
Model Curriculum

CCTV Supervisor

SECTOR: Management & Entrepreneurship and Professional Skills Council

SUB-SECTOR: Private Security

OCCUPATION: Supervisory (Surveillance)

REF ID: MEP/ Q7104

NSQF LEVEL: 5



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the
Management & Entrepreneurship and Professional Skills Council
for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: 'CCTV Supervisor' QP No. 'MEP/Q7104 NSQF Level 4'

Date of Issuance: **Nov. 24th 2017**

Valid upto: **Nov. 23rd, 2021**

* Valid up to the next review date of the Qualification Pack


Authorised Signatory

Management & Entrepreneurship and Professional Skills Council

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CCTV Supervisor

CURRICULUM/SYLLABUS

This program is aimed at training candidates for the job of a “CCTV Supervisor”, in the “Management & Entrepreneurship and Professional Skills” Sector/Industry and aims at building the following key competencies amongst the learner

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

This course encompasses 09 out of 09 National Occupational Standards (NOS) of “MEP/ Q7104” Qualification Pack issued by “Management & Entrepreneurship and Professional Skills Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Introduction</p> <p>Theory Duration (hh:mm) 01:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Code MEP/ N7126</p>	<ul style="list-style-type: none"> Introduction to course and ice-breaking Learn about role of an CCTV Supervisor and job opportunities in the Private Security Sector 	Computer, projector, blackboard, classroom, classroom furniture
2	<p>Monitor a security unit</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 20:00</p> <p>Corresponding NOS Code MEP/ N7126</p>	<ul style="list-style-type: none"> Undertake security operations at a new or existing site as per organisational procedure and briefing Understand activities at the premises and operations of the security unit Manage resources Assess training standards, report on training needs and facilitate training team members Deal with emergencies Carry out documentation Prepare and submit reports Carry out administration and welfare 	Class room training, charts
3	<p>Supervise CCTV operations</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 25:00</p> <p>Corresponding NOS Code MEP/ N7127</p>	<ul style="list-style-type: none"> Manage control room operations <ul style="list-style-type: none"> Takeover shift Control access to control room Cover ongoing security event/ incident Record event and preserve footage Maintain confidentiality Monitor premises <ul style="list-style-type: none"> Familiarise with area of responsibility Understand potential risk, threats and hazards Monitor designated premises Respond to breaches of security and irregular situations Record details in prescribed formats Maintain documents Report incidents 	CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc

4	<p>Maintain operational performance of CCTV system</p> <p>Theory Duration (hh:mm) 24:00</p> <p>Practical Duration (hh:mm) 40:00</p> <p>Corresponding NOS Code MEP/ N7128</p>	<ul style="list-style-type: none"> Understand details of CCTV system installed– types of camera, recording system, hardware, configuration, installation, characteristics coverage as per manual and organizational procedure Check and report functioning of equipment Maintain security of operation Report incidents as per procedure Manage recorded media and archive Share recorded media Maintain confidentiality Maintain documents of operations Report to superior 	<p>CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc</p>
5	<p>Observe health and safety during monitoring</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 30:00</p> <p>Corresponding NOS Code MEP/ N7129</p>	<ul style="list-style-type: none"> Maintain desired safety standards at workplace Maintain personal safety and safety of others Identify potential risk, threats and hazards Deal with medical emergencies Respond to incident/ emergency Communicate effectively with security unit, superiors, police and others Cooperate in rescue efforts 	<p>CCTV installed premises and control room/ laboratory, CCTV footage, projector, computer, monitor, etc</p>
6	<p>Security and security practices and tasks</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code MEP/ N7101</p>	<p>Learn about -</p> <ul style="list-style-type: none"> Security organisations Private Security Sector (PSS) Private security tasks and guarding duties Risks, Threats, Hazards/ Disasters and Emergencies Weapons and firearms Improvised explosive devices (IED) Military and police ranks 	<p>Charts – weapon and firearm, badges of rank, security organisation, risks and threats</p>
7	<p>Basic rules pertaining to private security service and security personnel</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code MEP/ N7102</p>	<p>Learn about -</p> <ul style="list-style-type: none"> Right to private defence, important body and property offences and cognisable and non-cognisable offences Aid to magistrate, duty of public to inform about certain offences, arrest by private person, complaints and first information report and warrants and summons Difference between legal and illegal activities; take cognisance of offences and report to superiors and police Basics of Human Rights; obligations 	<p>Classroom training</p>

