Level 2/3 NVQ Certificate/Diploma in Providing Electronic Security and Emergency Systems (2882-02/03)

Qualification handbook for centres

501/0032/4 – Level 2
501/0837/2 – Level 3

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Level 2/3 NVQ Certificate/Diploma in Providing Electronic Security and Emergency Systems (2882-02/03)

City& Guilds

Qualification handbook for centres

Qualification title	Number	QAN
Level 2 NVQ Certificate in Providing Electronic Security and Emergency Systems	2882-02	501/0032/4
Level 3 NVQ Diploma in Providing Electronic Security and Emergency Systems	2882-03	501/0837/2

Version and date	Change detail	Section
2.1 Feb 2013	Added NVQ to the title of the qualifications	**Throughout document**
2.2 Dec 2014	Level for unit 030, 031 and 032 updated on page 16	**Units**
2.3 Sep 2016	Amended the last registration date for 2882-03	**Introduction to the qualification**
2.4 October 2017	Added GLH and TQT details Removed QCF	**Introduction to the qualification** **Centre requirement, Appendix 2 and 3**

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Contents

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1   Introduction to the qualification

This document contains the information that centres need to offer the following qualifications:

Qualification title and level	GLH	TQT	City & Guilds qualification number	Qualification accreditation number	Last registration date	Last certification date
Level 2 NVQ Certificate in Providing Electronic Security and Emergency Systems	198	210	2882-02	501/0032/4	31/12/2019	31/12/2021
Level 3 NVQ Diploma in Providing Electronic Security and Emergency Systems	328	470	2882-03	501/0837/2	31/12/2019	31/12/2022

These qualifications are intended for personnel employed in an engineering position within one or more of the following specialist areas of the electronic security and emergency systems industry

- Intruder Alarm Systems
- Fire Detection & Alarm(FD&A) Systems
- Closed Circuit Television (CCTV) Systems
- Access Control Systems
- Integrated Systems - Personnel Alarm Systems
- Electronic Article Surveillance (EAS) Systems

The level 2 and level 3 qualifications have been designed to meet the needs of engineers involved with security and emergency systems' installation, commissioning, maintenance, auditing, surveying and design. The qualifications also provide for marketing and sales personnel who specialise in this industry.

Level 2 has been designed as the base qualification for engineers involved in the installation and maintenance of electronic security and emergency systems in any of the specialist areas stated above.

Level 3 has been designed to support engineers in more senior roles in the electronic security and emergency systems industry e.g. Project/Contract Managers, Technician Engineers/Senior Installation Engineers and Supervisors, Sales Engineers, Commercial Managers, Site/Workshop Managers.

The Certificate (level 2) and Diploma (level 3) qualifications were developed in association with 'Skills for Security' and provide the accreditation of the skills required for the electronic security and emergency systems' 'Apprenticeship Frameworks'

1.1 Qualification structure

The Level 2 NVQ Certificate in Providing Electronic Security and Emergency Systems qualification is comprised of two pathways. To achieve either pathway a minimum of 21 credits must be successfully completed. 6 credits from the mandatory section, 13 credits from the mandatory section within pathway one, 12 credits from the mandatory section within pathway two, a minimum of 2 credits from pathway one optional section and a minimum of 3 credits from pathway two optional section must be achieved. Achievement of any additional optional units will be recognised and recorded on the certificate.

Pathway 1 - Installation of Electronic Security and Emergency Systems - Mandatory units 001, 002 & 003, - Mandatory Technical Units 009, 010, 011 & 012 - Optional units , 004, 005, 006, 007, 008, 019, 014, 015 & 016

Pathway 2 - Preventative Maintenance of Electronic Security and Emergency Alarms Systems - Mandatory Units, 001, 002, 003, Mandatory Technical Units 012, 014, 015 & 016. Optional Units - 004, 005, 006, 007, 008, 009, 010, 011 & 019

The Level 3 NVQ Diploma in Providing Electronic Security and Emergency Systems qualification is comprised of two pathways. To achieve either pathway a minimum of 47 credits must be successfully completed.

Mandatory Units

40 credits from the mandatory section within Survey, Design and Sales of Electronic Security and Emergency Systems.

39 credits from the mandatory section within the Implementation of Electronic Security and Emergency Systems.

Optional Units

A minimum of 7 credits must be achieved from the optional units within the Survey, Design and Sales of Electronic Security and Emergency Systems
A minimum of 8 credits from the Implementation of Electronic Security and Emergency Systems optional section.

Pathway 01 - Survey, design and sales of electronic security and emergency systems - Mandatory units - 023, 024, 025, 026, 027, 028, 029 & 030 - Optional units 007, 014, 020, 017, 018, 019, 021, 022 & 031 & 032

Pathway 02 - Implementation of Electronic Security and Emergency Systems. Mandatory units - 005, 017, 018, 019, 020, 022, 023, 029 & 030
Optional units - 007, 014, 021, 024, 025, 026, 027, 028, 031 & 032

See Section 5 for details of all units

Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
Level 2 NVQ Certificate in Providing Electronic Security and Emergency Systems	198	210
Level 3 NVQ Diploma in Providing Electronic Security and Emergency Systems	328	470

1.2 Opportunities for progression

On completion of 2882 Level 2 candidates may progress to
- Level 2 on an alternative 2882 pathway programme
- Level 3 on a similar 2882 pathway programme, or choose an alternative 2882 pathway programme eg. to support Systems' Design
- Other City & Guilds Electrotechnical awards (see www.cityandguilds.com)

On completion of 2882 Level 3 candidates may progress to
- Level 3 on a different pathway programme eg. to support Surveying/Sales
- Application for Technician Membership of the Institution of Engineering and Technology (TMIET) (Completion of Level 3 UK National Qualification Framework needed)
- Other City & Guilds Electro technical awards (see www.cityandguilds.com)
- C&G Higher Diplomas in Electrical and Electronic Engineering (see www.cityandguilds.com)
- Other higher awards and progress to full membership of (MIET) and Chartered Engineer (C ENG)
- City & Guilds Management qualifications

1.3 Qualification support materials

City & Guilds also provides the following publications and resources specifically for this qualification:

Description	How to access
fast track approval forms	www.cityandguilds.com

1.4 City & Guilds websites

Website	Address	Purpose and content
City & Guilds main website	**www.cityandguilds.com**	This is the main website for finding out about City & Guilds qualifications. It contains qualification documentation and updates.
Walled Garden	**www.walled-garden.com**	The Walled Garden is a qualification administration portal for approved centres,

		enabling them to register candidates and claim certification online.

2 Centre requirements

This section outlines the approval processes for Centres to offer this qualification and any resources that Centres will need in place to offer the qualification including qualification-specific requirements for Centre staff.

Centres already offering City & Guilds qualifications in this subject area

Centres approved to offer the Level 2 and 3 NVQs for Providing Security, Emergency and Alarm Systems (1882) on the NQF may apply for approval for the new Level 2 and 3 NVQ Certificate/Diploma in Providing Electronic Security and Emergency Systems (2882-02/03) using the **fast track approval form**, available from the City & Guilds website.
Centres may apply to offer the new qualification using the fast track form

- providing there have been no changes to the way the qualifications are delivered, and
- if they meet all of the approval criteria specified in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After this time, the qualification is subject to the **standard** Qualification Approval Process. It is the centre's responsibility to check that fast track approval is still current at the time of application.

