checked in good order and register/ log books are verified in according to organizational established guidelines.</p>

### COMPETENCY PROFILE CHART (CPC)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
2. Security command and control	<b>DS-010-3:2013-C02</b>	<p>This competency unit describes the skills, knowledge and attitude requirements to monitor and control security officers carrying out their duties at security control room conduct incident investigation and acquire evidence and findings before providing recommendation to superior for action to be taken. Security assignment site survey conducted and data analyzed according to security contract agreement and Service Level Agreement (SLA).</p> <p>The person who is competent in security command and control shall be able to monitor security officers carryout their duties conduct incident investigation and carry out security assignment site survey.</p> <p>The outcome of this competency is to monitor security command and control on security officers at security access/exit control point carrying out entry/exit activities, freight movement, security control room, key control, attend to report/ complaint made by security officers, attend to report/ complaint made against security officers, conducting incident investigation and security assignment site survey based on Security Level Agreement (SLA) and security industry standards and regulatory requirements.</p>	<p>1. Monitor security officers carryout their duties.</p> <p>2. Handle Closed Circuit Television (CCTV) Surveillance.</p>	<p>1.1 Security access/exit activities monitored based on visual inspection and security passes log book entries verified.</p> <p>1.2 Security freight movement activities monitored based on log book entries and freight movement document verified.</p> <p>1.3 Security control room equipment and fixtures functionality checked and confirmed in accordance with equipment and fixtures manual.</p> <p>1.4 Security control room activities monitored based on surveillance system and Security Control Room log book.</p> <p>1.5 Security key movement log book verified based on duty schedule.</p> <p>1.6 Report/ complaint made by security officer attended to based on result of investigation and Security Key Movement log book.</p> <p>2.1 CCTV equipment functionality is checked and verified in accordance with organizational established guidelines.</p>

**COMPETENCY PROFILE CHART (CPC)**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Conduct internal incident Investigation.</p>	<p>2.2 Facilitation performed to monitor security officers conducting surveillance via CCTV in accordance with organizational established guidelines.</p> <p>2.3 Security and safety incident / violation detected from CCTV are recorded to determine evidence and appropriate action is taken.</p> <p>2.4 Investigation is conducted and information forwarded to superior for further action.</p> <p>2.5 Security Incident Report (SIR) written and submitted to superior in accordance with organizational established procedures.</p> <p>3.1 Collect internal incident evidences by acquiring feedback from employees, bystanders, on-lookers, other security officers and peers, superiors, internal and external customers/clients.</p> <p>3.2 Internal incident investigation conducted based on evidence, suggestions and findings collected and assessed.</p> <p>3.3 Reliable evidences and findings analyzed prior to providing</p>

**COMPETENCY PROFILE CHART (CPC)**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Carry out security assignment site survey.</p>	<p>recommendation and action taken in accordance with established organizational policies.</p> <p>3.4 Internal incident findings justified and investigation details summarized and submitted to superior for verification.</p> <p>3.5 Instruction obtained from superior on the action to be taken.</p> <p>3.6 Investigation report submitted in accordance with evidence received from Security Incident Report (SIR).</p> <p>4.1 Security assignment site survey carried out according to security contract agreement and Service Level Agreement (SLA).</p> <p>4.2 Site survey data analyzed so that allocation of the number of personal and security equipment can be well distributed and security officers can be assigned based on security contract agreement and Service Level Agreement (SLA) requirements</p>

**COMPETENCY PROFILE CHART (CPC)**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				4.3 Analyzed data on security assignment site survey collected and findings submitted based on safety and security of site and feedback report.



### COMPETENCY PROFILE CHART (CPC)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
3. Emergency Support Coordination	<b>DS-010-3:2013-C03</b>	<p>This competency unit describes the skills, knowledge and attitude requirements to provide emergency situation support to relevant enforcement authorities and follow the Emergency Response Plan during facilitation of safety and health situation. They lead their team members and coordinate emergency response activities and they monitor CCTV surveillance to detect violation and determine evidence for security and safety incident so that appropriate action can be taken.</p> <p>The person who is competent in emergency support coordination shall be able to facilitate safety and health situation, Facilitate security risk/ threat situation, coordinate emergency response activities and Prepare Security Incident Report (SIR)</p> <p>The outcome of this competency is to provide emergency situation support to relevant enforcement authorities and follow the Emergency Response Plan during facilitation of safety and health situation. They also are able to lead their team members and coordinate emergency response activities.</p> <p>They monitor CCTV surveillance to detect violation and determine evidence for security and safety incident so that appropriate action is</p>	<p>1. Facilitate safety and health situation.</p> <p>2. Facilitate security risk/ threat situation</p>	<p>1.1 Safety and health emergency situation identified and emergency control plan followed during facilitation of safety and health situation.</p> <p>1.2 Relevant enforcement authorities on safety and health notified and announcement of emergency by public address system made.</p> <p>1.3 Emergency situation support provided by instructing security officers to assist in the evacuation of personnel and render first aid to injured employees.</p> <p>1.4 The implementation of safety and health emergency preparedness and assistance facilitated based on emergency control plan.</p> <p>1.5 Declaration and notification of safety and health emergency provided to relevant enforcement authorities.</p> <p>2.1 Potential security risk as reported by reliable source are confirmed and verified based on incident and emergency situation.</p>

**COMPETENCY PROFILE CHART (CPC)**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>taken according to security industry standards and regulatory requirements.</p>		<p>2.2 Types of security risk/ threat assessed and relevant authorities such as Emergency Respond Team/ Leader (ERT/L), Police, Fire department, Bomb Squad are contacted in accordance with emergency respond requirements.</p> <p>2.3 Seriousness of potential security risk/ threat situation and vulnerability analyzed based on Level of threat.</p> <p>2.4 Initial respond and notification carried out as required by Emergency Respond Team/ Leader (ERT/L).</p> <p>2.5 Security officers allocated to assist in security risk/ threat situation based on scope of security officer's responsibility and capability.</p> <p>2.6 Instructions received from ERT/L and experienced personnel to deal with the situation provided.</p> <p>2.7 Any new problems encountered or additional incidences that need attention will be informed to Emergency Respond Team/ Leader (ERT/L).</p>

**COMPETENCY PROFILE CHART (CPC)**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>2.8 Instructions received from relevant authorities are discussed with the Emergency Respond Team/ Leader (ERT/L) before providing briefing to security officers.</p> <p>2.9 In case of major security risk/ threat where evacuation or emergency situations such as assistance for the weak, old and injured people are needed, a special team is prepared.</p> <p>2.10 Regulatory bodies' instructions are followed and evacuation is conducted in accordance with emergency respond &amp; evacuation requirements.</p> <p>2.11 Instructions are given to the team on duty to tighten enforcement at the exit doors.</p> <p>2.12 Suspicious person identified and prompt action is taken on the persons.</p> <p>2.13 Security risk/ threat situation reported and problems encountered specified based on the extent and impact of disaster severity.</p>

**COMPETENCY PROFILE CHART (CPC)**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Coordinate emergency response activities.</p> <p>4. Prepare Security Incident Report (SIR).</p>	<p>3.1 Instruct security officers to cordon the security risk/ threat situation area and sent people to safety assembly point.</p> <p>3.2 Crowd control coordinated together with security officer team, Emergency Respond Team/ Leader (ERT/L). and security risk/ threat responded based on scope of responsibility.</p> <p>3.3 Instructions issued to security officers to react or refer to superior based on chain of command.</p> <p>3.4 Observe security officers performing their duties and control overall situation.</p> <p>4.1 Details of incidents gathered and a summary is made in accordance with report writing procedure.</p> <p>4.2 Report format/writing procedure applied and Security incident report prepared.</p> <p>4.3 Security Incident Report (SIR) generated and submitted to superior in accordance with organizational established procedures.</p>

**COMPETENCY PROFILE CHART (CPC)**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
4. Pilferage Coordination	<b>DS-010-3:2013-C04</b>	<p>This competency unit describes the skills, knowledge and attitude requirements for the person to coordinate pilferage handling to ensure security officers are briefed on types of valuable scrap and valuable scrap pilferage handling process. Conducting inspection prior to valuable scrap disposal to avoid scrap pilferage while protecting clients' valuable scrap and asset.</p> <p>The person who is competent in coordinating pilferage handling shall be able to identify valuable scrap for disposal, ensure valuable scrap disposal handled and monitor waste disposal.</p> <p>The outcome of this competency is to coordinate pilferage handling to ensure valuable scrap disposal is identified and waste disposal monitored and checked according to requirements and prompt action is taken according to security industry standards and regulatory requirements.</p>	<p>1. Identify valuable scrap for disposal</p> <p>2. Ensure scrap disposal handled.</p>	<p>1.1 Security officers briefed on types of valuable scrap and valuable scrap pilferage handling process based on valuable scrap disposing procedure and organizational established guidelines.</p> <p>1.2 Security officers trained to recognize how valuable scrap pilferage and internal infringement takes place.</p> <p>1.3 Valuable scrap for disposal location checked based on information from Officer in charge (OC).</p> <p>1.4 Valuable scrap separating process observed and scrap inspected based on client's requirements.</p> <p>1.5 Valuable scrap for disposal checked and confirmed in accordance with organizational established procedures.</p> <p>2.1 Collection schedule obtained and transport timing arranged for scrap pickup based on client's requirements.</p> <p>2.2 Standard Operation Procedure for disposing valuable scrap</p>

**COMPETENCY PROFILE CHART (CPC)**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>clarified in accordance with company's established instructions.</p> <p>2.3 Scrap contractors identified and contractor's information on vehicles and personnel checked in accordance with company's established instructions.</p> <p>2.4 Scrap quantity inspections conducted and verified with officer in charge of scrap disposal.</p> <p>2.5 Scrap collection lorry observed based on assignments.</p> <p>2.6 Scrap release documents acquired and appointed contractors allowed to pick up the scrap.</p> <p>2.7 Movement of company property/valuable scrap checked and confirmed, while security officers guided to perform valuable scrap segregation.</p> <p>2.8 Scrap released recorded in property movement and scrap disposal log book.</p>

**COMPETENCY PROFILE CHART (CPC)**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			3. Monitor waste disposal checked.	<p>3.1 Location of waste disposal site decided in accordance with regulatory bodies.</p> <p>3.2 Waste disposal listed and quantity specification determined based on information from Officer in Charge (OC) and relevant documents.</p> <p>3.3 Waste or Non-waste sorted out according to the relevant document obtained.</p> <p>3.4 Movement of waste disposable vehicle directed to the security officers checking point based on instruction received.</p> <p>3.5 Documentation requirements fulfilled after waste disposal processes undertaken in accordance with company's established instructions.</p>

### COMPETENCY PROFILE CHART (CPC)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
<p>5. Close Protection (Bodyguard) Coordination.</p>	<p><b>DS-010-3:2013-C05</b></p>	<p>This competency unit describes the skills, knowledge and attitude requirements to assess security officers' appraisal for close protection (bodyguard) duties, obtain client information, prepare and execute close protection (bodyguard) individual / team duties in accordance with client's agreement. A control-point personnel is appointed from the team members, another member of the same team is appointed as Leader of the field team and escorting pattern is rehearsed prior to performing close protection (bodyguard) duties.</p> <p>The person who is competent in close protection (bodyguard) coordination shall be able to assess security officers, prepare close protection (bodyguard) team and execute close protection (bodyguard) duty.</p> <p>The outcome of this competency is to enable Close protection (Bodyguard) Coordination to assess subordinate in appraisal for close protection (Bodyguard), obtain client information, prepare and execute close protection (bodyguard) duty in accordance with contract agreement requirements and prompt action is taken according to security industry standards and regulatory requirements.</p>	<p>1. Assess close protection (Bodyguard) duties.</p> <p>2. Prepare close protection (Bodyguard) team.</p>	<p>1.1 Administrative functions for close protection (bodyguard) conducted in compliance to requirements in becoming an individual close protection (bodyguard) member or a team member..</p> <p>1.2 Individual and Team's physical fitness and mental fitness ensured and appraisals conducted to assign and allocate security officers for specific close protection (Bodyguard) duties.</p> <p>1.3 Respective client's close protection (bodyguard) schedule obtained, distance and route determined and duration of close protection (Bodyguard) required is confirmed.</p> <p>1.4 Client information obtained and individual / team briefing conducted based on client's requirements and Service Level Agreement.</p> <p>2.1 Security close protection (Bodyguard) procedure followed and daily close protection (bodyguard) task/order and roster determined.</p>