		<p>of the holder of an arms licence, explosives and explosive substances</p> <ul style="list-style-type: none"> Physical standards, security training, verification, uniform, ID cards for security guards as per PSARA – 2005 Rights and entitlements of workers Roles and responsibilities of unarmed security guard Internal or police investigations and giving evidence in the court Lodging of complaints or assisting others in filing first information report 	
8	<p>Provide security in commercial and industrial deployments</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code MEP/ N7109 & MEP/ N7110</p>	<ul style="list-style-type: none"> Understand types and peculiarities of commercial and industrial deployments and their surveillance through CCTV systems Follow organisational procedure and instructions Understand domain-specific risks and threats Provide guarding services at the commercial and industrial deployments Show desired behavioural standards while carrying out guarding duties 	<p>Charts of various commercial and industrial domains, CCTV systems in such domains</p>
9	<p>Image projection</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 07:00</p> <p>Corresponding NOS Code MEP/ N7111</p>	<ul style="list-style-type: none"> Comply with organisation's standards of grooming and personal behavior Wear organisation's uniform correctly and smartly Carry and use personal protection gear and equipment Observe organisation's 'Meet and Greet Procedure Observe confidentiality as per organizational procedure Observe discipline and punctuality Communicate effectively and assertively 	<p>Male and female mannequins draped in security guard's uniform and accoutrements, personal protection gear. Communication equipment</p>
	<p>Total Duration:</p> <p>Theory Duration 100:00</p> <p>Practical Duration 150:00</p>	<p>Unique Equipment Required:</p> <p>Security, safety, first aid, firefighting, communication equipment, CCTV system, cameras, recorders, cables, power bank.</p>	

Grand Course Duration: 250 Hours 0 Minutes

(This syllabus/ curriculum has been approved by Management & Entrepreneurship and Professional Skills Council)

Trainer Prerequisites for Job role: “CCTV Supervisor” mapped to Qualification Pack: “MEP/Q7104” Version 1.0

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “MEP/Q0102 Version 1.0”.
2	Personal Attributes	A Physical Security Trainer should be free from socio-economic preferences and prejudice. He/ she should be safety conscious and proficient in handling and use security/ safety equipment and firearms. Besides being knowledgeable, he/ she should be energetic, motivating, innovative and good at communication. The trainer should be able to establish rapport with the trainees and employ innovative methods to impart instructions.
3	Minimum Educational Qualification	Class XII
4a	Domain Certification	Certified for Job Role “CCTV Supervisor” mapped to the Qualification Pack “MEP/Q7104” issued by MEPSC
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/ Q0102” with scoring of minimum 70%.
5	Experience	As per the standards set by relevant SSC to practice in different industry sectors.

Annexure: Assessment Criteria

Assessment Criteria for CCTV Supervisor	
Job Role	CCTV Supervisor
Qualification Pack	MEP/Q 7104
Sector Skill Council	Management & Entrepreneurship and Professional Skills Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria.
6. To pass the Qualification Pack, every trainee should score a minimum of 50% in every NOS.
7. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment for the balance NOSs to pass the Qualification Pack.