2.1 Resource requirements

Physical resources and site agreements

Centres must provide access to sufficient equipment in the centre or workplace to ensure candidates have the opportunity to cover all of the practical activities.

Human resources

Staff delivering this qualification must be able to demonstrate that they are suitably qualified and occupationally competent

Assessors and internal verifiers

Assessors
The gathering and judging of evidence should be entrusted to personnel who are not only trained and qualified as assessors but who are occupationally competent in the tasks they are assessing
Assessors must be able to demonstrate consistent application of the skills and the current supporting knowledge and understanding in the context of a recent role eg. as a practitioner, trainer or manager directly related to the NOS that they are assessing.
Assessors must also:

- demonstrate their ability and commitment to maintain their occupational competence
- have knowledge of the national occupational standards and regulations and their application to security and emergency systems in the workplace
- recognise acceptable sources of evidence to support candidates working to achieve the 2882 awards
- hold an appropriate assessor award, or have a confirmed plan for achieving the award within 18 months of commencing assessments
- can implement the awarding body quality assurance and administrative procedures

- be in regular contact with candidates and the internal verifier

Evidence of assessors meeting the above criteria should be confirmed through the external verifier.

Internal Verifiers

Centres must ensure that internal verification is undertaken by persons who are able to make valid judgements on assessment decisions made by assessors.

Internal Verifiers must be:
- suitably qualified and occupationally competent
- have knowledge of the national occupational standards and regulations.
- recognise acceptable sources of evidence for the award
- hold an appropriate internal verifier award, or have a confirmed plan for achieving the award within 12 months of commencing assessments
- can implement the awarding body quality assurance and administrative procedures
- be in regular contact with assessors and external verifiers

Evidence of internal verifiers meeting the above criteria should be confirmed through the external verifier.

Continuing professional development (CPD)

Centres are expected to support their assessment, verification and training staff in ensuring that their security and emergency systems occupational knowledge remains current for delivery, mentoring, training, assessment and verification, and account is taken of any national or legislative developments.

2.2   Candidate entry requirements

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold.

For candidates new to the electronic security and emergency systems industry, it would normally be expected that a level 2 qualification is a pre requisite for level 3. In the case of mature candidates, already employed in the industry, there are no formal requirements but centres must ensure that candidates have the potential and opportunity to gain the qualification.

Age restrictions

This qualification is not approved for use by candidates under the age of 16, and City & Guilds cannot accept any registrations for candidates in this age group.

3   Course design and delivery

3.1   Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify

- any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification. This is sometimes referred to as diagnostic testing
- any units the candidate has already completed, or credit they have accumulated which is relevant to the qualification they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualification they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

3.2   Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

Centres may design course programmes of study in any way which

- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualification.

When designing and delivering the course programme, centres might wish to incorporate other teaching and learning that is not assessed as part of the qualification. This might include the following:

- literacy, language and/or numeracy
- personal learning and thinking
- personal and social development
- employability.

Where applicable, this could involve enabling the candidate to access relevant qualifications covering these skills.

4   Assessment

4.1   Summary of assessment methods

For this qualification, learners will be required to complete a portfolio of evidence for each unit. The most appropriate methods are through:

- assessor observations, witness testimony and products of work (for example, notes of team briefings, reports and correspondence) are the most appropriate sources of performance evidence.

- supplementary evidence, for example, questioning/professional discussion, projects or assignments may be used where performance evidence (real work activity) is not needed as detailed later in the evidence specifications for each unit.

- questioning to gather supplementary and knowledge evidence can normally be carried out orally. However, oral questioning must be recorded by the assessor, in written form or by other appropriate means eg. audio (see below and Appendix 1).

Time constraints

Assessors must work closely with candidates to plan how each unit is assessed (formative and summative).
The following time constraints must be applied to the assessment of these qualifications:

- Each qualification level would normally be completed and assessed within the candidate's period of registration. Centres should advise candidates of any internal timescales for the completion and marking of individual assignments.

4.2   Evidence requirements

Detailed assessment and evidence requirements and guidance are given at each unit

Simulation

'Realistic simulation' is allowed in the assessment of each unit of this qualification. This means that the assessment of parts of each unit can be conducted in alternative premises to naturally occurring evidence in the work place, provided the premises are industry standard and approved by the external verifier eg. suitably designed and equipped workshop/training areas. However, the assessment evidence must reflect at all times, the policies and procedures of the workplace, as linked to current legislation and the principles for good practice in the electronic security and emergency systems industry.

'The assessment criteria' parts that can be assessed by realistic simulation can be seen on the 'Assessment and Evidence Requirements' page for each unit in this document.

The overarching principle to be applied to simulation is that it should only be undertaken when

(i)   The opportunity to present evidence from work-based practice happens infrequently and therefore insisting that candidates wait for such occurrence would be unreasonable or create blockages in the assessment system and might carry the risk of de- motivating candidates

(ii)   There would otherwise be a breach of confidentiality or privacy

(iii) There is a high risk to the security or safety of the candidates, individuals, key people in their lives and others.

4.3   Recording assessment and evidence

Assessors and candidates should read the 'Evidence Requirements' provided for each unit, before planning and preparing to record assessment evidence.

Both written and audio records are acceptable. Where audio evidence is used the assessor must be able to show that the evidence requirements are met in full for each assessment decision, and the additional minimum requirements given in Appendix 1 must be met.

Photographs and video recordings also may be used, but only as evidence support and must always be clearly annotated.

Confidentiality and privacy

Where commercially sensitive or confidential documents are to be presented as evidence, assessors should discuss and agree, with all interested parties, whether they may be
    (a)   included in the candidate portfolio, so long as they are anonymised, or
    (b)   left in situ with access assured for the assessors and verifiers

It is recommended that candidates make a reflection report on each occasion their work is observed by their assessor or witness, indicating which unit's assessment criteria they believe they satisfactorily achieved.

4.4   Recording forms

Candidates and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems, but it is recommended that such systems are fully customised to suit the requirements of the units of this qualification and provides a user friendly process for candidates, assessors, internal verifiers and external verifiers. Further details are available at: **www.cityandguilds.com/eportfolios**.

City & Guilds has developed a set of *Recording forms* including examples of completed forms, for new and existing centres to use as appropriate.

NVQ Recording forms are available on the City & Guilds website.

Although it is expected that new centres will use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre. It is recommended that centres provide a standard format for candidate assessment evidence portfolio records, which is user friendly, clearly indexed, and provides a clear assessment audit trail for each unit and the complete qualification. Assessor dated confirmations of unit and qualification completions must be clearly visible.

4.5   Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) recognises the contribution a person's previous experience could contribute to a qualification.

RPL is allowed for this qualification. (See Appendix 4 for further information).

5 Units

Availability of units

The units for this qualification follow.

