



PRIVATE SECURITY REGULATION AUTHORITY

&

HEART Trust/NTA

INDUSTRIAL SECURITY OPERATIONS

NVQ - J LEVEL 1

TRAINING MANUAL

(Firearm Training is not included)

TABLE OF CONTENTS

	Page
Introduction	2
Package of Competency Standards for National Qualification	3
Competency Standards Summary	
• Apply basic defensive techniques	4
• Apprehend and arrest offenders	5
• Communicate in the workplace	6
• Control access to and exit from premises	7
• Control and direct crowds	8
• Employ batons and handcuffs	9
• Handle telephone calls	10
• Understands and apply legal and procedural requirements	11
• Follow occupational health and safety procedures	12
• Provide personal protection (basic)	13
• Maintain the security of premises and property	14
• Manage conflict in the workplace	15
• Manage intoxicated persons	16
• Observe and monitor people	17
• Operate basic security equipment	18
• Maintain an effective relationship with clients/customers	19
• Provide first aid	20
• Work as part of a team	21
• Give evidence	22
• Maintain lost and found facility	23
• Carry out data entry and retrieval procedures	24
• Receive visitors	25
• Handle canine for security patrol	26
• Operate a security vehicle	27
• Craft personal entrepreneurial strategy	28
● Process mail	29

INTRODUCTION

Over the years, training for private security guards with the private security industry has ranged from a high standard in a few exceptional cases to mediocre and non-existent in many companies.

The Private Security Regulation Authority, HEART Trust/NTA and the security industry lead group, has collaborated in defining and establishing the minimum educational requirements for Industrial Security Guards. The collaborations resulted in the development of competency standards for the National Vocational Qualification of Jamaica (NVQ-J) which is internationally recognized as a technical vocational qualification. This formal training system includes:-

- The development of a national occupational standard
- The signing of a Memorandum of Understanding with NCTVET to operate as the Accredited Training Organization (ATO).
- Working with the security firms nationally to become Accredited Training Organizations (ATO).
- The implementation of quality assurance systems through the National Council on Technical & Vocational Education & Training (NCTVET).
- The Commencement of assessment & certification process.

The NVQ-J Level 1 certificate is designed to provide potential Security Guards with a firm understanding of his/her role and the technical information required to execute his/her duties. To achieve this qualification, all core competencies plus a minimum of one Level 1 Elective and one Level 2 Elective must be achieved.

Please note that certification of competency in any of the unit standards can be gained through formal training or On the Job Experience. Certification of competency based on On the Job Experience can be attained by scheduling assessment of guards by NCTVET certified security industry Assessors. To arrange assessment of guards, please contact a Training Agent (currently Bancroft Brown) of the Enterprise Based Training Department (EBT), HEART Trust/NTA.

Packaging of Competency Standards For National Qualification

SSI10105 NVQ -J Level 1 Industrial Security Operations

Unit Number	Unit Title	Core/ Elective	Hours	
SSICOR0001A	Apply basic defensive techniques	Core	10	
SSICOR0011A	Apprehend and arrest offenders	Core	5	
SSICOR0021A	Communicate in the workplace	Core	20	
SSICOR0031A	Control access to and exit from premises	Core	30	
SSICOR0041A	Control and direct crowds	Core	15	
SSICOR0051A	Employ batons and handcuffs	Core	16	
BSBCOR0161A	Handle telephone calls	Core	25	
SSICOR0061A	Understands and apply legal and procedural requirements	Core	30	
SSICOR0071A	Follow occupational health and safety procedures	Core	20	
SSICOR0081A	Provide personal protection (basic)	Core	15	
SSICOR0091A	Maintain the security of premises and property	Core	20	
SSICOR0101A	Manage conflict in the workplace	Core	20	
SSICOR0111A	Manage intoxicated persons	Core	5	
SSICOR0121A	Observe and monitor people	Core	10	
SSICOR0131A	Operate basic security equipment	Core	15	
SSICOR0141A	Maintain an effective relationship with clients/customers	Core	5	
THHGHSO172A	Provide first aid	Core	24	
SSICOR0171A	Work as part of a team	Core	20	
SSIJUS0001A	Give evidence	Core	8	
SSIGGS0011A	Maintain lost and found facility	Level 1	Elective	5
ITICOR0011A	Carry out data entry and retrieval procedures	Level 1	Elective	40
BSBCOR0091A	Receive visitors	Level 1	Elective	20
SSIGGS0012A	Handle canine for security patrol	Level 2	Elective	40
SSIGGS0022A	Operate a security vehicle	Level 2	Elective	8
BSBSBM0012A	Craft personal entrepreneurial strategy	Level 2	Elective	50
BSBBAD021A	Process mail	Level 2	Elective	30