**COMPETENCY PROFILE CHART (CPC)**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Coordinate close protection (bodyguard) duty.</p>	<p>2.2 Security close protection (bodyguard) activities identified based on types of close protection (bodyguard) task/order.</p> <p>2.3 Instructions are given to close protection (bodyguard) team and control-point personnel is appointed from the team members based on close protection (bodyguard) safety rules and regulations.</p> <p>2.4 A leader is appointed to close protection (Bodyguard) field team and escorting pattern is rehearsed in accordance with client's requirements and contract agreement.</p> <p>2.5 Reconnaissance party conduct familiarization of site, route and define destination to provide feedback to control point.</p> <p>3.1 Respective client's escorting schedule obtained, distance and route determined and duration of required close protection (Bodyguard) duties confirmed based on close protection (Bodyguard) task assignment.</p>

**COMPETENCY PROFILE CHART (CPC)**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>3.2 Close protection (Bodyguard) duty conducted and the control-point personnel is informed of all activities of the team members in accordance with terms and condition provided by client and control-point personnel instructions.</p> <p>3.3 Close protection (Bodyguard) requirements accomplished through number of escorting clients, destination and checkpoints by fulfilling the expectation of client.</p> <p>3.4 Close protection (Bodyguard) duty log book / report prepared and submitted to superior.</p>

## COMPETENCY PROFILE CHART (CPC)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
6. Armed protection coordination	<b>DS-010-3:2013-E01</b>	<p>This competency unit describes the skills, knowledge and attitude requirements to coordinate armed protection activities, conduct fire arm for operation function, safety inspection conducted and weapon serviceability verified to comply with weapon safety procedures. The roles &amp; responsibilities of armed protection are specified with assigned duties and client's requirements met. Weapon handling drills are conducted periodically as a refresher course based on KDN requirements.</p> <p>The person who is competent in armed protection coordination shall be able to carry out weapon handling, facilitate security officers to prepare for armed protection duties, perform armed protection duties, handle fire arm safety requirements and perform fire arm's returning</p> <p>The outcome of this competency is to coordinate armed protection to ensure responsibilities to maintain fire armed safety requirements are as procedures, firearms inventory, checklist and serviceability of firearms checked and verified, firearms handling complied with procedures, issuance registered according to requirements and prompt action is taken according to Kementerian Dalam Negeri (KDN).</p>	<p>1. Carry out weapon handling</p> <p>2. Facilitate security officers to prepare for Fire Arm protection duties.</p> <p>3. Monitor armed protection duties.</p>	<p>1.1 Weapon Carry and use (C&amp;U) license acquired in accordance with organizational recommendation.</p> <p>1.2 Firearm handling procedure complied in accordance with Kementerian Dalam Negeri (KDN)</p> <p>2.1 Administrative functions are facilitated and weapon is drawn from strong room through Officer-In-Charge.</p> <p>2.2 Weapon safety procedures followed and facilitation conducted to prepare security officers for firearm protection duties based on client's assignment.</p> <p>2.3 Weapon safety procedures followed and firearms rules &amp; procedures abided in accordance with Kementerian Dalam Negeri (KDN)</p> <p>3.1 Specific types of armed protection duties such as building / property armed protection, mobile armed escort and CVIT armed protection are identified in accordance with client's requirements.</p>

**COMPETENCY PROFILE CHART (CPC)**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Handle firearm safety requirements.</p>	<p>3.2 Specific duties for armed protection are determined and facilitated based on types of duties assigned.</p> <p>3.3 Roles &amp; responsibilities of armed guard are identified in accordance with types of duties assigned and client's requirements.</p> <p>3.4 Take over duty is monitored and Sign-in and sign-out is performed based on standing order issued by management.</p> <p>3.5 Armed protection duties performed are recorded in accordance with types of duties assigned and client's requirements.</p> <p>4.1 Weapon handling drill conducted periodically as a refresher course based on KDN requirements.</p> <p>4.2 Firearm safety inspection conducted and weapon serviceability verified to comply with weapon safety procedures.</p> <p>4.3 Firearms rules &amp; procedure abided in accordance with Firearms Act 1960 and Regulatory bodies.</p>

**COMPETENCY PROFILE CHART (CPC)**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Monitor firearms returning	5.1 Operation functions for fire arms returning is set up and facilitated.  5.2 Administrative functions monitored and weapons are returned to strong room through Officer-In-Charge.  5.3 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) Coordination	<b>DS-010-3:2013-E02</b>	<p>This competency unit describes the skills, knowledge and attitude requirements for the conduct and handling of Cash &amp; Valuable In Transit (CVIT) at utmost secured, safe and efficient in order to give confidence to the clients cash and valuable are collected, transported and delivered in safe manner and being supervised, controlled, monitored and recorded.</p> <p>The person who is competent in coordinate Cash &amp; Valuable In Transit (CVIT) shall be able to ensure CVIT vehicle checked, monitor CVIT collection and delivery to client performed.</p> <p>The outcome of this competency is to provide and coordinate Cash &amp; Valuable In Transit (CVIT) to enable cash and valuable are collected and delivered in safe and secured manner by the CVIT team according to the CVIT standard procedure.</p>	<p>1. Ensure CVIT vehicle checked.</p> <p>2. Monitor CVIT Collection performed</p>	<p>1.1 Roll-call for CVIT team crew members conducted based on task assignment schedule.</p> <p>1.2 Roles and responsibilities of CVIT team crew members confirmed based on the types of duties excepted.</p> <p>1.3 CVIT vehicle checked for functionality of equipment in the CVIT vehicle and vault secure ensured in accordance with CVIT vehicle security system policy complied (Kementerian Dalam Negeri-Peraturan Tetap Operasi (PTO) NO.2 Tahun 2010-Para 8.3, KKDN.S.205/208/2 kit 5)</p> <p>1.4 Checking and testing of communication system monitored and acknowledged.</p> <p>1.5 CVIT vehicle checked and details are recorded in CVIT log book.</p> <p>2.1 Briefing conducted and protective gears of crew Inspected for impending task in accordance with CVIT checklist and job-sheet.</p> <p>2.2 Instructions given to CVIT team crew members and</p>

**COMPETENCY PROFILE CHART (CPC)**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Monitor CVIT delivery to client performed</p>	<p>documents for CVIT duties determined in accordance with CVIT checklist and job-sheet.</p> <p>2.3 Trip sheet and receipt books collected and route instructions followed in accordance with CVIT requirements.</p> <p>2.4 Team directed to inspect the vault/vehicle trap prior to collection of CVIT in accordance with CVIT requirements.</p> <p>2.5 Cash &amp; valuable are collected and entered into the vault and secured in accordance with CVIT procedures.</p> <p>3.1 Site checked and safety monitored and confirmed when arriving at required destination.</p> <p>3.2 Disembarkation procedures applied in accordance with CVIT drill and in accordance with CVIT policy compliance.</p> <p>3.3 Instructions given to security officers and cash &amp; valuable delivered in accordance with chain of command.</p>

**COMPETENCY PROFILE CHART (CPC)**

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>3.4 Deliver cash &amp; valuable to authorized personnel at designated clients.</p> <p>3.5 CVIT delivery details recorded into client record book and CVIT logbook in accordance with organizational requirements.</p>



<b>Sub Sector</b>	GUARD & SECURITY SERVICES								
<b>Area</b>	SECURITY SERVICES SUPERVISION								
<b>Competency Unit Title</b>	SECURITY ADMINISTRATION COORDINATION								
<b>Learning Outcome</b>	<p>The person who is competent in this CU shall be able to coordinate security administration to ensure a security supervisor be able to coordinate shift briefing and allocate security duties, facilitate career development and welfare of security officers. At the same time solve customer/ client complaint and maintain good relationship with customers. Maintain a clean and tidy security post according to security industry requirements and prompt action is taken according to regulatory requirements.</p> <p><b>Upon completion of this competency unit, trainees will be able to :-</b></p> <ol style="list-style-type: none"> <li>1. Deploy security officers' duties.</li> <li>2. Carry out shift briefing.</li> <li>3. Monitor security officers' discipline.</li> <li>4. Facilitate security officers' development.</li> <li>5. Monitor security officers' welfare.</li> <li>6. Enhance customer/client relationship.</li> <li>7. Attend to customer/client complaint.</li> <li>8. Monitor security post housekeeping.</li> </ol>								
<b>Competency Unit Code</b>	<b>DS-010-3:2013-C01</b>	<b>Competency Type</b>	CORE	<b>Level</b>	3	<b>Training Duration</b>	230	<b>Credit Hour</b>	23

<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude/ Safety/ Environment</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
1. Deploy security officers' duties.	1.1 Assessment of security duties to security officers'/ subordinate. <ul style="list-style-type: none"> <li>• Number of personal available for deployment.</li> <li>• Client's service contract.</li> <li>• Job requirements.</li> <li>• Number of personnel on duty.</li> <li>• Details requirements of tasks.</li> </ul>			3	Lecture	1.1 Task assignments and number of personal available are obtained from the management.  1.2 Task assignments requirements, job requirements and security officers' responsibilities are interpret.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>1.2 Designation of personnel</p> <ul style="list-style-type: none"> <li>• Personal abilities to conduct tasks.</li> <li>• Duty roster for security officers.</li> </ul> <p>1.3 Security duties allocation reporting procedure.</p> <ul style="list-style-type: none"> <li>• Type of reports.</li> <li>• Type of log books.</li> <li>• Submit report.</li> </ul>					<p>1.3 Numbers of active security posts are determined and security duties are assessed.</p> <p>1.4 Duties are assigned according to job performance capability.</p>
		<p>1.1 Obtain client task assignments.</p> <p>1.2 Determine number of personal available.</p> <p>1.3 Interpret task assignments requirements, job requirements and security officers'/ subordinate responsibilities.</p> <p>1.4 Assess security post and personnel for job requirements.</p> <p>1.5 Match duties according to job performance capability.</p> <p>1.6 Submit security duties allocation and deployment report for approval.</p>	<p><b><u>Attitude:</u></b></p> <ul style="list-style-type: none"> <li>- Proactive in making immediate decisions.</li> <li>- Considerations and decisions that are fair.</li> <li>- Able to take action without relying on others.</li> <li>- Ensure integrity on duties.</li> </ul> <p><b><u>Safety:</u></b></p> <ul style="list-style-type: none"> <li>-Adhere to safety requirement.</li> <li>-Safety work document.</li> </ul>	4	Demonstration & Observation	<p>1.5 Responsibilities of security duties assessed and security officers assigned to task during drafting of duty roster.</p> <p>1.6 Security duties allocation and deployment report submitted for approval</p> <p>1.7 Duty roster is prepared based on approved duties allocation and deployment report.</p> <p>1.8 Duty Roster is distributed to assigned team leaders for implementation</p>

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		1.7 Prepare duty roster for security officers. 1.8 Distribute duty Roster to assigned team leaders for implementation.				
2. Carry out shift briefing	2.1 Duty roster implementation <ul style="list-style-type: none"> <li>• Work assignment</li> <li>• Work description</li> </ul> 2.2 Roll call procedures. <ul style="list-style-type: none"> <li>• Security officers' image</li> <li>• Number of personnel for the assignment</li> <li>• Number of personnel on standby duty.</li> <li>• Attendance and job list</li> </ul> 2.3 Briefing procedures. <ul style="list-style-type: none"> <li>• Job scope</li> <li>• Motivation</li> <li>• Responsibilities</li> <li>• Task / duties</li> <li>• Instructions/ compliance.</li> <li>• Designate personnel.</li> <li>• Record in briefing log book</li> </ul>			8	Lecture	2.1 Work assignment and work description is determined prior to implementation of duty roster. 2.2 Roll call is conducted to check security officer's attendance, punctuality and image. 2.3 Briefing is provided on job scope and responsibilities to be carried out. 2.4 Task instructions are acquired and personnel are designated 2.5 Reserve/ standby Security officers are kept and used only when there is a shortage of personal for an assignment.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		2.1 Determine work assignment and work description. 2.2 Follow team duty roster. 2.3 Conduct roll call. 2.4 Mark attendance. 2.5 Check Security officers' punctuality and image. 2.6 Check for absenteeism. 2.7 Arrange for replacement. 2.8 .Use reserve/ standby Security officers when shortage of personal. 2.9 Provide briefing on Job scope, responsibilities and assigned task. 2.10 Designate personnel. 2.11 Give Instructions on duty to be performed. 2.12 Record shift briefing details in briefing log book.	<p><b>Attitude:</b></p> <ul style="list-style-type: none"> <li>- Diplomatic with security officers.</li> <li>- Effective communication</li> <li>- Interpersonal skill.</li> <li>- Ensure Security officers' Image maintained.</li> <li>- Comply with Security officers' discipline.</li> </ul> <p><b>Safety:</b></p> <ul style="list-style-type: none"> <li>- Work ethics.</li> <li>- Upkeep discipline.</li> <li>- Keep work area and documents need and tidy.</li> </ul> <p><b>Environment</b></p> <ul style="list-style-type: none"> <li>- Motivate Security officers'.</li> <li>- Encourage team work.</li> </ul>	8	Demonstration & Observation	2.6 Absentees are noted and action is taken. 2.7 Shortage of personal for an assignment is replaced by standby Security officers. 2.8 Shift briefing is recorded in briefing log book.
3. Monitor security officers' discipline.	3.1 Attendance sheet references: <ul style="list-style-type: none"> <li>• Daily attendance.</li> <li>• Punctuality.</li> <li>• Punch card system.</li> </ul>			10	Lecture	3.1 Security officers' attendance taken during daily role call is checked and confirmed.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>3.2 Post deployment requirements.</p> <ul style="list-style-type: none"> <li>• Verification of absenteeism.</li> <li>• Evaluation of punctuality.</li> <li>• Short-term Job placement procedure.</li> <li>• Requisition for reliefs / reserve /standby personnel.</li> </ul> <p>3.3 Security officers' misconduct recording procedures.</p> <ul style="list-style-type: none"> <li>• Security officers' attendance, absenteeism, punctuality monitoring procedure.</li> <li>• misconduct record maintaining procedure.</li> <li>• Nature of reports. reviewing procedure</li> </ul>					<p>3.2 Security officers' absentee, punctuality and sick leave is checked and appropriate action is taken.</p> <p>3.3 Specific types of Security officers' misconduct is determined and consequences are analyzed.</p> <p>3.4 Problem Security officers' are advised and counseling is conducted.</p> <p>3.5 Security officers' attendance are recorded and other disciplinary issues are analyzed.</p>
		<p>3.1 Confirm and record post deployment of security officers</p> <p>3.2 Obtain attendance sheet references.</p> <p>3.3 Check Security officers' absentee, punctuality and sick leave.</p>	<p><b>Attitude:</b></p> <ul style="list-style-type: none"> <li>- Acting according to certain accepted standards.</li> <li>- Resolute or firm, steadfast and persevering in the performance of any task.</li> </ul>	22	Demonstration & Observation	<p>3.6 Security officers' conduct records are maintained before preparing appraisal / report.</p> <p>3.7 Security officers' turnover ratio is recorded and submitted.</p>