Structure of units

The units in these qualifications are written in a standard format and comprise the following:
- City & Guilds reference number
- unit accreditation number
- title
- level
- credit value
- unit aim
- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- information on assessment
- Evidence of real work activity

Summary of units

Unit accreditation number	City & Guilds unit number	Level	Unit title	Mandatory/ optional for full qualification	Credit value
D/601/9037	Unit 001	2	Reducing the risks to health and safety at work	Mandatory	2
D/601/9040	Unit 002	2	Communicate effectively with others	Mandatory	2
K/601/9042	Unit 003	2	Portray a positive personal image	Mandatory	2
J/601/9050	Unit 004	2	Protecting from the risk of violence at work	Optional	3
F/601/9046	Unit 005	2	Work effectively with other agencies	Mandatory/Optional	2
K/601/9039	Unit 006	2	Promote a healthy and safe workplace	Optional	2

J/601/9047	Unit 007	2	Assess and address risk to the environment	Optional	2
R/601/9049	Unit 008	2	Use radio communications effectively	Optional	2
F/601/7782	Unit 009	2	Make preparations and arrangements to install electronic security and emergency systems	Optional	3
R/601/7785	Unit 010	2	Install cabling for electronic security and emergency systems	Mandatory/Optional	4
Y/601/7786	Unit 011	2	Install Electronic Security and Emergency Systems Equipment	Mandatory/Optional	3
H/601/7788	Unit 012	2	Test and confirm operation of electronic security systems	Mandatory/Optional	3
D/601/7790	Unit 014	2	Maintain the performance of electronic security and emergency systems	Mandatory/Optional	3
F/601/7796	Unit 015	2	Diagnose and rectify faults on electronic security and emergency systems	Mandatory/Optional	3
R/601/7799	Unit 016	2	Handover of electronic security and emergency systems to customers	Mandatory/Optional	3
D/601/7806	Unit 017	3	Audit electronic security and emergency systems	Mandatory/Optional	3
M/601/7809	Unit 018	3	Test and confirm operation of electronic security and emergency systems	Mandatory/Optional	4
K/601/7811	Unit 019	3	Commission and handover electronic security and emergency systems	Optional	3
M/601/7812	Unit 020	3	Diagnose and rectify faults on electronic security and emergency systems	Mandatory/Optional	4
Y/601/7822	Unit 021	3	Control contract work for electronic security and emergency systems	Optional	6

M/601/7826	Unit 022	3	Implement works to meet installation requirements	Mandatory/Optional	3
J/502/1113	Unit 023	3	Provide Leadership for your team	Mandatory/Optional	9
F/601/7801	Unit 024	3	Survey sites to prepare specifications for electronic security and emergency systems	Mandatory/Optional	5
J/601/7802	Unit 025	3	Preparing quotations for providing electronic security and emergency systems	Mandatory/Optional	4
R/601/7804	Unit 026	3	Plan the installation of electronic security and emergency systems	Mandatory/Optional	5
K/601/7808	Unit 027	3	Make preparations and arrangements to install electronic security and emergency systems	Mandatory/Optional	4
A/601/7814	Unit 028	3	Making presentations to sell electronic security and emergency systems	Mandatory/Optional	2
L/601/7817	Unit 029	3	Negotiate sales of electronic security and emergency systems	Mandatory/Optional	4
F/501/2989	Unit 030	2	Manage Your Own Resources	Mandatory	7
H/600/9609	Unit 031	4	Ensure compliance with legal, regulatory, ethical and social requirements	Optional	5
M/501/0428	Unit 032	2	Develop productive working relationships with colleagues	Optional	9

Unit 001 Reducing the risks to health and safety at work

Level: 2

Credit value: 2

NDAQ number: D/601/9037

Unit aim

The learner will develop the knowledge, understanding and skills necessary to reduce the risks to health and safety at work

Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

001.1 Understand roles and responsibilities in the reduction of risks to health and safety in the workplace

001.2 Be able to assess the risks to health and safety in the workplace

001.3 Be able to take appropriate action when risks to health and safety in the workplace have been identified

001.4 Be able to maintain health and safety in his/her own workplace

Guided learning hours

It is recommended that **20** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards

This unit relates to the NOS from Skills for Security Ltd Common Units - Unit 2

Endorsement by a sector or other appropriate body

This unit is endorsed by Skills for Security Ltd

Unit 001   Reducing the risks to health and safety at workUnit 001 Reducing the risks to health and safety at work

001.1   Understand roles and responsibilities in the reduction of risks to health and safety in the workplace

Assessment Criteria

The learner can:

1. define "hazards" and "risks"
2. explain personal responsibilities and legal duties in respect of health and safety in the workplace
3. identify which workplace instructions are relevant to the job.

Unit 001   **Reducing the risks to health and safety at workUnit 001 Reducing the risks to health and safety at work**

001.2   Be able to assess the risks to health and safety in the workplace

Assessment Criteria

The learner can:

1. describe the hazards which exist in the workplace and the safe working practices which must be followed
2. explain the importance of remaining alert to the presence of hazards in the workplace
3. identify those aspects of the workplace and working practices which could harm people
4. assess which of the potentially harmful working practices and aspects of the workplace present the highest risks to people.

Unit 001   **Reducing the risks to health and safety at workUnit 001 Reducing the risks to health and safety at work**

001.3   Be able to take appropriate action when risks to health and safety in the workplace have been identified

Assessment Criteria

The learner can:

1. explain the importance of dealing with, or promptly reporting, risks
2. identify the responsible people that health and safety matters should be reported to
3. describe where and when to get additional health and safety assistance
4. identify personal scope and responsibility for controlling risks
5. identify workplace instructions for managing risks which cannot be dealt with
6. demonstrate dealing with hazards in accordance with workplace instructions and legal requirements
7. report to the people responsible for health and safety in your workplace those hazards which present the highest risks
8. suggest options for reducing risks to health and safety to the responsible people
9. report any differences between workplace instructions and suppliers' or manufacturers' instructions.

Unit 001 Reducing the risks to health and safety at workUnit 001 Reducing the risks to health and safety at work

001.4   Be able to maintain health and safety in his/her own workplace

Assessment Criteria

The learner can:

1. carry out work in accordance with level of competence, workplace instructions, suppliers or manufacturers instructions and legal requirement
2. demonstrate behaviour that does not endanger the health and safety of people in the workplace
3. demonstrate compliance with the workplace instructions and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products.

Unit 002   Communicate effectively with others

Level: **2**

Credit value: **2**

NDAQ number: D/601/9040

Unit aim

The learner will develop the knowledge, understanding and skills necessary to communicate effectively with others

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

002.1   Be able to develop and maintain communication with people

002.2   Be able to assess the risks to health and safety in the workplace

Guided learning hours

It is recommended that **15** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards

This unit relates to the NOS from Skills for Security Ltd Common Units - Unit 4

Endorsement by a sector or other appropriate body

This unit is endorsed by Skills for Security Ltd

Unit 002   Communicate effectively with othersUnit 002 Communicate effectively with others

002.1   Be able to develop and maintain communication with people

Assessment Criteria

The learner can:

1. explain why effective communication is an essential aspect of work in the security sector
2. identify the barriers to effective communication including:
   - those relating to personal differences in culture, language, gender, literacy levels, experience, health/illness
   - environmental
   - social
3. communicate with people in a way that:
   - is open and respectful of them as individuals
   - is consistent with their level of understanding, culture, background and preferred ways of communicating
   - is appropriate to the context in which the communication is taking place
   - promotes equality and values diversity
   - consistent with relevant legislation, policies and procedures
4. provide opportunities for people to check their understanding of the information given to them and ask questions
5. describe the appropriate action to take to reduce barriers to effective communication
6. describe how to get support when experiencing difficulty in communicating effectively
7. describe the importance of making records that are accurate legible and complete, contain only information necessary for the record's purpose and are free from labelling and discrimination.

Unit 002 **Communicate effectively with othersUnit 002 Communicate effectively with othersUnit 002 Communicate effectively with others**

002.2 Be able to assess the risks to health and safety in the workplace

Assessment Criteria

The learner can:

1. comply with legislation, policies and procedures related to the security of information
2. ensure that information is only disclosed to those who have the right and need to know it
3. state the appropriate precautions to take when communicating confidential or sensitive information
4. maintain the security of records when handling and storing them
5. alert the appropriate person when the security of information is not being maintained or information is being misused.