To obtain this qualification, all core competencies plus a minimum of one Level 1 Elective and one Level 2 Elective must be achieved.

Please note that certification of competency in any of the unit standards can be gained through **formal training** or **On the Job Experience**. Certification of competency based on On the Job Experience can be attained by scheduling assessment of guards by NCTVET certified security industry Assessors. To arrange assessment of guards, please contact a Training Agent (currently Bancroft Brown) of the Enterprise Based Training Department (EBT), HEART Trust/NTA

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard
SSICOR0001A

Apply basic defensive techniques

Competency Descriptor

This unit covers the process of applying basic defensive techniques in a security risk situation. It requires the ability to use basic lawful defensive techniques to protect safety of self and others within the requirements of applicable legislation.

Hours of Training/Exposure

Ten (10) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Identify need to use defensive techniques
2. Apply basic communication and conflict resolution techniques
3. Apply basic defensive techniques

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard
SSICOR00011A

Apprehend and arrest offenders

Competency Descriptor

This unit deals with the apprehension of persons who have contravened established procedures and regulations at an assigned location.

Hours of Training/Exposure

Five (5) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Establish if lawful arrest should be effected
2. Prepare for apprehension
3. Perform the arrest
4. Restrain arrested person

NB. Security guards do not have power to arrest persons, however, they can detain and call the police.

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard
SSICOR0021A

Communicate in the workplace

Competency Descriptor

This unit deals with maintaining effective standards of communication with clients and customers in the workplace.

Hours of Training/Exposure

Twenty (20) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Act on instructions from supervising staff
2. Manage workplace information
3. Document incidents
4. communicate verbally
5. Interact with the customer
6. Provide advice to clients, customers and public

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard

SSICOR0031A

Control access to and exit from premises

Competency Descriptor

This unit deals with monitoring and managing the access/exit of persons and vehicles to and from premises including key control and site lock-up.

Hours of Training/Exposure

Thirty (30) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Control persons entering and leaving the site
2. Inspect baggage and/or vehicles
3. Manage vehicular traffic
4. Check loads and manifests entering and leaving site
5. Manage access control systems
6. Lock/unlock buildings

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard

SSICOR0041A

Control and direct crowds

Competency Descriptor

This unit deals with the control of crowd size, behavior and direction of crowds.

Hours of Training/Exposure

Fifteen (15) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Check venue
2. Provide security presence
3. Monitor crowd size
4. Respond to potential crowd problems
5. Monitor crowd behavior and safety
6. Direct crowds

Competency Standards Summary
Industrial Security Operations
NVQ-J Level 1

Competency Standard
SSICOR0051A

Employ batons and handcuffs

Competency Descriptor

This unit covers all aspects of selecting, carrying, using and maintaining a variety of batons and handcuffs.

Hours of Training/Exposure

Sixteen (16) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Carry batons and handcuffs
2. Use batons and handcuffs

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard
BSBCOR0161A

Handle telephone calls

Competency Descriptor

This unit deals with telephone techniques in answering and receiving calls to disseminate and receive information for smooth flowing of communication in an organization.