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		3.4 Determine Security officers' misconduct and analyze consequences. 3.5 Advise problem Security officers'. 3.6 Conduct counseling problem Security officers'. 3.7 Analyze other disciplinary issues prior to preparing appraisal / report. 3.8 Record and submit Security officers' turnover ratio report.	– Considerations and decisions that is fair.  <b><u>Safety:</u></b> - Adhere to the safety instructions.  <b><u>Environment:</u></b> – Follow SOP to acquire manuals and specifications.			
4. Facilitate Security officers' Development	4.1 Training needs analysis. <ul style="list-style-type: none"> <li>• New recruits</li> <li>• Existing security officers.</li> </ul> 4.2 Security officers' development training programs. <ul style="list-style-type: none"> <li>• Design.</li> <li>• Bridging training.</li> <li>• Training arrangement.</li> <li>• Evaluation</li> </ul> 4.3 Security officers' problem solving procedures. 4.4 Recommendation/ decision making procedures.			12	Lecture	4.1 Security officer's performance documents are obtained and evaluated.  4.2 Security officer's performance achievement status is determined and training programs are suggested.  4.3 Training needs analysis is conducted.  4.4 Security officers' development

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>4.5 Induction session conducting procedures.</p> <p>4.6 On-job training monitoring procedure.</p>					<p>program designed and created.</p> <p>4.5 Daily problems faced by the Security officers' are addressed.</p> <p>4.6 A program on problem solving is conducted and recommendations are proposed to assist Security officers' in decision making.</p>
		<p>4.1 Obtained Security officer's performance documents.</p> <p>4.2 Evaluated Security officer's performance.</p> <p>4.3 Determine Security officer's performance achievement status.</p> <p>4.4 Provide suggestions for training programs.</p> <p>4.5 Conduct problem solving.</p> <p>4.6 Recommendation/ decision making</p> <p>4.7 Conduct training needs analysis.</p>	<p><b><u>Attitude:</u></b></p> <ul style="list-style-type: none"> <li>- Prudent to solve the problem.</li> <li>- Able to deliberate based on concrete reasons and evidence, in order to take appropriate action without being influenced by emotions.</li> <li>- Graceful disposition as well as good manners when interacting.</li> </ul>	28	Demonstration & Observation	<p>4.7 Induction session training recorded in employee development registration book.</p> <p>4.8 Security officers' induction session material and qualified trainers informed.</p> <p>4.9 Security officers' induction session conducted and on the job training monitored.</p>

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>4.8 Security officers' development program designed and created. Conduct induction session.</p> <p>4.9 Monitor on job training.</p>				4.10 Induction session training recorded in employee development registration book.
5. Monitor Security officers' welfare.	<p>5.1 Security officers' welfare</p> <ul style="list-style-type: none"> <li>• Medical.</li> <li>• Hostel.</li> <li>• Transport.</li> <li>• Recreation.</li> </ul> <p>5.2 Type of accommodation.</p> <ul style="list-style-type: none"> <li>• Hostel safety rules and regulations</li> <li>• Hostel housekeeping requirements</li> <li>• Utilities requirements and usage.</li> </ul> <p>5.3 Security officers' transportation requirements.</p> <p>5.4 Security officers' other benefits entitlement.</p> <ul style="list-style-type: none"> <li>• Recreation</li> <li>• Family / sports day.</li> <li>• Funeral assistance.</li> <li>• Overtime</li> <li>• Travel</li> </ul>			12		<p>5.1 Security officers' welfare in areas of medical, hostel, transport and recreation is determined.</p> <p>5.2 Security officers' accommodation/ hostel administration support services instructions are obtained.</p> <p>5.3 Security officers' hostel and hostel safety rules and regulations are monitored.</p> <p>5.4 Security officers' hostel housekeeping requirements are monitored.</p> <p>5.5 Security officers' medical, service are provided.</p>



Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		5.1 Identify Security officers' welfare in areas of medical, hostel, transport and recreation:  5.2 Obtain Security officers' accommodation/ hostel administration support services instructions.  5.3 Monitor Security officers' hostel and hostel safety rules and regulations.  5.4 Monitor Security officers' hostel housekeeping requirements.  5.5 Identify security officers' hostel standard facilities provided.  5.6 Determine Employees' transport entitlement list  5.7 Interpret employee transport benefits rules and regulations.  5.8 Maintain Security officers' hostel registration and housekeeping records.	<b><u>Attitude:</u></b> – Considerations and decisions that is fair. – Graceful disposition as well as good manners when interacting.	28	Demonstration & Observation	5.6 Security officers' transport entitlement list is acquired.  5.7 Security officers' transportation is arranged.  5.8 Security officers' other benefits entitlement such as recreation and family / sports day list acquired and benefits provided.
6. Enhance customer/client relationship	6.1 Customer relationship requirements. <ul style="list-style-type: none"> <li>• Internal and external customers</li> </ul>			13	Lecture	6.1 Internal Customer/client and external Customer/client are determined.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Attending to customer needs</li> <li>• Comply with requirements.</li> </ul> <p>6.2 Types of customer satisfaction index</p> <ul style="list-style-type: none"> <li>• Method of analyzing customer satisfaction data – suggestion slip</li> <li>• Customer satisfaction index format created.</li> <li>• Satisfaction index format.</li> </ul> <p>6.3 Service improvement.</p> <ul style="list-style-type: none"> <li>• Customer relationship.</li> <li>• Customer improvement criteria</li> <li>• Customer satisfaction survey form.</li> </ul> <p>6.4 Customer Handling procedure.</p> <ul style="list-style-type: none"> <li>• Types of customer</li> <li>• Handle customer request</li> <li>• Handle hospitality.</li> </ul> <p>6.5 Technique of Security officers' meeting with client.</p> <ul style="list-style-type: none"> <li>• Task undertaking.</li> <li>• Familiarizing</li> <li>• Do's &amp; don'ts.</li> <li>• Effectiveness of meeting.</li> </ul>					<p>6.2 Details of internal customer/client assignments are identified.</p> <p>6.3 Internal customer/client's requirements clarified and techniques of handling external customers applied.</p> <p>6.4 Internal customer/client request is fulfilled.</p> <p>6.5 Internal and external customers comments, suggestions and recommendations are analyzed.</p> <p>6.6 Customer satisfaction index report is generate.</p> <p>6.7 Customer service improvement program is conducted.</p> <p>6.8 Technique of external customer/ client relationship is improved.</p>

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>6.1 Identify details of internal customer/client assignments.</p> <p>6.2 Determine internal customer/client's requirements and apply techniques of handling their external clients.</p> <p>6.3 Fulfill internal customer/client request.</p> <p>6.4 Analyze internal and external customer/client comments, suggestions and recommendations.</p> <p>6.5 Create customer satisfaction index format.</p> <p>6.6 Generate customer satisfaction data report.</p> <p>6.7 Conduct customer service improvement program.</p> <p>6.8 Handle technique of external customer/ client relationship.</p>	<p><b><u>Attitude:</u></b></p> <p>-Resourceful in developing customer satisfaction data.</p> <p>-Meticulous in producing customer complaint.</p> <p>-Able to deliberate based on concrete reasons and evidence, in order to take appropriate action without being influenced by emotions.</p> <p><b><u>Safety:</u></b></p> <p>- Safety work procedures ensured.</p>	31	Demonstration & Observation	
7. Attend to customer/client complaint	<p>7.1 Types of customer complaint</p> <ul style="list-style-type: none"> <li>• Customer complaint obtaining procedure.</li> <li>• Customer compliant report format.</li> </ul>			10	Lecture	7.1 Contents in customer complaint form are clarified.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>7.2 Customer complaint form detailed contents filling procedure.</p> <p>7.3 Investigation and assessment of customer/client complaint.</p> <ul style="list-style-type: none"> <li>• Complaint form detailed contents.</li> <li>• Written report</li> </ul> <p>7.4 Customer complaint verses action taken.</p> <p>7.5 Reconciliation of issues.</p> <ul style="list-style-type: none"> <li>• Verbal /Written apology</li> <li>• Face to face meetings.</li> </ul>					<p>7.2 Customer complaint form is completed and customer complaint is reported.</p> <p>7.3 Customer/client complaint is attended to and investigation on the complaint is conducted.</p> <p>7.4 Results of investigation are analyzed and recommendations are made.</p> <p>7.5 Specify action is taken based on specific customer complaint.</p>
		<p>7.1 Acquire customer complaint form.</p> <p>7.2 Complete customer complaint form.</p> <p>7.3 Interpret contents in customer complaint form.</p> <p>7.4 Attend to customer/client complaint.</p>	<p><b>Attitude:</b></p> <ul style="list-style-type: none"> <li>- Patient with customer behavior.</li> <li>-Meticulous in producing customer complaint.</li> </ul> <p><b>Safety:</b></p> <p>Safety work procedures</p>	12	Lecture	<p>7.5 Action is taken and report is submitted.</p>

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		7.6 Investigate and assess customer complaint. 7.7 Analyze results of investigation. 7.8 Make recommendations. 7.9 Reconcile issues. 7.10 Action is taken and report is submitted to superior.				
8. Monitor security post housekeeping.	8.1 Security post housekeeping <ul style="list-style-type: none"> <li>• Housekeeping checklist.</li> <li>• Cleaning schedule.</li> <li>• Types and quantity of tools and equipment.</li> <li>• Functionality of tools and equipment inventory.</li> <li>• Location of tools and equipment.</li> <li>• Security rules and regulations.</li> </ul> 8.2 Issuance registers requirements. <ul style="list-style-type: none"> <li>• Issuance procedure.</li> <li>• Movement of tools and equipment.</li> </ul> 8.3 Report writing <ul style="list-style-type: none"> <li>• Daily log book.</li> <li>• Security Incident Report (SIR).</li> </ul>			8	Lecture	8.1 Security post housekeeping checklist is obtained. 8.2 Security tools and equipment inventory at security post is determined for functionality. 8.3 Cleanliness of security post is checked based on checklist. 8.4 Security posts cleanliness is maintained. 8.5 Pass issuance register/ log book is verified.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		8.1 Obtain housekeeping checklist. 8.2 Determine security tools and equipment inventory at security post. 8.3 Check cleanliness of security post. 8.4 Check functionality of tools and equipment inventory. 8.5 Verify pass issuance register. 8.6 Submit security post housekeeping report.	<p><b><u>Attitude:</u></b></p> <ul style="list-style-type: none"> <li>- Integrity on duties.</li> <li>- Extremely careful or particular and precise about minute details, hence attentiveness to all aspects.</li> <li>- Resolute or firm, steadfast and persevering in the performance of any task.</li> </ul> <p><b><u>Safety:</u></b></p> <ul style="list-style-type: none"> <li>- Safety work procedure.</li> </ul> <p><b><u>Environment:</u></b></p> <ul style="list-style-type: none"> <li>- Cleanliness work area.</li> <li>- Follow SOP to acquire manuals and specifications.</li> </ul>	21	Demonstration & Observation	8.7 Security post housekeeping report is submitted.