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Unit 003   Portray a positive personal image

l: **2**

Credit value: **2**

NDAQ number: K/601/9042

Unit aim

The learner will develop the knowledge, understanding and skills necessary to portray a positive personal image

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

003.1   Be able to establish an effective rapport with customers
003.2   Be able to respond appropriately to customers
003.3   Be able to communicate information to customers

Guided learning hours

It is recommended that **15** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards

This unit relates to the NOS from Skills for Security Ltd Common Units - Unit 5

Endorsement by a sector or other appropriate body

This unit is endorsed by Skills for Security Ltd

Unit 003   Portray a positive personal image

003.1   Be able to establish an effective rapport with customers

Assessment Criteria

The learner can:

1. demonstrate a standard of appearance and behaviour that complies with the organisation's requirements
2. demonstrate how to greet a customer respectfully and in a friendly manner
3. communicate with customers in a way that makes them feel valued and respected
4. identify the customer's expectations
5. demonstrate how to treat the customer courteously and helpfully at all times
6. demonstrate how to keep the customer informed and reassured
7. demonstrate how to adapt behaviour to respond effectively to different customer behaviour.

Unit 003   Portray a positive personal image

Unit 003   Portray a positive personal image

003.2   Be able to respond appropriately to customers

Assessment Criteria

The learner can:

1. respond promptly to a customer seeking assistance
2. select the most appropriate way of communicating with the customer
3. check with the customer that their expectations have been fully understood
4. respond promptly and positively to the customers' questions and comments
5. demonstrate how to allow the customer time to consider the response and give further explanation when appropriate.

Unit 003   Portray a positive personal image Unit 003
Portray a positive personal image

Unit 003   Portray a positive personal image003.3   Be able to communicate information to customers

Assessment Criteria

The learner can:

1. demonstrate how to quickly locate and provide information that will help the customer
2. identify information that the customer might find complicated and check whether they fully understand
3. demonstrate how to clearly inform the customer of any reasons why their needs or expectations cannot be met.

Unit 004   Protecting from the risk of violence at work

Level: **2**

Credit value: **3**

NDAQ number: J/601/9050

Unit aim

The learner will develop the knowledge, understanding and skills necessary to protect themselves from the risk of violence at work

Learning outcomes

There are **six** learning outcomes to this unit. The learner will:

004.1   Understand the job role, responsibilities and limitations

004.2   Be able to use verbal and non-verbal communication to help calm a potentially violent situation

004.3   Be able to dynamically risk assess a potentially violent situation

004.4   Be able to take action that will help calm a potentially violent situation whilst maintaining personal safety

004.5   Be able to review an incident and support processes

004.6   Be able to accurately report an incident

Guided learning hours

It is recommended that **22** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards

This unit relates to the NOS from Skills for Security Ltd Common Units - Unit 1

Endorsement by a sector or other appropriate body

This unit is endorsed by Skills for Security Ltd

Assessment Requirements

Observation of naturally occurring evidence is the required assessment method to be used to evidence some part of this unit.

Your assessor will:

(a) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(b) identify other sources of assessment criteria evidence for example:

       (i) Witness Testimony

       (ii) Work Products

       (iii) Questioning/Professional Discussion

       (iv) Original certificates

       (v) Case studies, projects, assignments and candidates reflective accounts of their work.

(see Appendix 4 for an expansion of each of these sources of evidence).

Unit 004   Protecting from the risk of violence at work

004.1   Understand the job role, responsibilities and limitations

Assessment Criteria

The learner can:

1. describe the legal duties for an individual to ensure well-being and health and safety in the workplace as explained by relevant legislation
2. describe the job role, including the responsibilities and limitations
3. describe personal capabilities and limitations in terms of protection in potentially violent situations.

Unit 004   Protecting from the risk of violence at work

004.2   Be able to use verbal and non-verbal communication to help calm a potentially violent situation

Assessment Criteria

The learner can:

1. describe the importance of showing respect for people, their property and rights

2. describe when it is appropriate and possible to maintain a safe distance and avoid physical contact

3. maintain a calm, reassuring and professional attitude towards those presenting unacceptable behaviour

4. maintain a safe distance and avoid physical contact

5. avoid behaviour or language that may be discriminatory or oppressive when communicating with other people

6. interpret simple body language and the importance of acknowledging other people's personal space

7. explain clearly to the people involved:

    - what you will do

    - what they should do and

    - the likely consequences if the present situation continues

8. communicate with those presenting unacceptable behaviour in a way that:

    - shows respect for them, their property and their rights

    - is free from discrimination and oppressive behaviour.

Unit 004   Protecting from the risk of violence at work

004.3   Be able to dynamically risk assess a potentially violent situation

Assessment Criteria

The learner can:

1. describe the main signs that a situation could escalate to violent behaviour
2. describe the importance of remaining alert to triggers of violent behaviour
3. describe the importance of planning how to leave a situation if there is a physical risk including identifying where the nearest exit routes are located
4. demonstrate how to keep the situation under review
5. act to reduce the risks to the safety of all those affected by the incident.

Unit 004   Protecting from the risk of violence at work

004.4   Be able to take action that will help calm a potentially violent situation whilst maintaining personal safety

Assessment Criteria

The learner can:

1. describe the types of action and behaviour that can be taken to calm situations
2. describe when to leave the scene of the incident, when to seek help and safe techniques for leaving the situation
3. act to calm the situation which will:

   - not make the situation worse
   - follow the organisation's policy and procedures and legal responsibilities
   - minimise the risk of injury to all those involved

4. get assistance promptly when the situation is not being resolved
5. demonstrate how to end contact with those presenting unacceptable behaviour and leave the situation if the threat to safety cannot be effectively managed.

Unit 004 **Protecting from the risk of violence at work**

004.5 Be able to review an incident and support processes

Assessment Criteria

The learner can:

1. review the sequence of events leading up to the incident
2. discuss with relevant people whether organisational procedures helped or hindered the incident
3. assess organisation and personal risk assessments relevant to the activities and their adequacy for dealing with similar incidents
4. identify areas of personal development
5. describe the importance of making use of available support and advice to help prevent any incident-related health problems
6. describe the importance of having the opportunity to talk to someone about the incident afterwards.

Unit 004 Protecting from the risk of violence at work

004.6 Be able to accurately report an incident

Assessment Criteria

The learner can:

1. describe the organisation's procedures for dealing with violent behaviour
2. identify the reports that have to be made and the records that have to be kept about a potential or actual incident of violence
3. complete records in accordance with organisational requirements in respect of:
    - personal actions at the time of the incident
    - the circumstances and severity of the incident
    - the measures taken to ensure personal safety and that of other people
    - the action taken to try to calm the situation down
4. produce recommendations for the relevant people in order to reduce the risk of further similar incidents
5. contribute to good practice by sharing relevant non-confidential information with others in similar roles.