Compulsory NOS				Marks Allocation	
Total Marks: 515					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
MEP/N7126 Monitor a security unit	PC1.commence operations at a new or existing site, as instructed	145	2	1	1
	PC2.follow organizational procedures and site instructions		2	1	1
	PC3.receive briefing from superiors		2	1	1
	PC4.receive shift report from outgoing supervisor		2	1	1
	PC5.assume charge of an assigned premises/ area of responsibility		2	1	1
	PC6.take attendance of personnel and report about deficiency, if any		2	1	1
	PC7.plan and organize manpower and equipment resources		3	1	2
	PC8.prepare duty roster for the shift		3	2	1
	PC9.assign tasks to team members		3	1	2
	PC10.issue security and safety equipments to team members, as required		3	1	2
	PC11.deploy personnel and equipment as per site instructions		3	2	1
	PC12.organise collection of intelligence and information		3	2	1
	PC13.check work of team members		3	2	1
	PC14.control entry/ exit to control room		3	2	1
	PC15.liaise with fire, maintenance personnel		3	2	1
	PC16.be available to resolve concerns/ grievances of team members		3	2	1
	PC17.resolve issues and report problems to superiors		3	2	1
	PC18.motivate security team through personal example and involvement		3	2	1
	PC19.report on performance standards of personnel		3	2	1
	PC20.report on training needs of personnel		3	2	1
	PC21.carry out/ facilitate on-the-job-training for personnel		3	2	1
	PC22.report and record incidents		3	2	1
	PC23.carry out routine and surprise checks		3	2	1

PC24. participate in rehearsals as per instructions and report about the standard of response of security personnel and stakeholders	3	2	1
PC25. communicate with superiors/ team members and other stakeholders	3	2	1
PC26. comply with organisation's standards of grooming, conduct and performance	2	1	1
PC27. prepare shift report and handover to the reliever	3	2	1
PC28. plan and arrange personnel and equipment in line with the site instructions	3	2	1
PC29. report suitability of personnel and equipment provided for specific tasks	3	2	1
PC30. cater for anticipated threat/ risks	3	2	1
PC31. prioritise emergent situations	3	2	1
PC32. take proactive measures against possible threat/ risks to the people, property and premises	3	2	1
PC33. record and report status and issues related to personnel and equipment	3	2	1
PC34. operate as part of organisation's response team	3	2	1
PC35. liaise with on-site emergency team, if constituted	3	2	1
PC36. participate in periodic rehearsals with the team on various emergency scenario	2	1	1
PC37. anticipate emergencies/ contingencies to the assigned premises	2	1	1
PC38. take support from stakeholders and other departments	2	1	1
PC39. report to designated superior and other agencies during an emergency	3	2	1
PC40. assist in evacuation of the premises	3	2	1
PC41. assist in on-site briefing and guidance for fire fighters, rescue workers and medical teams	3	2	1
PC42. cooperate with in-house or police investigation	3	2	1
PC43. report and record incidents	3	2	1
PC44. coordinate and liaise with stakeholders	3	2	1
PC45. know your team members	3	2	1

	PC9.handle surveillance equipment (hardware/software) in line with manufacturer's instructions and organizational procedure		2	1	1
	PC10.handle recorded media as per organizational procedure		2	1	1
	PC11.store and secure the recorded media as per organizational procedure		2	1	1
	PC12.share the recorded media with authorized person (s) on instructions from designated superior		3	2	1
	PC13.maintain security and confidentiality of recorded media		3	2	1
	PC14.maintain documentation pertaining to events and recorded media in the prescribed format		3	2	1
	PC15.share the recorded media with authorized person(s) only on instructions from designated superior		2	1	1
	PC16.obtain clarifications and approval from designated superior before sharing data and information		2	1	1
	PC17.retrieve recorded media from archives as per approved procedure		2	1	1
	PC18.operate equipment/ take assistance from technical personnel to identify, isolate and copy footage from archives		2	1	1
	PC19.hand over recorded media in accordance with organisational procedure		2	1	1
	PC20.complete process-related documentation		2	2	0
	PC21.maintain security and confidentiality		2	1	1
		Total	45	25	20
MEP/N7129 Observe health and safety while monitoring security operations	PC1.carry out safety of workplace in line with organisational procedures	70	4	2	2
	PC2.keep emergency and escape routes free from obstructions and report violation		4	2	2
	PC3.wear personal safety gear and clothing as per organisational procedure		4	2	2
	PC4.check violators of defined safety and security instructions and report violations		4	2	2
	PC5.report to superiors and emergency service organisations for assistance in the event of emergencies		4	2	2

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

		Total	50	20	30
		Grand Total	515	259	256