Hours of Training/Exposure

Twenty-five (25) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Receive telephone calls
2. Analyse calls and route appropriately
3. Answering, recording & transcribing messages
4. Make telephone calls
5. Adhere to confidentiality, security & equipment care procedures

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard
SSICOR0061A

Understand and apply legal and procedural requirements

Competency Descriptor

This unit addresses the knowledge of legal constraints that are applicable to the performance of security duties. The knowledge of procedures described in this unit has direct application to the way work is performed and does not require skills in the interpretation of statutes, contract or common law Duty of Care.

Hours of Training/Exposure

Thirty (30) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Understand and apply standing orders to the requirements of the security function
2. Confirm assignment procedures
3. Complete relevant documentation

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard
SSICOR0071A

Follow occupational health and safety procedures

Competency Descriptor

This unit deals with recognizing potential health and safety risks and the procedures and actions needed or minimize those risks.

Hours of Training/Exposure

Twenty (20) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Identify Occupational Health and Safety risks
2. Contribute to the ongoing development of the organization's Occupational Health and Safety procedures

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard
SSICOR0081A

Provide personal protection (basic)

Competency Descriptor

This unit deals with ensuring the safety of persons under various assignment conditions and includes the escort of persons.

Hours of Training/Exposure

Fifteen (15) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Identify potential threats to client safety
2. Escort persons

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard

SSICOR0091A

Maintain the security of premises and property

Competency Descriptor

This unit covers the competencies required for both mobile and static guarding and includes responding to alarm calls.

Hours of Training/Exposure

Twenty (20) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Patrol premises
2. Monitor installed system on premises
3. Respond to security alarm calls
4. Undertake specific site observation
5. Preserve incident site

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard
SSICOR0101A

Manage conflict in the workplace

Competency Descriptor

This unit deals with handling, defusing and resolving difficult situations occurring in the workplace with minimum use of force if required.

Hours of Training/Exposure

Twenty (20) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Identify conflict situations
2. Manage conflict situation

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard
SSICOR0111A

Manage intoxicated persons

Competency Descriptor

This unit deals with security requirements to effectively handle intoxicated persons at the assigned site.

Hours of Training/Exposure

Five (5) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Deal with underage drinkers
2. Determine the level of intoxication
3. Apply appropriate procedures to deal with intoxicated persons

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard
SSICOR0121A

Observe and monitor people

Competency Descriptor

This unit deals with the observation and monitoring of people to maintain security, and taking appropriate action to prevent loss or damage to property and/or personnel.

Hours of Training/Exposure

Ten (10) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Prepare to monitor/observe
2. Observe persons behaving suspiciously
3. Respond to unlawful or suspicious incidents

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard
SSICOR0131A

Operate basic security equipment

Competency Descriptor

This unit deals with operating basic security equipment including, but not limited to computers and communication equipment.

Hours of Training/Exposure

Fifteen (15) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Operate communication equipment
2. Operate computer equipment
3. Check basic monitoring equipment

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard

SSICOR0141A

Maintain an effective relationship with clients/customers

Competency Descriptor

This unit deals with building and maintaining an effective relationship with clients, customers and the public.

Hours of Training/Exposure

Five (5) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Maintain a professional image
2. Meet client/customer requirements
3. Build credibility with customers/clients

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard
THHGHS0172A

Provide first aid

Competency Descriptor

This unit deals with the skills and knowledge required to provide first aid. It complies with standards, practices and procedures of St. John Ambulance Association and equivalent first aid bodies.

Hours of Training/Exposure

Twenty-Four (24) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Assess and respond to emergency first aid situations
2. Provide appropriate treatment
3. Monitor the situation
4. Prepare an incident report

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard
SSICOR0171A

Work as part of a team

Competency Descriptor

This unit deals with the individual's contribution to the effective functioning of the team and the achievement of team goals.