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Unit 005   Work effectively with other agencies

Level: **2**

Credit value: **2**

NDAQ number: F/601/9046

Unit aim
The learner will develop the knowledge, understanding and skills necessary to work effectively with other agencies

Learning outcomes
There are **two** learning outcomes to this unit. The learner will:
005.1   Be able to develop effective working arrangements with staff in other agencies
005.2   Be able to sustain effective working with staff in other agencies

Guided learning hours
It is recommended that **15** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards
This unit relates to the NOS from Skills for Security Ltd Common Units - Unit 6

Endorsement by a sector or other appropriate body
This unit is endorsed by Skills for Security Ltd

Assessment Requirements
Observation of naturally occurring evidence is the required assessment method to be used to evidence some part of this unit.
Your assessor will:
(a) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.
(b) identify other sources of assessment criteria evidence for example:
       (i) Witness Testimony
       (ii) Work Products
       (iii) Questioning/Professional Discussion
       (iv) Original certificates
       (v) Case studies, projects, assignments and candidates reflective accounts of their work.
(see Appendix 4 for an expansion of each of these sources of evidence).

Unit 005   Work effectively with other agencies

005.1   Be able to develop effective working arrangements with staff in other agencies

Assessment Criteria

The learner can:

1. identify the relevant legislation, organisational policies and procedures that apply to joint working and their impact
2. describe the principles and benefits of joint working between different agencies
3. describe the nature and purpose of the industry sector
4. describe the roles and responsibilities of the different people and agencies involved
5. describe how agency structure and culture can affect joint working
6. identify the information that needs to be shared, the reasons for this and how to maintain the security of information
7. define and record arrangements for joint working that:

    - are appropriate to the nature and purpose of the work

    - are likely to be effective in achieving their aims

    - include factors likely to hinder joint working (such as stereotyping, discrimination)

    - include how joint working is to take place when different individuals become involved

8. define how and when the joint work will be monitored and reviewed.

Unit 005 Work effectively with other agencies

005.2 Be able to sustain effective working with staff in other agencies

Assessment Criteria

The learner can:

1. demonstrate joint working in a way that is consistent with agreements made, own job role and relevant policies and standards

2. demonstrate how to interact with people in the other agency in ways which:

   - encourage effective relationships and participation

   - respect their views, roles and responsibilities

   - promote equality and value diversity

   - acknowledge the value of joint working

3. demonstrate how to represent your agency's views and policies in a clear and constructive way

4. identify any issues in the joint working and use effective methods to address them with the people involved

5. identify when and where to seek support when experiencing difficulty working effectively with staff in other agencies

6. describe methods of reviewing the effectiveness of joint working relationships.

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Unit 006 Promote a healthy and safe workplace

Level: 2

Credit value: 2

NDAQ Number: K/601/9039

Unit aim
The learner will develop the knowledge, understanding and skills necessary to promote a healthy and safe workplace

Learning outcomes
There are **two** learning outcomes to this unit. The learner will:
006.1   Be able to develop plans to promote health and safety culture in the workplace
006.2   Be able to implement plans to promote a health and safety culture in the workplace

Guided learning hours
It is recommended that **14** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards
This unit relates to the NOS from Skills for Security Ltd Common Units - Unit 3

Endorsement by a sector or other appropriate body
This unit is endorsed by Skills for Security Ltd

Assessment Requirements
Observation of naturally occurring evidence is the required assessment method to be used to evidence some part of this unit.
Your assessor will:
(a) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.
(b) identify other sources of assessment criteria evidence for example:
      (i) Witness Testimony
      (ii) Work Products
      (iii) Questioning/Professional Discussion
      (iv) Original certificates
      (v) Case studies, projects, assignments and candidates reflective accounts of their work.
(see Appendix 4 for an expansion of each of these sources of evidence).

Unit 006   Promote a healthy and safe workplace

006.1   Be able to develop plans to promote health and safety culture in the workplace

Assessment Criteria

The learner can:

1. state the organisation structure and lines of communication
2. explain the available information sources on health and safety within the workplace
3. describe how information on health and safety instructions and regulations is currently communicated within the workplace
4. describe own responsibilities set out in the workplace instructions for communicating and consulting with colleagues and others
5. describe the current level of understanding and support for, health and safety instructions and procedures by people at the workplace
6. state the workplace requirements for conducting a review of current working practices
7. describe the work areas and job roles where current working practices are being reviewed
8. identify resources which are required to improve the current health and safety culture
9. identify where improvements and changes may be necessary using current sources of information available in the workplace.

Unit 006 Promote a healthy and safe workplace

006.2 Be able to implement plans to promote a health and safety culture in the workplace

Assessment Criteria

The learner can:

1. develop plans to include promoting the advantages and legal necessities of following health and safety procedures

2. identify practical opportunities for regular consultation on health and safety issues and ways of encouraging ideas on good practice

3. identify those people in the workplace who will require information and advice about the plans to promote a health and safety culture in the workplace

4. present plans for promoting a health and safety culture to the appropriate people in a clear and effective manner

5. provide relevant information and advice at an appropriate time, level and pace

6. describe how to monitor the effectiveness of the plans against agreed performance measures

7. identify opportunities for further improvements to the health and safety culture in the workplace.

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Unit 007   Assess and address risk to the environment

Level: **2**

Credit value: **2**

NDAQ number: J/601/9047

Unit aim
The learner will develop the knowledge, understanding and skills necessary to assess and address risk to the environment

Learning outcomes
There are **two** learning outcomes to this unit. The learner will:

007.1   Be able to identify the risks to the environment arising as a result of workplace activities
007.2   Be able to minimise risks to the environment arising as a result of workplace activities

Guided learning hours
It is recommended that **14** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards
This unit relates to the NOS from Skills for Security Ltd Common Units - Unit 16

Endorsement by a sector or other appropriate body
This unit is endorsed by Skills for Security Ltd

Assessment Requirements
Observation of naturally occurring evidence is the required assessment method to be used to evidence some part of this unit.

Your assessor will:

(a) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(b) identify other sources of assessment criteria evidence for example:

        (i) Witness Testimony
        (ii) Work Products
        (iii) Questioning/Professional Discussion
        (iv) Original certificates
        (v) Case studies, projects, assignments and candidates reflective accounts of their work.

(see Appendix 4 for an expansion of each of these sources of evidence).

Unit 007   Assess and address risk to the environment

007.1   Be able to identify the risks to the environment arising as a result of workplace activities

Assessment Criteria

The learner can:

1. describe current environmentally-friendly working practices relevant to the workplace
2. identify workplace instructions, precautions and procedures relating to the control of risks to the environment
3. identify any current working practices, materials, products or equipment which present a risk to the environment
4. explain the importance of remaining alert to the presence of hazards to the environment in the whole work place
5. identify the people in the workplace to whom environmental matters should be reported
6. report any occurrences that could cause harm to the environment, for example;

   - differences between legal regulations and workplace instructions
   - the use of materials or products hazardous to the environment
   - hazards which present high risk to the environment.

Unit 007 Assess and address risk to the environment

007.2 Be able to minimise risks to the environment arising as a result of workplace activities

Assessment Criteria

The learner can:

1. comply with the relevant legal requirements and workplace environmental instructions for the job role
2. use resources and materials effectively and efficiently
3. follow suppliers', manufacturers' and workplace instructions for the safe use and storage of materials, products and equipment
4. explain the importance of dealing with, or promptly reporting, risks to the environment
5. communicate suggestions for limiting risks to the environment to the responsible person
6. follow the correct instructions for disposal of materials and products which can be hazardous to the environment.