**Employability Skills**

<b>CORE ABILITIES</b>	<b>SOCIAL SKILLS</b>
<p>01.01 Identify and gather information</p> <p>01.02 Documentation information, procedures or processes</p> <p>02.01 Interpret and follow manuals, instructions and SOP's</p> <p>02.03 Communicate clearly</p> <p>02.04 Prepare brief reports and checklists using standard forms</p> <p>03.03 Accept responsibility for own work and work area</p> <p>03.06 Respond appropriately to people and situations</p> <p>06.01 Understand systems</p> <p>06.02 Comply with and follow chain and command</p> <p>06.03 Identify and highlight problems</p> <p>06.04 Adapt competencies to new situations/systems</p> <p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>02.10 Prepare reports and instructions</p> <p>03.15 Liaise to achieve identified outcomes</p> <p>03.16 Identify and assess client / customer needs</p> <p>05.01 Implement project / work plans</p> <p>05.02 Inspect and monitor work done and / or in progress</p>	<ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Conceptual skills</li> <li>3. Interpersonal skills</li> <li>4. Multitasking and prioritizing</li> <li>5. Self-discipline</li> <li>6. Teamwork</li> <li>7. Learning skills</li> <li>8. Leadership</li> </ol>

**Tools, Equipment and Materials (TEM)**

<b>ITEMS</b>	<b>RATIO (TEM : TRAINEES)</b>
1. Company policy	1:1
2. Duty roster	1:1
3. Inventory	1:5
4. Checklist	1:1
5. Issue and receipt register	1:1
6. Cleaning schedule	1:1
7. Log book	1:1
8. Post orders	1:1
9. Security Incident Report (SIR) form	1:1
10. Customer Complaint Report form	1:1
11. Attendance Record form/book	1:1



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<b>Sub Sector</b>	<b>GUARD &amp; SECURITY SERVICES</b>								
<b>Job Area</b>	<b>SECURITY SERVICES SUPERVISION</b>								
<b>Competency Unit Title</b>	<b>SECURITY COMMAND AND CONTROL</b>								
<b>Learning Outcome</b>	<p>The person who is competent in this CU shall be able to monitor security command and control on security officers at security access/exit control point carrying out entry/exit activities, freight movement, security control room, key control, attend to report/ complaint made by security officers, attend to report/ complaint made against security officers, conducting incident investigation and security assignment site survey based on Security Level Agreement (SLA) and security industry standards and regulatory requirements.</p> <p><b>Upon completion of this competency unit, trainees will be able to :-</b></p> <ol style="list-style-type: none"> <li>1. Monitor security officers carryout their duties</li> <li>2. Handle Closed Circuit Television (CCTV) Surveillance</li> <li>3. Conduct internal incident investigation</li> <li>4. Carry out security assignment site survey.</li> </ol>								
<b>Competency Unit Code</b>	<b>DS-010-3:2013-C02</b>	<b>Competency Type</b>	CORE	<b>Level</b>	3	<b>Training Duration</b>	110	<b>Credit Hour</b>	11

<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude/ Safety/ Environment</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
1. Monitor security officers carryout their duties.	1.1 Descriptions of monitoring security access/ exit <ul style="list-style-type: none"> <li>• People traffic.</li> <li>• Vehicle.</li> <li>• Security passes.</li> </ul> 1.2 Types of freight movement <ul style="list-style-type: none"> <li>• Quantity</li> <li>• Size</li> <li>• Weight</li> </ul> 1.3 Types of CCTV <ul style="list-style-type: none"> <li>• Functionality</li> <li>• Breakdown</li> </ul>			8	Lecture	1.1 Inspection procedures of security access/ exit are conducted.  1.2 Freight movement and recording procedures for freight movement are monitored.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>1.4 Specific key control requirements monitoring procedure.</p> <ul style="list-style-type: none"> <li>• Number of keys.</li> <li>• Location of key box/ cabinet.</li> <li>• Key register</li> <li>• Data of keys collection.</li> </ul> <p>1.5 Reporting / complaint format.</p> <ul style="list-style-type: none"> <li>• Writing report</li> <li>• Complaint Investigation procedure.</li> <li>• Recommendations.</li> <li>• Security compliance.</li> <li>• Take action.</li> </ul>					<p>1.3 Freight movement log book details are verified.</p> <p>1.4 Functionality of CCTV and equipment in security control room are monitored.</p> <p>1.5 Specific key control requirements are determined and monitored.</p> <p>1.6 Verbal and written key control reports are investigated.</p> <p>1.7 Recommendations are made and security compliance is enforced</p>
		<p>1.1 Control security access/exit activities</p> <p>1.2 Monitor Freight movement conducted.</p> <p>1.3 Verify freight movement in/ out log book.</p> <p>1.4 Check and confirm collection of freight movement documents.</p> <p>1.5 Monitor security duties conducted through CCTV in security control room.</p> <p>1.6 Check and confirm functionality of CCTV in</p>	<p><b><u>Attitude:</u></b></p> <ul style="list-style-type: none"> <li>– Acting according to certain accepted standards.</li> <li>– Integrity on duties</li> <li>– Grateful disposition as well as good manners when interacting</li> <li>– Considerations and decisions that is fair.</li> </ul> <p><b><u>Safety:</u></b></p> <ul style="list-style-type: none"> <li>– Adhere to safety requirement.</li> <li>– Safety work procedures.</li> </ul>	9	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		security control room. 1.8 Report to maintenance for any breakdown. 1.9 Facilitate key control recording procedure. 1.10 Facilitate key control recording procedure. 1.11 Verify key movement log book details. 1.12 Attend to report/ complaint made by security officers. 1.13 Investigate guard / security officer's complaint.	<u><b>Environment:</b></u> - Cleanliness of work area.			
2. Handle Closed Circuit Television (CCTV) Surveillance.	2.1 CCTV surveillance system equipment. <ul style="list-style-type: none"> <li>• Rules and regulation</li> <li>• Emergency plan</li> <li>• Risk area surveillance</li> <li>• Traceable videos.</li> </ul> 2.2 Types of report irregularities <ul style="list-style-type: none"> <li>• Incidences</li> <li>• Violation</li> <li>• Sabotage</li> <li>• Espionage</li> <li>• Subversive.</li> </ul>			8	Lecture	2.1 Surveillance via CCTV is performed. 2.2 CCTV equipment functionality is assessed. 2.3 Irregularities are traced and reported.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>2.3 Security and safety incident / violation CCTV recording.</p> <ul style="list-style-type: none"> <li>• Incident recording procedure.</li> <li>• Evidences</li> </ul> <p>2.4 Report writing procedure.</p>					<p>2.4 Information from any security and safety incident / violation CCTV recording is acquired to determine evidence.</p>
		<p>2.1 Identify Risk areas.</p> <p>2.2 Conduct surveillance via CCTV.</p> <p>2.3 Check and verify CCTV equipment functionality.</p> <p>2.4 Detect and report irregularities.</p> <p>2.5 Conduct investigation on incidences/ violation/ sabotage/ espionage/ subversive.</p> <p>2.6 Forward information from any security and safety incident / violation CCTV recording to determine evidence.</p> <p>2.7 Generate and submit Security incident report.</p>	<p><b><u>Attitude:</u></b></p> <ul style="list-style-type: none"> <li>- Extremely careful or particular and precise about minute details, hence attentiveness to all aspects.</li> <li>- Resolute or firm, steadfast and persevering in the performance of any task.</li> <li>- Acting according to certain accepted standards.</li> </ul> <p><b><u>Safety:</u></b></p> <ul style="list-style-type: none"> <li>- Keep the documents need and tidy</li> <li>- Safety work document/ data</li> </ul>	12	Demonstration & Observation	<p>2.5 Security incident report is generated and report is submitted.</p>

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
			<u>Environment</u> – Follow SOP to acquire manuals and specifications.			
3. Conduct internal incident investigation	3.1 Internal Investigation and incident assessment procedure. <ul style="list-style-type: none"> <li>Evidence obtaining procedure.</li> <li>Feedback acquiring procedure.</li> </ul> 3.2 Report writing procedure <ul style="list-style-type: none"> <li>Written report.</li> <li>Investigation report.</li> </ul>			9	Lecture	3.1 Internal Incident investigation is conducted to provide evidence and findings of incident.  3.2 Internal incident evidences, feedback and suggestions are collected and assessed.
		3.1 Collect internal incident evidences by acquiring feedback from employees, bystanders, on-lookers, other security officers and peers, superiors, internal and external customers/clients  3.2 Investigate and assess incident.  3.3 Ensure source of evidence is reliable.  3.4 Produce internal incident investigation evidence summary	<u>Attitude:</u> – Able to and willing to take action without relying on others. Resolute or firm, steadfast and persevering in the performance of any task. – Acting according to certain accepted standards.	30		3.3 Reliable evidences and findings are analyzed.  3.4 Internal incident Investigation details summarized and submitted to superior for verification.  3.5 Action is taken in accordance with evidence received.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		3.5 Justify internal incident investigation findings. 3.6 Write report.	<u>Safety:</u> – Safety work procedures		Demonstration & Observation	3.6 Investigation report / Security Incident Report (SIR) is submitted.
4. Carry out security assignment site survey.	<p>4.1 Types of security assignment sites:</p> <ul style="list-style-type: none"> <li>• Client's construction site</li> <li>• Factory of client</li> <li>• Pre-bodyguard site</li> <li>• Pre- escorting site.</li> <li>• Client's workplace</li> </ul> <p>4.2 Relevant authorities informing procedures.</p> <ul style="list-style-type: none"> <li>• Contact numbers of regulatory bodies'.</li> <li>• Regulatory bodies' informing procedure..</li> </ul> <p>4.3 Security assignment site survey plan.</p> <ul style="list-style-type: none"> <li>• Area/ size of Site</li> <li>• Number of entry/exit</li> <li>• Allocated places</li> <li>• Number of personal needed to be at site.</li> <li>• Safety &amp; security requirements</li> </ul> <p>4.4 Security assignment site survey reporting procedure:</p> <ul style="list-style-type: none"> <li>• Site survey data collecting procedure.</li> <li>• Data Analyzing procedure.</li> </ul>			10	Lecture	<p>4.1 Types of security assignment sites are identified</p> <p>4.2 Contact number of relevant authorities are determined.</p> <p>4.3 Security assignment site survey is carried out.</p> <p>4.4 Data on security assignment site survey is collected and findings are gathered.</p> <p>4.5 Security assignment site survey report is generated.</p>



Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		4.1 Identify type of security assignment sites. 4.2 Determine contact number of relevant authorities. 4.3 Conduct security assignment site survey. 4.4 Update security assignment site survey report.	<p><b><u>Attitude:</u></b></p> <ul style="list-style-type: none"> <li>- Acting according to certain accepted standards.</li> <li>- Resolute or firm, steadfast and persevering in the performance of any task.</li> <li>- Extremely careful or particular and precise about minute details, hence attentiveness to all aspects.</li> </ul> <p><b><u>Safety:</u></b></p> <ul style="list-style-type: none"> <li>- Safety work procedures.</li> </ul> <p><b><u>Environment:</u></b></p> <p>Follow SOP to acquire manuals and specifications.</p>	24	Demonstration & Observation	

**Employability Skills**

<b>CORE ABILITIES</b>	<b>SOCIAL SKILLS</b>
<p>01.01 Identify and gather information</p> <p>01.02 Documentation information, procedures or processes</p> <p>02.01 Interpret and follow manuals, instructions and SOP's</p> <p>02.03 Communicate clearly</p> <p>02.04 Prepare brief reports and checklists using standard forms</p> <p>03.03 Accept responsibility for own work and work area</p> <p>03.06 Respond appropriately to people and situations</p> <p>06.01 Understand systems</p> <p>06.02 Comply with and follow chain and command</p> <p>06.03 Identify and highlight problems</p> <p>06.04 Adapt competencies to new situations/systems</p> <p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>02.10 Prepare reports and instructions</p> <p>03.15 Liaise to achieve identified outcomes</p> <p>03.16 Identify and assess client / customer needs</p> <p>05.01 Implement project / work plans</p> <p>05.02 Inspect and monitor work done and / or in progress</p>	<ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Conceptual skills</li> <li>3. Interpersonal skills</li> <li>4. Multitasking and prioritizing</li> <li>5. Self-discipline</li> <li>6. Teamwork</li> <li>7. Learning skills</li> <li>8. Leadership</li> </ol>