Hours of Training/Exposure

Twenty (20) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Establish role within the team
2. Build credibility with other team members
3. Contribute to team effectiveness
4. Maintain an effective team reporting procedure
5. Provide back-up support

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard
SSIJUS0001A

Give evidence

Competency Descriptor

This unit covers the skills and knowledge required to give evidence in a judicial or quasi-judicial environment. It requires the ability to prepare for legal proceedings, give evidence and report on outcomes of proceedings. This work would be carried out under routine supervision and within organizational guidelines.

Hours of Training/Exposure

Eight (8) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Prepare for court proceedings
2. Give evidence
3. Report on outcomes of proceedings

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard
SSIGGS0011A

Maintain lost and found facility
(Level 1 Elective)

Competency Descriptor

This unit deals with the knowledge and skills required to operate a lost and found facility.

Hours of Training/Exposure

Five (5) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Follow lost and found procedures
2. Complete lost and found documentation
3. Follow procedures for items claimed

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard

ITICOR0011A

Carry out data entry and retrieval procedures

(Level 1 Elective)

Competency Descriptor

This unit deals with the skills and knowledge required to operate computer to enter, manipulate and retrieve data and to access information and communicate via the Internet.

Hours of Training/Exposure

Forty (40) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Initiate computer system
2. Enter data
3. Retrieve data
4. Amend data
5. Use document layout and data format facilities
6. Monitor the operation of equipment
7. Access and transmit information via the internet
8. Close down computer system
9. Maintain computer equipment

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard
BSBCOR0091A

Receive Visitors
(Level 1 Elective)

Competency Descriptor

This unit deals with the skills and knowledge required to receive visitors to an organization, while keeping set rules and procedures.

Hours of Training/Exposure

Twenty (20) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Receive and assist visitors
2. Relevant hospitality and emergency situation is addressed
3. Identity is cleared, applying tact and necessary security measures
4. Appropriate communication process is followed

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard
SSIGGS0012A

Handle canine for security patrol
(Level 2 Elective)

Competency Descriptor

This unit deals with the competencies required to use canine for security assignments. It includes both the skills required to manage security canines as well as the knowledge of where, when and how they are used. This unit does not include the competencies required to train a canine.

Hours of Training/Exposure

Forty (40) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Receive canine for assignment
2. Maintain the health and hygiene of the canine
3. Conduct canine patrol
4. Respond to situations requiring the use of a canine

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard
SSIGG0022A

Operate security vehicle
(Level 2 Elective)

Competency Descriptor

This unit deals with maintaining and operating assigned security vehicles under routine as well as response conditions.

Hours of Training/Exposure

Eight (8) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Operate vehicle
2. Drive to/from assignment
3. Drive in response to an alarm signal or back-up request
4. Apply basic defensive driving skills

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard

BSBSBM0012A

Craft personal entrepreneurial strategy
(Level 2 Elective)

Competency Descriptor

This unit deals with the skills and knowledge required to craft an entrepreneurial strategy that fits with entrepreneur's attitudes, behaviors, management competencies and experience necessary to meet the requirements and demands of a specific opportunity.

Hours of Training/Exposure

Fifty (50) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Demonstrate knowledge of the nature of entrepreneurship
2. Identify and assess entrepreneurial characteristics
3. Develop self-assessment profile
4. Craft an entrepreneurial strategy

Competency Standards Summary

Industrial Security Operations

NVQ-J Level 1

Competency Standard
BSBBAD0212A

Process mail
(Level 2 Elective)

Competency Descriptor

This unit covers receiving and distributing incoming mail, collecting and dispatching outgoing mail, and organizing and sending electronic mail. It also covers collating and dispatching bulk mail.

Hours of Training/Exposure

Thirty (30) hours

Elements of Competency

On completion of training in this competency standard, security guards will be able to:

1. Receive and distribute incoming mail
2. Receive and dispatch outgoing mail
3. Collate and dispatch documents for bulk mailing
4. Organize urgent and same day deliveries
5. Organize and send electronic mail