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Unit 008   Use radio communications effectively

Level: **2**

Credit value: **2**

NDAQ number: R/601/9049

Unit aim
The learner will develop the knowledge, understanding and skills necessary to use radio communications effectively

Learning outcomes
There are **two** learning outcomes to this unit. The learner will:

008.1   Know how to use radio communication equipment effectively

008.2   Be able to use radio communication equipment effectively

Guided learning hours
It is recommended that **14** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards
This unit relates to the NOS from Skills for Security Ltd Common Units - Unit 17

Endorsement by a sector or other appropriate body
This unit is endorsed by Skills for Security Ltd

Assessment Requirements
Observation of naturally occurring evidence is the required assessment method to be used to evidence some part of this unit.

Your assessor will:

(a) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(b) identify other sources of assessment criteria evidence for example:

         (i) Witness Testimony

         (ii) Work Products

         (iii) Questioning/Professional Discussion

         (iv) Original certificates

         (v) Case studies, projects, assignments and candidates reflective accounts of their work.

(see Appendix 4 for an expansion of each of these sources of evidence).

Unit 008   Use radio communications effectively

008.1   Know how to use radio communication equipment effectively

Assessment Criteria

The learner can:

1. describe the effect of regulations affecting the transmitting and receiving of radio communications in both normal and emergency situations

2. describe the procedure for confirming that the radio communication equipment is working properly, and what to do if it is not

3. state the limits of personal authority and responsibility for passing on information

4. describe the causes of poor transmission or reception, and what action to take to improve communications

5. describe how to report any difficulties in transmitting and receiving information promptly and accurately to the relevant person

6. state the organisation's procedure for the use of;

   • the phonetic alphabet

   • the 24 hour clock

   • call signs

   • caller identification

   • passwords.

Unit 008   Use radio communications effectively

008.2   Be able to use radio communication equipment effectively

Assessment Criteria

The learner can:

1. operate radio equipment in line with manufacturers' instructions and statutory regulations

2. respond to incoming communications promptly and appropriately in line with organisation's procedures

3. pass on information to the appropriate people, who are authorised to receive it, within agreed timescales

4. use outgoing communication equipment in line with organisation's procedures and statutory regulations

5. confirm the information transmitted is understood by those receiving it

6. demonstrate the correct use of the phonetic alphabet

7. maintain complete and accurate records of transmitted and received communications.

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Unit 009 Make preparations and arrangements to install electronic security and emergency systems

Level: **2**

Credit value: **3**

NDAQ number: F/601/7782

Unit aim
To develop the skills necessary to be able to make preparations and arrangements to install electronic security and emergency systems

Learning outcomes
There are **three** learning outcomes to this unit. The learner will:

009.1 Be able to confirm plans and agreements for installations
009.2 Be able to confirm availability of equipment and materials
009.3 Be able to contribute to the preparation of installations

Guided learning hours
It is recommended that **29** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards
This unit relates to the NOS from Electronic Security Systems SYS 8

Endorsement by a sector or other appropriate body
This unit is endorsed by Skills for Security Ltd

Unit 009   Make preparations and arrangements to install electronic security and emergency systems

009.1   Be able to confirm plans and agreements for installations

Assessment Criteria

The learner can:

1. identify the current:
    *   legislation
    *   regulations
    *   standards
    *   codes of practice
    *   risk Assessments
    *   relevant to the working on sites to install systems
2. agree and confirm working arrangements with customers and third parties including:
    *   timescales
    *   access
    *   accommodation for stores
    *   personnel
    *   availability of other trades people
    *   methodology statement
3. confirm that the access arrangements for installation staff, equipment and vehicles are suitable
4. confirm that the information required to carry out the installation is available including:
    *   installation schedules
    *   project plans
    *   installation and operating manuals
    *   licences
    *   approvals
    *   third party details
    *   risk assessment
    *   methodology statement
    *   specification notes
5. confirm the availability of suitable public services and site facilities, including safe and secure storage, that are needed during installation work
6. demonstrate how to confirm the health and safety requirements are met on site including:
    *   documentation
    *   risk assessment
    *   method statements
    *   asbestos register
7. describe how to communicate with customers and third parties to:
    *   maintain professional relationships
    *   avoid conflict

- avoid unnecessary disruption to customers' normal work activities
8. Produce a contingency plan to deal with potential problems with installation work including:
    - lack of resources
    - third party availability
    - access
    - site services
    - disruption to customers normal work activities.

Unit 009   Make preparations and arrangements to install electronic security and emergency systems

009.2   Be able to confirm availability of equipment and materials

Assessment Criteria

The learner can:

1. confirm that all system equipment and materials needed for installations are available and match system specifications including:
    - components
    - cables
    - containments
    - fixings
    - ancillary materials
2. confirm that all necessary tools and equipment are available, including:
    - hand tools
    - power tools
    - personal protective equipment
    - consumable items
    - access equipment
    - test equipment
3. demonstrate how to confirm that all tools and equipment are:
    - in good working order
    - suitable for the job
    - comply with relevant safety requirements
4. confirm that all relevant test equipment is available and has a current calibration certificate
5. report the details of faulty or dangerous tools and equipment to the relevant person
6. demonstrate how to deal with problems before starting installation work, such as availability of the:
    - correct system components
    - equipment
    - tools
    - documents
    - access equipment
7. confirm that all the necessary documents required to carry out installations are available, including:
    - system specifications
    - equipment schedules
    - company documentation.

Unit 009   **Make preparations and arrangements to install electronic security and emergency systems**

009.3   Be able to contribute to the preparation of installations

Assessment Criteria

The learner can:

1. demonstrate how to confirm that the location of system equipment and components comply with the specification

2. confirm cable containments, routes and openings comply with the specification, for example:
    - basket
    - conduit
    - ducting
    - ceiling voids
    - trays
    - surface mounted
    - catenaries
    - trunking (plastic & steel)

3. select suitable fixing methods for the:
    - site
    - building materials
    - regulations
    - codes of practice

4. demonstrate how to set up safe and secure work areas that are convenient to installation staff and customers

5. demonstrate the correct use of temporary access equipment, including:
    - ladders
    - scaffolding
    - trestles
    - access towers
    - powered access equipment
    - operators have current operating license

6. identify the presence of electrical supply including:
    - zero volts to 230 volts AC mains supply
    - 400v AC three phase supply
    - zero volts to 24 volts DC supply
    - low voltage AC mains power units transforming to safety extra low voltage DC
    - standby batteries

7. demonstrate how to safely isolate the identified electrical supply.

Unit 009　Make preparations and arrangements to install electronic security and emergency systems

Evidence of real work activity

Assessment and Evidence Requirements for this unit:

The following Assessment Criteria 1.2, 1.3, 1.5, 1.6, 1.7, 2.1, 2.2, 2.4, 3.1, 3.2, 3.3, 3.4, 3.6 must be assessed utilising naturally occurring evidence, the remainder of the assessment criteria can be assessed using realistic simulation (See page 12 'Simulation' for an explanation of realistic simulation).

You must provide your assessor with evidence for ALL the Assessment Criteria

The purpose of this evidence is to enable your assessor to accredit your competence in each of the assessment criteria of this unit

The evidence must reflect, at all times, the policies and procedures of the workplace, as linked to current legislation and the values and principles for good practice in the electronic security and emergency systems industry

The evidence must be provided in the following ways.