**Tools, Equipment and Materials (TEM)**

<b>ITEMS</b>	<b>RATIO (TEM : TRAINEES)</b>
1. Security pass	1:1
2. Key register	1:1
3. Checklist	1:1
4. Key box	1:1
5. Transporter list	1:1
6. CCTV set	1:1
7. Multiplexer	1:1
8. Log book	1:1
9. Key inventory	1:1
10. Key cabinet	1:1
11. Keys	1:10
12. Auditing checklist	1:1
13. Previous Auditing report	1:1
14. Complaint book	1:1
15. Site Survey checklist	1:1
16. Incident Investigation form	1:1
17. CCTV functional test checklist	1:1

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<b>Sub Sector</b>	GUARD & SECURITY SERVICES								
<b>Job Area</b>	SECURITY SERVICES SUPERVISION								
<b>Competency Unit Title</b>	EMERGENCY SUPPORT COORDINATION								
<b>Learning Outcome</b>	<p>The person who is competent in this CU shall be able is to provide emergency situation support to relevant enforcement authorities and follow the Emergency Response Plan during facilitation of safety and health situation. They also are able lead their team members and coordinate emergency response activities, monitor CCTV surveillance to detect violation and determine evidence for security and safety incident so that appropriate action is taken according to security industry standards and regulatory requirements.</p> <p><b>Upon completion of this competency unit, trainees will be able to :-</b></p> <ol style="list-style-type: none"> <li>1. Facilitate safety and health situation.</li> <li>2. Facilitate security risk/ threat situation</li> <li>3. Coordinate Emergency Response activities.</li> <li>4. Prepare Security Incident Report (SIR).</li> </ol>								
<b>Competency Unit Code</b>	<b>DS-010-3: 2013-C03</b>	<b>Competency Type</b>	CORE	<b>Level</b>	3	<b>Training Duration</b>	145	<b>Credit Hour</b>	14.5

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Facilitate safety and health situation	1.1 Type of Safety and Health situations. <ul style="list-style-type: none"> <li>• Bomb threats and suspected devices</li> <li>• Explosion</li> <li>• Fire hazard</li> <li>• Floods/ storm</li> <li>• Drought</li> <li>• Electrical hazard</li> <li>• Fumes/ chemical spill/ contamination by hazardous materials</li> <li>• Gas leak</li> <li>• Infection diseases</li> <li>• Serious violence</li> </ul>			14	Lecture	1.1 Specific type of Safety and Health situations is identified.  1.2 Emergency control plan is followed during facilitation of safety and health situation.  1.3 Relevant enforcement authorities on safety and health are notified.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Earthquake</li> <li>• Death at workplace</li> <li>• Suicide</li> </ul> <p>1.2 The relevant enforcement authorities.</p> <ul style="list-style-type: none"> <li>• Notifying procedure.</li> <li>• Emergency calling procedure.</li> <li>• Enforcement authorities numbers</li> <li>• Take note of instructions by authority.</li> </ul> <p>1.3 Emergency situation support providing procedure.</p> <ul style="list-style-type: none"> <li>• Evacuation Assistance</li> <li>• First aid rendering procedure to injured employees</li> <li>• Coordinate crowd control</li> </ul> <p>1.4 The implementation of:</p> <ul style="list-style-type: none"> <li>• Safety and Health emergency preparedness</li> <li>• Assistance facilitated</li> </ul>					<p>1.4 Announcement of emergency by public address system is made.</p> <p>1.5 Security officers are designated to assist in the evacuation of personnel.</p> <p>1.6 Crowd control is coordinated by participating with emergency team.</p> <p>1.7 The implementation of safety and health emergency preparedness and assistance is facilitated.</p> <p>1.8 Declaration and notification of safety and health emergency is provided to relevant enforcement authorities</p>
		<p>1.1 Identify Safety and Health Situation</p> <p>1.2 Notify relevant enforcement authorities.</p>	<p><b><u>Attitude:</u></b> - Proactive in assessing Safety and Health Situation.</p>	15		

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		1.3 Make announcement of emergency by public address system. 1.4 Implement of safety and health emergency plan. 1.5 Designate security officers to assist in the evacuation of personnel. 1.6 Participate with emergency team to coordinate crowd control. 1.7 Instruct security officers to render first aid to injured employees.	- Alertness in implementation of Safety and Health emergency plan. - Diplomatic in handling crowd. - Extremely careful or particular and precise about minute details, hence attentiveness to all aspects of security.  <b><u>Safety:</u></b> - Adhere to safety & health requirements. - Ensure safety of self and others.			
2. Facilitate security risk/ threat situation	2.1 Type of security risk/ threat and emergency situation. <ul style="list-style-type: none"> <li>• Nature of emergency.</li> <li>• Threat assessment.</li> <li>• vulnerability analyzed</li> <li>• Threat reporting procedure.</li> <li>• Assignment's profile.</li> </ul>			15		2.1 Potential security risk/ threat as reported are confirmed and verified.  2.2 Seriousness of potential security risk/ threat situation and vulnerability are analyzed.



Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>2.2 Security risk/ threat responding procedure</p> <ul style="list-style-type: none"> <li>• Instructions are received from relevant authorities.</li> <li>• Allocate security officers to assist in security risk/ threat situation.</li> <li>• Provide briefing to security officer.</li> </ul> <p>2.3 Crowd control procedure.</p> <ul style="list-style-type: none"> <li>• Emergency Respond Plan (ERP) supporting procedure.</li> <li>• Escape routes and exit doors.</li> <li>• Alternative plan execution.</li> </ul>					<p>2.3 Instructions are received from relevant authorities before providing briefing to security officers.</p> <p>2.4 Information provided to relevant authorities on escape routes and exit doors.</p>
		<p>2.1 Confirm and verify potential security risk/ threat as reported.</p> <p>2.2 Analyze seriousness of potential security risk/ threat situation.</p> <p>2.3 Assess vulnerability of potential security risk/ threat situation.</p> <p>2.4 Respond to security risk/ threat based on scope of responsibility.</p>	<p><b><u>Attitude:</u></b></p> <ul style="list-style-type: none"> <li>– Proactive in assessing emergency.</li> <li>– Alertness in carrying out threats/ risk assessment.</li> <li>– Diplomatic in handling crowd.</li> <li>– Extremely careful or particular and precise about minute details, hence attentiveness</li> </ul>	36	Demonstration & Observation	<p>2.1 Security officers are allocated to assist in security risk/ threat situation.</p> <p>2.2 Numbers of security officers on duty are sufficient ensured.</p> <p>2.3 Security officers have prior experiences to handle the risk/ threat situation</p>

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>2.5 Allocate security officers to assist in security risk/ threat situation.</p> <p>2.6 Receive instructions from relevant authorities before providing briefing to security officers.</p> <p>2.7 Provide information to relevant authorities on escape routes and exit doors.</p> <p>2.8 Supervise crowd control and facilitate emergency situation</p>	<p>to all aspects.</p> <p><b><u>Safety:</u></b></p> <ul style="list-style-type: none"> <li>- Adhere to safety requirement.</li> <li>- Safety work procedures.</li> </ul>			<p>ensured.</p> <p>2.4 Crowd situation is determined and relevant enforcement authorities are informed.</p> <p>2.5 Crowd control is supervised and emergency situation is facilitated.</p>
3. Coordinate Emergency Response Activities	<p>3.1 Key response measures.</p> <ul style="list-style-type: none"> <li>• Security risk/ threat situation area barricade.</li> <li>• Safety assembly point.</li> <li>• Clear environment/ Area.</li> </ul> <p>3.2 Preventive measures.</p> <ul style="list-style-type: none"> <li>• Emergency measures</li> <li>• Precautionary measures</li> <li>• Recovery measures.</li> </ul> <p>3.3 Emergency Response Team (ERT)</p> <ul style="list-style-type: none"> <li>• Assembly area.</li> <li>• Traffic control.</li> </ul>			12	Lecture	<p>3.1 Key response measures are determined.</p> <p>3.2 Security officers are instructed to cordon the security risk/ threat situation area and sent people to safety assembly point.</p> <p>3.3 Instructions given by authorities are followed and emergency.</p> <p>3.4 response team led to support the relevant</p>

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	3.4 Security incident report(SIR) <ul style="list-style-type: none"> <li>• Report writing procedure.</li> </ul>					enforcement authorities.  3.5 Security incident report is maintained and report is submitted.
		3.1 Identify emergency incident. 3.2 Access emergency incident. 3.3 Notify relevant enforcement authorities. 3.4 Request for assistants. 3.5 Follow instructions given by authorities. 3.6 Control the situation. 3.7 Support Emergency Response Team (ERT). 3.8 Direct crowd to assembly area. 3.9 Make way and conduct traffic control.	<p><b><u>Attitude:</u></b></p> <ul style="list-style-type: none"> <li>- Capacity to endure hardship, difficulty or inconvenience.</li> <li>-Willing to persevere and confront challenges with confidence.</li> <li>- Extremely careful or particular and precise about minute details, hence attentiveness to all aspects.</li> </ul> <p><b><u>Safety:</u></b></p> <ul style="list-style-type: none"> <li>- Adhere to the instructions.</li> </ul> <p><b><u>Environment:</u></b></p> <ul style="list-style-type: none"> <li>- Follow SOP to acquire manuals and specifications.</li> </ul>	30	Demonstration & Observation	3.1 Crowd control is coordinated together with security officer team and security risk/ threat responded.  3.2 Instructions are issued to security officers to react or refer to superior.  3.3 Security officers performing their duties are observed.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
4. Prepare Security Incident Report (SIR).	4.1 Reporting format. <ul style="list-style-type: none"> <li>Report writing procedure.</li> <li>Incident evidences Investigation records.</li> <li>Evidences records gathering.</li> <li>Recommendations</li> </ul> 4.2 Report submitting procedure. <ul style="list-style-type: none"> <li>Security incident report/writing</li> <li>Incident report producing and submitting procedure.</li> </ul>			12	Lecture	4.1 Details of incidents gathered and a summary is made.  4.2 Report format/writing procedure applied and Security incident report prepared.  4.3 Security Incident Report (SIR) generated and submitted to superior.
		4.1 Gather incident evidences records. 4.2 Apply report writing procedure 4.3 Write Security Incident Report (SIR) 4.4 Produce security incident report 4.5 Submit security incident report.		16	Demonstration & Observation	

**Employability Skills**

<b>CORE ABILITIES</b>	<b>SOCIAL SKILLS</b>
<p>01.01 Identify and gather information</p> <p>01.02 Documentation information, procedures or processes</p> <p>02.01 Interpret and follow manuals, instructions and SOP's</p> <p>02.03 Communicate clearly</p> <p>02.04 Prepare brief reports and checklists using standard forms</p> <p>03.03 Accept responsibility for own work and work area</p> <p>03.06 Respond appropriately to people and situations</p> <p>06.01 Understand systems</p> <p>06.02 Comply with and follow chain and command</p> <p>06.03 Identify and highlight problems</p> <p>06.04 Adapt competencies to new situations/systems</p> <p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>02.10 Prepare reports and instructions</p> <p>03.15 Liaise to achieve identified outcomes</p> <p>03.16 Identify and assess client / customer needs</p> <p>05.01 Implement project / work plans</p> <p>05.02 Inspect and monitor work done and / or in progress</p>	<ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Conceptual skills</li> <li>3. Interpersonal skills</li> <li>4. Multitasking and prioritizing</li> <li>5. Self-discipline</li> <li>6. Teamwork</li> <li>7. Learning skills</li> <li>8. Leadership</li> </ol>

**Tools, Equipment and Materials (TEM)**

<b>ITEMS</b>	<b>RATIO (TEM : TRAINEES)</b>
Emergency response plan	1:5
Emergency response team	1:5
TV Monitor	1:5
Multiplier	1:5
CCTV Camera	1:5
Video tapes	1:5
Log books	1:1
CCTV system layout	1:5
SIR form	1:1
Crowd Control procedure	1:5
Security Risk/Threat Reporting procedure	1:5

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<b>Sub Sector</b>	GUARD & SECURITY SERVICES								
<b>Job Area</b>	SECURITY SERVICES SUPERVISION								
<b>Competency Unit Title</b>	PILFERAGE COORDINATION								
<b>Learning Outcome</b>	<p>The person who is competent in this CU shall be able is to coordinate security administration to coordinate pilferage handling to ensure valuable scrap disposal and monitor waste disposal check are conducted ethically and Internal infringement cases spotted and reported according to security industry requirements and prompt action is taken according to regulatory requirements.</p> <p><b>Upon completion of this competency unit, trainees will be able to :-</b></p> <ol style="list-style-type: none"> <li>1. Identify valuable scrap for disposal.</li> <li>2. Ensure scrap disposal handled.</li> <li>3. Monitor waste disposal checked.</li> </ol>								
<b>Competency Unit Code</b>	<b>DS-010-3:2013-C04</b>	<b>Competency Type</b>	CORE	<b>Level</b>	3	<b>Training Duration</b>	50	<b>Credit Hour</b>	5

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Identify valuable scrap for disposal.	1.1 Type of scrap. <ul style="list-style-type: none"> <li>• Variation in scrap.</li> <li>• Quantity of scrap.</li> <li>• Location of scrap/ scrap yard.</li> </ul> 1.2 Types of release laded lorries. <ul style="list-style-type: none"> <li>• Scrap transporters</li> <li>• Capacity</li> <li>• Weight</li> <li>• Vehicles check</li> <li>• Pilferages incidents.</li> </ul> 1.3 Type of scrap documents. <ul style="list-style-type: none"> <li>• Scrap release documents.</li> <li>• Authorized person.</li> </ul>			3	Lecture	1.1 Scrap disposal collection schedule is obtained and transport timing is arranged for scrap pickup.  1.2 Contractor's information on vehicles and personnel are checked.  1.3 Scrap collection lorry is observed.



Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		1.1 Identify scrap collection lorry 1.2 Determine weight of valuable scrap. 1.3 Check release laden lorries weight. 1.4 Check release laden documents. 1.5 Verify from authorized person the release of the scrap. 1.6 Maintain scrap vehicle log book 1.7 Prepare daily scrap summary.	<b><u>Attitude:</u></b> – Acting according to certain accepted standards. – Capacity to endure hardship, difficulty or inconvenience without complaint. – Able to and willing to take action without relying on others.	13	Demonstration & Observation	1.4 Scrap contractors and scrap selected are verified. 1.5 Quantity of scrap noted in scrap disposal logbook. 1.6 Report is maintained and daily scrap summary is generated.
2. Ensure scrap disposal handled	2.1 Valuable scrap disposal <ul style="list-style-type: none"> <li>Collection schedule</li> <li>Timing</li> <li>Lorry details</li> </ul> 2.2 Valuable scrap disposals and pilferage handling procedure. <ul style="list-style-type: none"> <li>Valuable scrap pilferage.</li> <li>Internal infringement.</li> </ul> 2.3 Standard operation procedure for disposing items. <ul style="list-style-type: none"> <li>Scrap contractors</li> </ul>			4	Lecture	2.1 Valuable scrap disposing procedure is determined. 2.2 Security officers are briefed on types of valuable scrap and valuable scrap pilferage handling process.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>Contractor's lorries and drivers</li> <li>Location of scrap yard</li> <li>Route to scrap yard.</li> <li>Authorized personnel</li> <li>Documentation.</li> </ul> <p>2.4 Written logbook</p> <ul style="list-style-type: none"> <li>Incoming vehicles.</li> <li>Outgoing vehicles.</li> <li>Content of scrap released.</li> </ul>					<p>2.3 Security officers are trained to recognize how valuable scrap pilferage and internal infringement takes place.</p> <p>2.4 Valuable scrap for disposal location is checked.</p> <p>2.5 Valuable scrap separating process is observed and scrap is inspected.</p> <p>2.6 Valuable scrap for disposal checked and confirmed.</p> <p>2.7 Movements of outgoing vehicles and valuable scrap are checked.</p> <p>2.8 List of scarp contractors and vehicles are confirmed.</p>
		<p>2.1 Ascertain type of items</p> <p>2.2 Brief security officers on types of valuable scrap.</p> <p>2.3 Alert security officers on valuable scrap pilferage and internal infringement.</p> <p>2.4 Follow standard operation procedure for disposing items.</p> <p>2.5 Ensure list of scarp contractors confirmed.</p> <p>2.6 Check scraps disposal location.</p> <p>2.7 Verify logbook of incoming/ outgoing vehicles.</p>	<p><b>Attitude:</b></p> <ul style="list-style-type: none"> <li>Resolute or firm, steadfast and persevering in the performance of any task</li> <li>Extremely careful or particular and precise about minute details, hence attentiveness to all aspects.</li> </ul> <p><b>Safety:</b></p> <ul style="list-style-type: none"> <li>Safety work procedures</li> </ul>	13	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		2.8 Check and confirm valuable scrap for disposal. 2.9 Confirm movement of company property/ valuable scrap. 2.10 Acquire release document and record. 2.11 Record in scrap disposal log book				
3. Monitor waste disposal checked	3.1 Types of waste disposals. <ul style="list-style-type: none"> <li>Valuable</li> <li>Non valuable</li> <li>Quantity and specification.</li> <li>Location of waste disposal site.</li> </ul> 3.2 Pilferages in waste disposals. 3.3 Report writing procedure			3	Lecture	3.1 Location of waste disposal site is noted. 3.2 Waste disposal is listed and quantity is determined. 3.3 Valuable/non valuable scrap is sorted out according to the relevant document obtained.
		3.1 Identify types of waste disposals 3.2 Location of waste disposal site. 3.3 Set up requirements of waste disposal	<b>Attitude:</b> – Acting according to certain accepted standards.	14	Demonstration & Observation	3.4 Movement of the vehicle from disposable site is directed to the guards checking point.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>3.4 Ensure valuable/non valuable waste disposals sorted out according to the relevant documents provided by authorized personnel.</p> <p>3.5 Direct the movement of vehicle from disposable site to the guards checking point.</p> <p>3.6 Ensure checking of laden lorry is conducted to prevent pilferage.</p> <p>3.7 Release documents verified after the loading of contractor's lorry.</p> <p>3.8 Record and submit report to the superior and management of the client.</p>	<ul style="list-style-type: none"> <li>- Extremely careful or particular and precise about minute details, hence attentiveness to all aspects.</li> <li>- Capacity to endure hardship, difficulty or inconvenience without complaint.</li> </ul> <p><b><u>Safety:</u></b></p> <ul style="list-style-type: none"> <li>- Safety work procedures</li> </ul> <p><b><u>Environment:</u></b></p> <ul style="list-style-type: none"> <li>- Follow SOP to acquire manuals and specifications</li> </ul>			<p>3.5 Documentation requirements fulfilled after the processes undertaken.</p> <p>3.6 Valuable scrap vehicle inspections are conducted and verified.</p> <p>3.7 Valuable scrap release document are acquired and outgoing valuable scrap details are recorded.</p>

**Employability Skills**

<b>CORE ABILITIES</b>	<b>SOCIAL SKILLS</b>
<p>01.01 Identify and gather information</p> <p>01.02 Documentation information, procedures or processes</p> <p>02.01 Interpret and follow manuals, instructions and SOP's</p> <p>02.03 Communicate clearly</p> <p>02.04 Prepare brief reports and checklists using standard forms</p> <p>03.03 Accept responsibility for own work and work area</p> <p>03.06 Respond appropriately to people and situations</p> <p>06.01 Understand systems</p> <p>06.02 Comply with and follow chain and command</p> <p>06.03 Identify and highlight problems</p> <p>06.04 Adapt competencies to new situations/systems</p> <p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>02.10 Prepare reports and instructions</p> <p>03.15 Liaise to achieve identified outcomes</p> <p>03.16 Identify and assess client / customer needs</p> <p>05.01 Implement project / work plans</p> <p>05.02 Inspect and monitor work done and / or in progress</p>	<ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Conceptual skills</li> <li>3. Interpersonal skills</li> <li>4. Multitasking and prioritizing</li> <li>5. Self-discipline</li> <li>6. Teamwork</li> <li>7. Learning skills</li> <li>8. Leadership</li> </ol>

### Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : TRAINEES)
1. Walkie talkie	1:10
2. Sample -Scrap Disposal Log book	1:1
3. Sample –SOP for Scrap Disposal Procedure	1:1
4. Sample - Scrap Release Documents	1:1

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<b>Sub Sector</b>	GUARD & SECURITY SERVICES								
<b>Job Area</b>	SECURITY SERVICES SUPERVISION								
<b>Competency Unit Title</b>	CLOSE PROTECTION (BODYGUARD) COORDINATION								
<b>Learning Outcome</b>	<p>The person who is competent in this CU shall be able is to facilitate close protection (Bodyguard) coordination to assess security officers physical fitness and martial art ability to appraisal for close protection (Bodyguard) duties. Then obtain client's information, prepare and execute close protection (Bodyguard) duties in accordance with contract agreement.</p> <p><b>Upon completion of this competency unit, trainees will be able to :-</b></p> <ol style="list-style-type: none"> <li>1. Assess close protection (Bodyguard) duties.</li> <li>2. Prepare close protection (Bodyguard) team.</li> <li>3. Coordinate close protection (bodyguard) duty.</li> </ol>								
<b>Competency Unit Code</b>	<b>DS-010-3:2013-C05</b>	<b>Competency Type</b>	CORE	<b>Level</b>	3	<b>Training Duration</b>	120	<b>Credit Hour</b>	12

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Assess close protection (Bodyguard) duties.	1.1 Requirements in becoming an escort /Bodyguard. <ul style="list-style-type: none"> <li>• Physical fitness.</li> <li>• Team physically and mentally.</li> <li>• Assignment task.</li> <li>• Firearm and Ammunition</li> <li>• Safety/ security rules and regulations.</li> </ul> 1.2 Client information. <ul style="list-style-type: none"> <li>• Briefing to team.</li> <li>• Client background</li> <li>• Client's requirement.</li> </ul>			13	Lecture	1.1 Requirements in becoming an unarmed close protection (bodyguard) are identified.  1.2 Assignment task, body guarding duty and client information are determined.  1.3 Safety/ security rules and regulations of unarmed close protection (bodyguard) confirmed.
		1.1 Conduct appraisal for close protection (bodyguard).	<b>Attitude:</b> - Willing to persevere and confront	30	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		1.2 Assess physical fitness. 1.3 Determine the ability to perform martial arts. 1.4 Prepare team physically and mentally. 1.5 Confirm and accept close protection (Bodyguard) assignment. 1.2 Obtain client information. 1.3 Provide briefing to close protection (Bodyguard) team.	– challenges with confidence. – Grateful disposition as well as good manners when interacting.  <u><b>Safety:</b></u> - Safety work document/ data – Adhere to safety requirement.  <u><b>Environment</b></u> – Follow SOP to acquire manuals and specifications.			1.4 Unarmed close protection (bodyguard) appraisals are conducted to assign and allocate security officers.  1.5 Client information and client's requirements are obtained and unarmed close protection (bodyguard) team briefing is conducted.
2. Prepare close protection (bodyguard) team	2.1 Security close protection (bodyguard) procedure: <ul style="list-style-type: none"> <li>• Daily orders.</li> <li>• Duty roster.</li> <li>• Type of close protection (bodyguard) team.</li> <li>• Emergency response plan.</li> </ul> 2.2 Security close protection (bodyguard) activities <ul style="list-style-type: none"> <li>• Types of protection required.</li> <li>• Evacuation drill procedures.</li> </ul>			12	Lecture	2.1 Security close protection (bodyguard) procedures and instructions are followed.  2.2 Daily unarmed close protection (bodyguard) task/order and roster is identified.  2.3 A control-point personnel is appointed to



Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>Safety rules and regulation.</li> <li>Risks control.</li> </ul> <p>2.3 Security close protection (bodyguard) pre-assignment:</p> <ul style="list-style-type: none"> <li>Reconnaissance party familiarization of site, route and define destination to provide feedback to control point</li> <li>Appointment of control-point personnel.</li> <li>Appointment of a leader to close protection (Bodyguard) field team.</li> </ul> <p>2.4 Close protection /escorting pattern rehearsing procedure.</p>					<p>coordinate unarmed close protection (bodyguard) team.</p> <p>2.4 A leader is appointed to close protection (bodyguard) team and body guarding pattern is rehearsed.</p> <p>2.5 Familiarization of site, route and define destination is conducted by reconnaissance party to provide feedback to control point.</p>
		<p>2.1 Identify Security close protection (bodyguard) requirements.</p> <p>2.2 Draft Security close protection (bodyguard) activities plan.</p> <p>2.3 Determine types of protection required for each assignment.</p> <p>2.4 Sent reconnaissance party to conduct familiarization of site, route and define</p>	<p><b>Attitude:</b></p> <ul style="list-style-type: none"> <li>Extremely careful or particular and precise about minute details, hence attentiveness to all aspects.</li> </ul> <p><b>Safety:</b></p> <ul style="list-style-type: none"> <li>Adhere to the instruction.</li> </ul>	30	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		destination. 2.5 Collect site information. 2.6 Acquire route and site clearance. 2.7 Determine defined destinations. 2.8 Conduct drill for evacuation (Used only for emergency). 2.9 Determine FAA, safety rules and regulation. 2.10 Conduct risks control personnel positioning/ surveillance. 2.11 Appoint control-point personnel for close protection (Bodyguard) team. 2.12 Appoint Leader for close protection (Bodyguard) field team to provide feedback to control point. 2.13 Close protection /escorting pattern rehearsing procedure.				