Observation is the required assessment method to be used to evidence some part of this unit

Your assessor will:

(i) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(ii) identify other sources of assessment criteria evidence, for example

(a) Witness Testimony
(b) Work Products
(c) Questioning/Professional Discussion
(d) Original Certificates
(e) Case Studies, Projects, Assignments and Candidates reflective accounts of their work

(see Appendix 4 for an expansion of each of these sources of evidence)

Unit 010   Install cabling for electronic security and emergency systems

Level: **2**

Credit value: **4**

NDAQ number: R/601/7785

Unit aim

To develop the knowledge, understanding and skills necessary to be able to install cabling for electronic security and emergency systems

Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

010.1   Be able to prepare to install cabling for electronic security and emergency systems
010.2   Be able to install cable containment systems
010.3   Be able to install, inspect and test cabling for electronic security and emergency systems
010.4   Be able to restore sites after installing cabling

Guided learning hours

It is recommended that **33** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards

This unit relates to the NOS from Electronic Security Systems SYS 9

Endorsement by a sector or other appropriate body

This unit is endorsed by Skills for Security Ltd

Unit 010   Install cabling for electronic security and emergency systems

010.1   Be able to prepare to install cabling for electronic security and emergency systems

Assessment Criteria

The learner can:

1. confirm the necessary information to install cabling for systems is available and that it is accurate

2. demonstrate how to confirm there is sufficient cabling components to complete the installation

3. describe how to identify the location for system cabling arrangements from technical documents, such as:

    - installation specifications

    - cable and wiring diagrams

    - architectural and similar drawings

    - configuration charts

4. produce a realistic plan for installing cable support and containment systems that complies with the:

    - system specifications

    - relevant regulations

    - codes of practice

5. produce a realistic contingency plan to deal with potential problems related to preparing to cable systems, including:

    - lack of resources

    - access

    - site services

    - difficulties in preparing or installing cabling components

    - site access

6. confirm that all necessary tools and equipment are available, including:

    - hand tools

    - power tools

    - personal protective equipment

    - consumable items

    - access equipment

    - test equipment

7. demonstrate how to confirm that all tools and equipment are:

    - in good working order

    - suitable for the job

    - comply with relevant safety requirements

    - current licence to operate access equipment

8. identify the presence of electrical supply including:

    - zero volts to 230 volts AC mains supply

- 400v AC three phase supply
- zero volts to 24 volts DC supply
- low voltage AC mains power units transforming to safety extra low voltage DC
- standby batteries.

Unit 010   Install cabling for electronic security and emergency systems

010.2   Be able to install cable containment systems

Assessment Criteria

The learner can:

1. list the current regulations and codes of practice relevant to installing cable containments

2. demonstrate the routing and securing of cable containments in line with system installation specifications, relevant regulations and codes of practice, including:

    *   basket
    *   conduit
    *   ducting
    *   ceiling voids
    *   trays
    *   surface mounted
    *   catenaries
    *   trunking (plastic & steel)

3. demonstrate the selection and correct use of suitable containment fixing devices avoiding unnecessary damage to building structures and surfaces

4. demonstrate how to cut, assemble, join and de-burr containments safely using the correct tools and equipment, including:

    *   hand tools
    *   power tools
    *   templates
    *   personal protective equipment
    *   consumable items

5. confirm that installed containments are free from damage or internal obstruction

6. demonstrate compliance with relevant health and safety requirements while installing cable containments

7. demonstrate how to safely isolate identified electrical supplies in the installation area.

Unit 010 **Install cabling for electronic security and emergency systems**

010.3 Be able to install, inspect and test cabling for electronic security and emergency systems

Assessment Criteria

The learner can:

1. list the current regulations and codes of practice relevant to installing, terminating and labelling cables and wires

2. explain why it is important to comply with segregation requirements for power and signalling

3. list the properties, handling requirements, and methods of securing the different types of cables and wires used in systems

4. demonstrate the routing and securing of cables and wires, minimising waste and in line with system installation specifications, relevant regulations and codes of practice

5. test and record the results confirming that installed cables and wires are free from damage or any other factor that could impair their performance, or that of other equipment

6. confirm cables and wires meet their required operating performance, using appropriate testing methods

7. demonstrate how to label installed cables and wires in line with:

    • relevant regulations

    • codes of practice

    • organisation's requirements

8. demonstrate compliance with relevant health and safety requirements while installing cables and wires.

Unit 010 Install cabling for electronic security and emergency systems

010.4 Be able to restore sites after installing cabling

Assessment Criteria

The learner can:

1. state the house-keeping requirements at the site
2. describe why it is important to close all cable containment openings
3. demonstrate how to close and seal cable containments and openings securely, in line with relevant codes of practice and supplier's guidelines
4. demonstrate how to close and seal or reseal any fire retarding materials disturbed during the work undertaken, using the appropriate materials
5. describe the importance of removing all unwanted items from sites after installation of cabling is complete
6. explain why it is important to dispose of debris, waste and surplus material safely and in line with the relevant regulations and codes of practice
7. demonstrate compliance with relevant health and safety requirements while restoring installation sites.

Unit 010 Install cabling for electronic security and emergency systems

Evidence of Real work activity

Assessment and Evidence Requirements for this unit:

The Assessment Criteria 1.4, 1.8, 2.2, 2.3, 2.6, 3.4, 3.5, 3.6, and 4.7 must be assessed utilising naturally occurring evidence, the remainder of the assessment criteria can be assessed using realistic simulation. (See page 12 'Simulation' for an explanation of 'realistic simulation').

You must provide your assessor with evidence for ALL the Assessment Criteria

The purpose of this evidence is to enable your assessor to accredit your competence in each of the assessment criteria of this unit

The evidence must reflect, at all times, the policies and procedures of the workplace, as linked to current legislation and the values and principles for good practice in the electronic security and emergency systems industry.

The evidence must be provided in the following ways.

Observation is the required assessment method to be used to evidence some part of this unit

Your assessor will:

(i) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(ii) identify other sources of assessment criteria evidence, for example

        (a) Witness Testimony

        (b) Work Products

        (c) Questioning/Professional Discussion

        (d) Original Certificates

        (e) Case Studies, Projects, Assignments and Candidates reflective accounts of their work

(see Appendix 4 for an expansion of each of these sources of evidence)

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Unit 011   Install Electronic Security and Emergency Systems Equipment

Level: **2**

Credit value: **3**

NDAQ number: Y/601/7786

Unit aim
To develop the knowledge, understanding and skills necessary to safely install and connect electronic security and emergency systems equipment and the restore the site following that installation

Learning outcomes
There are **three** learning outcomes to this unit. The learner will:
011.1   Be able to position and mount specified equipment safely
011.2   Be able to terminate cables to equipment
011.3   Be able to restore the site safely after installing equipment

Guided learning hours
It is recommended that **28** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards
This unit relates to the NOS from Electronic Security Systems SYS 10

Endorsement by a sector or other appropriate body
This unit is endorsed by Skills for Security Ltd

Unit 011   Install Electronic Security and Emergency Systems Equipment

011.1   Be able to position and mount specified equipment safely

Assessment Criteria

The learner can:

1. describe appropriate Health and Safety considerations when installing electronic security system equipment

2. describe the risks associated with live electrical supplies in the installation area including:

   - 230 volts AC mains supply

   - 400vAC three phase supply

   - 24 volts DC supply

   - 12 volts DC supply

   - low voltage AC mains power supply units transforming to safety extra low voltage DC

   - standby batteries

3. identify the mounting position from specification documents or architectural drawings

4. position the equipment to optimise operational effectiveness and comply with current Codes of Practice recording any changes from the specification to an "as fitted" specification including reasons for the amendment

5. describe the properties of typical building materials including:

   - masonry

   - brick

   - concrete

   - metal

   - plasterboard

   - timber

   - plastic

   and how to fix equipment to them safely and securely

6. describe how to check the safety of tools and equipment, why it is important and the necessary action if faults are identified

7. state the capabilities and limitation of the tools and equipment and why it is important to use the correct ones

8. safely use selected tools and fixings appropriate for the building materials to fix specified equipment including:

   - hand tools

   - power tools

   - templates

   - personal protective equipment

   - consumable items

   - special plant and access equipment

9. demonstrate the mounting of equipment safely, minimising damage to the equipment or the building.