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
3. Coordinate close protection (bodyguard) duty	<p>3.1 Security Close protection (bodyguard) schedule.</p> <ul style="list-style-type: none"> <li>• Duty roster/ date /time</li> <li>• Distance and route.</li> <li>• Duration of required close protection (bodyguard).</li> </ul> <p>3.2 Security close protection (bodyguard) plan requirements.</p> <ul style="list-style-type: none"> <li>• Number of body guarding client/ principles.</li> <li>• Destination of Client.</li> <li>• Checkpoint.</li> <li>• Expectation of client.</li> </ul> <p>3.3 Security close protection (bodyguard) activities plan following procedure</p> <ul style="list-style-type: none"> <li>• Personnel appointing criteria/ procedure.</li> <li>• Close protection (bodyguard) leading procedure.</li> <li>• Control centre compliance.</li> </ul> <p>3.4 Close protection (bodyguard) executing and monitoring procedure.</p>			11	Lecture	<p>3.1 Respective client's close protection (bodyguard) schedule is obtained.</p> <p>3.2 Distance and route to perform close protection (bodyguard) duties is determined.</p> <p>3.3 Duration of required unarmed close protection (bodyguard) task assignment is confirmed.</p> <p>3.4 Job instructions and terms and conditions of unarmed close protection (bodyguard) duty are complied.</p> <p>3.5 Technique of respective client unarmed close protection (bodyguard) duty conducted.</p> <p>3.6 Unarmed Bodyguarding</p>

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		3.1 Obtain respective client's close protection (bodyguard) requirements. 3.2 Meet respective client. 3.3 Determine number of body guarding client/ principles. 3.4 Determine destination of Client information. 3.5 Determine checkpoints. 3.6 Follow close protection (bodyguard) plan. 3.7 Control centre compliance. 3.8 Accomplish close protection (bodyguard) requirements. 3.9 Fulfill expectation of client. 3.10 Prepare & submit report to superior and client.	<p><b><u>Attitude:</u></b></p> <ul style="list-style-type: none"> <li>- As well as good manners when meet to client/ interacting.</li> </ul> <p><b><u>Safety:</u></b></p> <ul style="list-style-type: none"> <li>- Adhere to the instruction.</li> <li>- Safety work document/ data.</li> </ul>	24	Demonstration & Observation	requirements are controlled and expectations of client are fulfilled.  3.7 Unarmed bodyguarding duties are recorded and report is submitted.

**Employability Skills**

<b>CORE ABILITIES</b>	<b>SOCIAL SKILLS</b>
<p>01.01 Identify and gather information</p> <p>01.02 Documentation information, procedures or processes</p> <p>02.01 Interpret and follow manuals, instructions and SOP's</p> <p>02.03 Communicate clearly</p> <p>02.04 Prepare brief reports and checklists using standard forms</p> <p>03.03 Accept responsibility for own work and work area</p> <p>03.06 Respond appropriately to people and situations</p> <p>06.01 Understand systems</p> <p>06.02 Comply with and follow chain and command</p> <p>06.03 Identify and highlight problems</p> <p>06.04 Adapt competencies to new situations/systems</p> <p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>02.10 Prepare reports and instructions</p> <p>03.15 Liaise to achieve identified outcomes</p> <p>03.16 Identify and assess client / customer needs</p> <p>05.01 Implement project / work plans</p> <p>05.02 Inspect and monitor work done and / or in progress</p>	<ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Conceptual skills</li> <li>3. Interpersonal skills</li> <li>4. Multitasking and prioritizing</li> <li>5. Self-discipline</li> <li>6. Teamwork</li> <li>7. Learning skills</li> <li>8. Leadership</li> </ol>

**Tools, Equipment and Materials (TEM)**

<b>ITEMS</b>	<b>RATIO (TEM : TRAINEES)</b>
1. Walkie talkie	1:1
2. Safety and security rules and regulation	1:1
3. Standard Operating Procedure (SOP)	1:1
4. Job Instruction	1:1
5. Unarmed Close Protection Reporting form	1:1

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<b>Sub Sector</b>	GUARD & SECURITY SERVICES								
<b>Job Area</b>	SECURITY SERVICES SUPERVISION								
<b>Competency Unit Title</b>	ARMED PROTECTION COORDINATION								
<b>Learning Outcome</b>	<p>The person who is competent in this CU shall be able to is to provide armed escort coordination to ensure responsibilities of maintaining fire armed safety requirements complied as procedures, fire arms inventory, checklist and serviceability of fire arms checked and verified, firearms handling comply with procedures, issuance registered according to requirement and prompt action is taken according to Kementerian Dalam Negeri Perintah Tetap Operasi (PTO) No. 1, Tahun 2010, KKDN.S 205/208/2.</p> <p><b>Upon completion of this competency unit, trainees will be able to :-</b></p> <ol style="list-style-type: none"> <li>1. Carry out weapon handling.</li> <li>2. Facilitate security officers' to prepare for Fire Arm protection duties.</li> <li>3. Perform Armed Protection Duties.</li> <li>4. Handle Fire Arm safety requirements.</li> <li>5. Perform Fire Arms Returning.</li> </ol>								
<b>Competency Unit Code</b>	<b>DS-010-3:2013-E01</b>	<b>Competency Type</b>	ELECTIVE	<b>Level</b>	3	<b>Training Duration</b>	210	<b>Credit Hour</b>	21

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Carry out weapon handling	1.1 Carry and Use (C &U) license application form. <ul style="list-style-type: none"> <li>• Source</li> <li>• Contents required</li> <li>• Supporting documents required.</li> <li>• C&amp;U licenses purpose.</li> </ul> 1.2 Description of firearms handling procedure. <ul style="list-style-type: none"> <li>• Firearms Safety.</li> <li>• Firearms technical data.</li> </ul>	.		13	Lecturer	1.1 Weapon C&U license is applied and acquired.  1.2 Firearms handling and training procedure is complied.  1.3 Fire Arms handling training is conducted and Fire Arms rules & procedures are

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	1.3 Firearms handling procedure <ul style="list-style-type: none"> <li>• Basic fire arms handling.</li> <li>• Trouble shooting drill..</li> </ul> 1.4 Training of Firearms. <ul style="list-style-type: none"> <li>• Firearm training Schedule.</li> <li>• Recommendations of Firearm training.               <ul style="list-style-type: none"> <li>○ New Recruits</li> <li>○ Existing Security officers with FAA experiences.</li> <li>○ Existing Security officers without FAA experiences.</li> </ul> </li> <li>• Fire Arms rules &amp; Procedure.</li> </ul>					followed.
		1.1 Determine source of C&U application form. 1.2 Determine purpose of C&U application. 1.3 Apply and acquire C &U license. 1.4 Comply with firearms handling procedure. 1.5 Determine Firearm training schedule. 1.6 Determine recommendations of Firearm training personnel.	<b><u>Attitude:</u></b> – Acting according to certain accepted standards. – Willing to persevere and confront challenges with confidence. – Able to and willing to take action without relying on others.	32	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		1.7 Conduct Fire Arms handling training. 1.8 Abide by Fire Arms rules & procedure.				
2. Facilitate security officers' to prepare for Fire Arm protection duties.	2.1 Operation functions for set up and facilitation. <ul style="list-style-type: none"> <li>• Roll call.</li> <li>• Number and location of posts.</li> <li>• Daily briefing.</li> <li>• Daily duties.</li> <li>• Post orders.</li> </ul> 2.2 Fire Arm protection duties preparation. 2.3 Weapon safety procedure facilitation.			13	Lecturer	2.1 Operation functions are set up and facilitated. 2.2 Weapon safety handling procedures are guided. 2.3 Administration functions are facilitated to draw weapon from strong room through officer-in-charge.
		2.1 Set up and facilitate operation functions in Firearm protection duties. 2.2 Prepare for operation functions in Firearm protection duties. 2.3 Conduct Firearm protection duties roll call. 2.4 Conduct Firearm protection duties daily briefing.	<b>Attitude:</b> – Acting according to certain accepted standards.  <b>Safety:</b> – Extremely careful or particular in weapon.	30	Demonstration & Observation	2.4 Weapon safety procedures are followed. 2.5 Facilitation is conducted to prepare subordinate for fire arm protection duties

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		2.5 Allocate Firearm protection duties daily duties. 2.3 Facilitate drawing of weapon from strong room through officer-in-charge. 2.4 Follow weapon safety procedures.	<b><u>Environment:</u></b> – Follow SOP to acquire manuals and specifications.			
3. Monitor Armed Protection Duties	3.1 Types of armed protection duties. <ul style="list-style-type: none"> <li>• Introduction to armed protection.</li> <li>• Building armed protection.</li> <li>• Mobile armed escort.</li> <li>• CVIT armed protection.</li> </ul> 3.2 Rules & responsibilities of armed guard / armed protection. 3.3 Take over duty monitoring procedure. <ul style="list-style-type: none"> <li>• Log book Sign-in.</li> <li>• Pending activities scrutinizing procedure.</li> <li>• Routine task.</li> </ul> 3.4 Armed protection duties monitoring procedure.			12	Lecturer	3.1 Specific types of armed protection duties such as building / property armed protection, mobile armed escort and CVIT armed protection are identified. 3.2 Armed protection duties are interpreted and roles & responsibilities armed guard are determined. 3.3 Roles & responsibilities of performing arm protection duties are monitored. 3.4 Take over duty is monitored and Sign –in and sign-out is performed.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		3.1 Identify armed protection duties. 3.2 Determine general armed protection duties. 3.3 Determine building armed protection duties. 3.4 Determine mobile armed escort duties. 3.5 Determine CVIT armed protection duties. 3.6 Ensure roles & responsibilities of armed guard are carried out. 3.7 Monitor takes over duty. 3.8 Verify sign-in /Sign-out recorded in log book. 3.9 Ensure pending activities completed. 3.10 Ensure routine task perform in best practice. 3.11 Record arm protection duties performed.	<p><b><u>Attitude:</u></b></p> <ul style="list-style-type: none"> <li>- Acting according to accepted standards.</li> <li>- Extremely careful or particular and precise about minute details, hence attentiveness to all aspects.</li> </ul> <p><b><u>Safety:</u></b></p> <ul style="list-style-type: none"> <li>- Safety work procedures.</li> <li>- Safety work document/ data.</li> <li>- Adhere to the instruction.</li> </ul> <p><b><u>Environment:</u></b></p> <ul style="list-style-type: none"> <li>- Follow Standard Operating Procedures (SOP).</li> </ul>	30	Demonstration & Observation	3.5 Arm protection duties performed is recorded.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
4. Handle Fire Arm safety requirements	4.1 Fire Arm safety inspection. <ul style="list-style-type: none"> <li>• Weapon handling drill.</li> <li>• Service manual.</li> <li>• Weapon technique.</li> </ul> 4.2 Type of fire arm. <ul style="list-style-type: none"> <li>• Capability/ serviceability.</li> <li>• Maintenance.</li> </ul> 4.3 Weapon safety procedures.			12	Lecture	4.1 Weapon handling drill is conducted periodically as a refresher course.  4.2 Fire arm safety inspection is conducted.  4.3 Weapon serviceability is verified and monitored to comply with weapon safety procedures.
		4.1 Conduct Fire Arm safety inspection.  4.2 Monitor and verify weapon serviceability.  4.3 Comply with weapon safety procedures.  4.4 Abide Fire Arms rules & procedures.	<b><u>Attitude:</u></b> – Dedicated. – Carefully in Fire Arms handling.  <b><u>Safety:</u></b> – Safety work procedures. – Adhere to the instruction.  <b><u>Environment:</u></b> – Follow Standard Operating Procedures (SOP).	26	Demonstration & Observation	4.4 Fire arms rules & procedures are abided in accordance with fire arms act 1960.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
5. Monitor Firearms Returning	5.1 Administrative functions for firearms returning <ul style="list-style-type: none"> <li>• Weapon cleaning procedure.</li> <li>• Safety of weapon during cleaning process.</li> <li>• Strong room officer-in-charge.</li> <li>• Sign off</li> </ul> 5.1 Firearms returning. <ul style="list-style-type: none"> <li>• Safety procedure.</li> <li>• Standard Operating Procedures (SOP).</li> </ul>			12	Lecturer	5.1 Operation functions for Fire Arms returning is set up and is facilitated.  5.2 Administrative functions are monitored and weapon is returned to strong room through officer-in-charge.  5.3 Weapon safety procedures are followed and Fire Arms rules & Procedures are abided.
		5.1 Monitor administrative functions. 5.2 Apply weapon cleaning procedure. 5.3 Ensure Safety of weapon during cleaning process. 5.4 Return weapon to strong room through officer-in-charge. 5.5 Conduct Sign off process. 5.6 Comply with weapon safety procedures when returning the weapon. 5.7 Abide Fire Arms rules & Procedure.	<b><u>Attitude:</u></b> – Dedicated. – Carefully in Fire Arms.  <b><u>Safety:</u></b> – Safety work procedures – Adhere to the instruction.  <b><u>Environment:</u></b> – Follow Standard Operating Procedures (SOP).	30	Demonstration & Observation	

**Employability Skills**

<b>CORE ABILITIES</b>	<b>SOCIAL SKILLS</b>
<p>01.01 Identify and gather information</p> <p>01.02 Documentation information, procedures or processes</p> <p>02.01 Interpret and follow manuals, instructions and SOP's</p> <p>02.03 Communicate clearly</p> <p>02.04 Prepare brief reports and checklists using standard forms</p> <p>03.03 Accept responsibility for own work and work area</p> <p>03.06 Respond appropriately to people and situations</p> <p>06.01 Understand systems</p> <p>06.02 Comply with and follow chain and command</p> <p>06.03 Identify and highlight problems</p> <p>06.04 Adapt competencies to new situations/systems</p> <p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>02.10 Prepare reports and instructions</p> <p>03.15 Liaise to achieve identified outcomes</p> <p>03.16 Identify and assess client / customer needs</p> <p>05.01 Implement project / work plans</p> <p>05.02 Inspect and monitor work done and / or in progress</p>	<ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Conceptual skills</li> <li>3. Interpersonal skills</li> <li>4. Multitasking and prioritizing</li> <li>5. Self-discipline</li> <li>6. Teamwork</li> <li>7. Leadership</li> <li>8. Learning skills</li> </ol>



**Tools, Equipment and Materials (TEM)**

ITEMS	RATIO (TEM : TRAINEES)
1. Sample -Standard Operation Procedures (SOP)	1:1
2. Weapon and ammunitions	As per required
3. Sample -Safety manual.	1:1
4. Sample – Weapon drawing / returning log book.	1:1
5. Sample – Guideline / Checklist Weapon drawing / returning procedure.	1:1

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<b>Sub Sector</b>	GUARD & SECURITY SERVICES								
<b>Job Area</b>	SECURITY SERVICES SUPERVISION								
<b>Competency Unit Title</b>	CASH & VALUABLE IN TRANSIT (CVIT) COORDINATION								
<b>Learning Outcome</b>	<p>The person who is competent in this CU shall be able is to provide and coordinate Cash &amp; Valuable In Transit (CVIT) to enable cash and valuable are collected and delivered in safe and secured manner by the CVIT team according to the CVIT standard procedure.</p> <p><b>Upon completion of this competency unit, trainees will be able to :-</b></p> <ol style="list-style-type: none"> <li>1. Ensure CVIT vehicle checked.</li> <li>2. Monitor CVIT Collection.</li> <li>3. Monitor CVIT delivery to client.</li> </ol>								
<b>Competency Unit Code</b>	<b>DS-010-3:2013-E02</b>	<b>Competency Type</b>	ELECTIVE	<b>Level</b>	3	<b>Training Duration</b>	70	<b>Credit Hour</b>	7

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Ensure CVIT vehicle checked	1.1 CVIT task assignment schedule details. <ul style="list-style-type: none"> <li>• Members of CVIT team briefed.</li> <li>• Route and assignment instructions given.</li> <li>• CVIT vehicle checked.</li> <li>• Vault securing procedure.</li> </ul> 1.2 Communication system checking procedure. 1.3 Vehicle serviceability checking procedure.			6	Lecture	1.1 CVIT task assignment schedule is acquired.  1.2 Roll-call for CVIT team crew members is conducted.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		1.1 Acquire CVIT task assignment schedule. 1.2 Conduct roll-call for CVIT team crew members. 1.3 Check and confirm CVIT vehicle serviceability. 1.4 Ensure vault is secure. 1.5 Check functionality of communication system 1.6 Check and verify periodic vehicle serviceability.	<u>Attitude:-</u>	16	Demonstration & Observation	1.3 Roles and responsibilities of CVIT team crew members are confirmed 1.4 CVIT vehicle serviceability is checked and confirmed. 1.5 Vault is secured and CVIT vehicle security system policy is complied. 1.6 Communication system is checked and tested by calling control room and acquiring acknowledgement. 1.7 Security system details are recorded in CVIT log book that is verified.
2. Monitor CVIT Collection performed	2.1 CVIT Collection procedure readiness. <ul style="list-style-type: none"> <li>• trip sheet</li> <li>• receipt books</li> <li>• Company chop</li> <li>• CVIT logbook</li> </ul>			6	Lecture	2.1 Briefing for impending task is conducted. 2.2 Protective gears of crew members are inspected.

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>2.2 CVIT Vaulting/ Vehicle trap.</p> <p>2.3 Cash &amp; valuable collecting procedure.</p> <p>2.4 Verification of handling over / taking over procedure.</p> <p>2.5 Verification of tempered bags.</p> <ul style="list-style-type: none"> <li>• TE-bags/ seals no., Containers intact.</li> <li>• No damage / evidence of tempering.</li> <li>• Remedial action</li> </ul>				Lecture	<p>2.3 Trip sheet and receipt books are collected and route instructions are followed.</p> <p>2.4 Collection of cash &amp; valuables is monitored.</p> <p>2.5 Cash &amp; valuables are entered into the vault and are secured.</p> <p>2.6 Team is directed to inspect the vault/vehicle trap before disembarking the vehicle.</p>
		<p>2.1 Determine CVIT Collection procedure readiness.</p> <p>2.2 Identify CVIT crew members.</p> <p>2.3 Conduct role call and briefing for impending task.</p> <p>2.4 Collect trip sheet/ receipt books</p> <p>2.5 Monitor collection of cash &amp; valuable.</p> <p>2.6 Verify handling over / taking over procedure. (Temper evidence bags</p>		18	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		(TE-bags/ seals no., Containers). 2.7 Enter collection of cash & valuable into the Vaulting/ Vehicle trap.				
3. Monitor CVIT delivery to client performed.	<p>3.1 Cash &amp; valuable delivery procedure.</p> <ul style="list-style-type: none"> <li>• Safety of surrounding</li> <li>• CVIT vehicle parking procedure.</li> <li>• CVIT Disembarking from vehicle procedure.</li> </ul> <p>3.2 procedure for cash handling</p> <ul style="list-style-type: none"> <li>• Nearest and fastest route.</li> <li>• Position of armed escort.</li> <li>• Group of four crew positioning.</li> </ul> <p>3.2 Verification of handling over / taking over procedure (temper evidence bags: TE-bags/ seals number/ Containers/ Collect trip sheet/ receipt books.).</p> <ul style="list-style-type: none"> <li>• TE bags seal numbers recording procedure.</li> <li>• Verification of TE bag and seal</li> <li>• Authorized amount</li> <li>• Clients' signature.</li> </ul>			6	Lecture	<p>3.1 Site safety is monitored and checked.</p> <p>3.2 Safety of arrival site at required destination is confirmed before disembarkation.</p> <p>3.3 Disembarkation procedures are applied.</p> <p>3.4 Instructions are given to security officers to handle cash &amp; valuable for delivery.</p> <p>3.5 Disembarkation procedures are applied.</p> <p>3.6 Cash &amp; valuables are delivered to authorized personnel at designated clients' location.</p>

Work Activities	Related Knowledge	Related Skills	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
		<p>3.1 Monitor and check client site safety.</p> <p>3.2 Confirm safety at arrival site at required destination.</p> <p>3.3 Apply Disembarkation procedure.</p> <p>3.4 Follow CVIT delivery rules/ instructions.</p> <p>3.5 Monitor delivery of cash &amp; valuables.</p> <p>3.6 Verification of handling over / taking over procedure (temper evidence bags: TE-bags/ seals number/ Containers/ Collect trip sheet/ receipt books.)</p>		18	Demonstration & Observation	<p>3.7 Handing over / taking over procedure verified in accordance with CVIT procedures.</p> <p>3.8 CVIT delivery details recorded into client record book and CVIT logbook</p>

**Employability Skills**

<b>CORE ABILITIES</b>	<b>SOCIAL SKILLS</b>
<p>01.01 Identify and gather information</p> <p>01.02 Documentation information, procedures or processes</p> <p>02.01 Interpret and follow manuals, instructions and SOP's</p> <p>02.03 Communicate clearly</p> <p>02.04 Prepare brief reports and checklists using standard forms</p> <p>03.03 Accept responsibility for own work and work area</p> <p>03.06 Respond appropriately to people and situations</p> <p>06.01 Understand systems</p> <p>06.02 Comply with and follow chain and command</p> <p>06.03 Identify and highlight problems</p> <p>06.04 Adapt competencies to new situations/systems</p> <p>01.07 Utilize database applications to locate and process information</p> <p>01.08 Utilize spreadsheets applications to locate and process information</p> <p>02.10 Prepare reports and instructions</p> <p>03.15 Liaise to achieve identified outcomes</p> <p>03.16 Identify and assess client / customer needs</p> <p>05.01 Implement project / work plans</p> <p>05.02 Inspect and monitor work done and / or in progress</p>	<ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Conceptual skills</li> <li>3. Interpersonal skills</li> <li>4. Multitasking and prioritizing</li> <li>5. Self-discipline</li> <li>6. Teamwork</li> <li>7. Learning skills</li> <li>8. Leadership</li> </ol>



**Tools, Equipment and Materials (TEM)**

<b>ITEMS</b>	<b>RATIO (TEM : TRAINEES)</b>
1. Sample -Standard Operation Procedures (SOP)	1:5
2. Weapon	1:5
3. Sample -Safety manual	1:5
4. Sample -CVIT Procedures	1:5
5. Sample -Communication Procedures (Dialogue)	1:5
6. CVIT Van	1:5
7. Sample -CVIT schedule / route	1:5
8. Sample -CVIT checklist	1:1
9. Sample -Job-sheet / Route	1:5
10. Sample -Client's Log book	1:1
11. Sample -CVIT Log book	1:1
12. Walkie talkie	1:5

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- |   |
|---|
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### TRAINING HOURS SUMMARY

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILL (B)	HOURS (C) = (A)+(B)	TOTAL (HOURS) $\Sigma(C)$
DS-010-3 : 2013 - C01	SECURITY ADMINISTRATION COORDINATION	1. Deploy security officers' duties.	3	4	7	230
		2. Carry out shift briefing.	8	8	16	
		3. Monitor security officers' discipline.	10	22	32	
		4. Facilitate security officers' development.	12	28	40	
		5. Monitor security officers' welfare.	12	28	40	
		6. Enhance customer/client relationship.	13	31	44	
		7. Attend to customer/client complaint.	10	12	22	
		8. Monitor security post housekeeping.	8	21	29	
DS-010-3:2013 C02	SECURITY COMMAND AND CONTROL	1. Monitor security officers carryout their duties.	8	9	17	110
		2. Handle Closed Circuit Television (CCTV) Surveillance.	8	12	20	
		3. Conduct internal incident investigation.	9	30	39	

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILL (B)	HOURS (C) = (A)+(B)	TOTAL (HOURS) $\Sigma(C)$
		4. Carry out security assignment site survey.	10	24	34	
DS-010-3:2013 C03	EMERGENCY SUPPORT COORDINATION	1. Facilitate safety and health situation.	14	15	29	150
		2. Facilitate security risk/threat situation.	15	36	51	
		3. Coordinate Emergency Response Activities.	12	30	42	
		4. Prepare security incident report (SIR)	12	16	28	
DS-010-4:2013 C04	PILFERAGE COORDINATION	1. Identify valuable scrap for disposal.	3	13	16	50
		2. Ensure scrap disposal handled.	4	13	17	
		3. Monitor waste disposal checked.	3	14	17	
DS-010-3:2013 C05	CLOSE PROTECTION (BODYGUARD) COORDINATION	1. Assess close protection (Bodyguard) duties.	13	30	43	120
		2. Prepare close protection (bodyguard) team.	12	30	42	

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILL (B)	HOURS (C) = (A)+(B)	TOTAL (HOURS) $\Sigma(C)$
		3. Coordinate close protection (bodyguard) duty.	11	24	35	
TOTAL HOURS (CORE COMPETENCY)			210	450	660	660
DS-010-3:2013 E01	ARMED PROTECTION COORDINATION	1. Carry out weapon handling.	13	32	45	210
		2. Facilitate security officers' to prepare for Fire Arm protection duties.	13	30	43	
		3. Monitor Armed Protection Duties.	12	30	42	
		4. Handle Fire Arm safety requirements.	12	26	38	
		5. Monitor firearms returning.	12	30	42	
DS-010-3:2013 E02	CASH & VALUABLE IN TRANSIT (CVIT) COORDINATION	1. Ensure CVIT vehicle checked.	6	16	22	70
		2. Monitor CVIT Collection performed.	6	18	24	
		3. Monitor CVIT delivery to client performed.	6	18	24	
TOTAL HOURS (CORE + ELECTIVE COMPETENCY)			290	650	940	940