Unit 011　Install Electronic Security and Emergency Systems Equipment

011.2　Be able to terminate cables to equipment

Assessment Criteria

The learner can:

1. identify termination points using technical documents
2. correctly terminate cables and wires including:
   - copper
   - coaxial
   - mineral insulated
   - optical fibre
   - single strand
   - multi-strand
   - multi core
3. use approved methods to terminate cables and wires, including:
   - screw
   - insulation displacement
   - solder
   - wire-wrap
   - crimp
   - clamped

   in line with current Codes of Practice
4. confirm all terminations are electrically and mechanically sound and are appropriately labelled and recorded.

Unit 011   Install Electronic Security and Emergency Systems Equipment

011.3   Be able to restore the site safely after installing equipment

Assessment Criteria

The learner can:

1. demonstrate safe methods of repairing building surfaces in line with agreed specification current Codes of Practice and fire and building regulations

2. report damage that cannot be repaired to customer and office

3. correctly dispose of hazardous and non-hazardous waste materials in line with current legislation and Code of Practice

4. return unused materials and installation tools and report any faults with them

5. arrange return of any access equipment

6. demonstrate how to remove temporary site arrangements and return the site to normal operational state.

Unit 011 Install Electronic Security and Emergency Systems Equipment

Evidence of real work activity

Assessment and Evidence Requirements for this unit:

The Assessment Criteria 1.1, 1.3, 1.4, 3.1, 3.3, 3.6 must be assessed utilising naturally occurring evidence, the remainder of the assessment criteria can be assessed using realistic simulation. (See page 12 'Simulation' for an explanation of 'realistic simulation').

You must provide your assessor with evidence for ALL the Assessment Criteria

The purpose of this evidence is to enable your assessor to accredit your competence in each of the assessment criteria of this unit

The evidence must reflect, at all times, the policies and procedures of the workplace, as linked to current legislation and the values and principles for good practice in the electronic security and emergency systems industry

The evidence must be provided in the following ways.

Observation is the required assessment method to be used to evidence some part of this unit

Your assessor will:

(i) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(ii) identify other sources of assessment criteria evidence, for example

      (a) Witness Testimony

      (b) Work Products

      (c) Questioning/Professional Discussion

      (d) Original Certificates

      (e) Case Studies, Projects, Assignments and Candidates reflective accounts of their work

(see Appendix 4 for an expansion of each of these sources of evidence)

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Unit 012 Test and confirm operation of electronic security systems

Level: 2

Credit value: 3

NDAQ number: H/601/7788

Unit aim
To develop the knowledge, understanding and skills necessary to test and confirm operation of electronic security systems

Learning outcomes
There are **three** learning outcomes to this unit. The learner will:

012.1 Be able to carry out tests to confirm required system operation
012.2 Be able to carry out transmission tests
012.3 Be able to prepare for system commission and handover

Guided learning hours
It is recommended that **29** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards
This unit relates to the NOS from Electronic Security Systems SYS 11

Endorsement by a sector or other appropriate body
This unit is endorsed by Skills for Security Ltd

Unit 012 Test and confirm operation of electronic security systems

012.1 Be able to carry out tests to confirm required system operation

Assessment Criteria

The learner can:

1. use selected tests to confirm required system operation
2. ensure test equipment is working properly and is calibrated, including:
   - multi meter
   - dB meter
   - data logging
   - earth loop impedance
   - other specialised test equipment
3. confirm testing arrangements with customers and third parties where necessary
4. carry out required tests in line with approved procedures, codes of practice and Health & Safety requirements
5. take appropriate action, within the limits of authority, to remedy situations where systems or equipment do not meet operational requirement, for example:
   - adjustment
   - repair or replacement
   - report details to another person
6. record tests results accurately and fully, using the approved recording methods and formats
7. provide test results in the approved format to the relevant person, within agreed timescales.

Unit 012   Test and confirm operation of electronic security systems

012.2   Be able to carry out transmission tests

Assessment Criteria

The learner can:

1. ensure sufficient details are available of the tests to be carried out
2. confirm test equipment is working properly and is calibrated
3. confirm testing arrangements with customers and third parties
4. set up the correct transmission protocols to suit the customers IT systems, the security system and the transmission equipment being tested
5. ensure any network configuration meets the customer's IT systems specification
6. carry out required tests in line with approved procedures, codes of practice and Health & Safety requirements
7. take appropriate action, within the limits of authority, to remedy situations where systems or transmission equipment do not meet operational requirement
8. record tests results accurately and fully, using the approved recording methods and formats
9. provide tests results in the approved format to the relevant person, within agreed timescales.

Unit 012 Test and confirm operation of electronic security systems

012.3 Be able to prepare for system commission and handover

Assessment Criteria

The learner can:

1. confirm that the "as fitted" systems have been fully installed and meet the relevant operational specification
2. confirm that all system documents have been completed, collated and are available for handing over to the relevant person
3. confirm that all administration documents required by the organisation are complete, accurate and passed to the relevant person
4. confirm that sites are clear of tools, equipment, waste and surplus materials when systems are handed over to customers
5. present full and accurate information to customers about arrangements for user training, system handover, maintenance and any additional work
6. provide the required details of systems and handover arrangements to alarm receiving centres, and third parties where necessary.

Unit 012 Test and confirm operation of electronic security systems

Evidence of real work activity

Assessment and Evidence Requirements for this unit:

The Assessment Criteria 1.1, 1.3, 1.5, 2.3, 2.5, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6 must be assessed utilising naturally occurring evidence, the remainder of the assessment criteria can be assessed using realistic simulation (See page 12 'Simulation' for an explanation of 'realistic simulation').

You must provide your assessor with evidence for ALL the Assessment Criteria

The purpose of this evidence is to enable your assessor to accredit your competence in each of the assessment criteria of this unit

The evidence must reflect, at all times, the policies and procedures of the workplace, as linked to current legislation and the values and principles for good practice in the electronic security and emergency systems industry

The evidence must be provided in the following ways.

Observation is the required assessment method to be used to evidence some part of this unit

Your assessor will:

(i) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(ii) identify other sources of assessment criteria evidence, for example

- (a) Witness Testimony
- (b) Work Products
- (c) Questioning/Professional Discussion
- (d) Original Certificates
- (e) Case Studies, Projects, Assignments and Candidates reflective accounts of their work

(see Appendix 4 for an expansion of each of these sources of evidence)

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Unit 014 Maintain the performance of electronic security and emergency systems

Level: **2**

Credit value: **3**

NDAQ number: D/601/7790

Unit aim

To develop the knowledge, understanding and skills necessary to maintain the performance of electronic security and emergency systems

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

014.1 Be able to carry out preventative maintenance on electronic security and emergency systems

014.2 Be able to replace and adjust a component and restore the system to normal operation

014.3 Be able to liaise with customers during service visits

Guided learning hours

It is recommended that **28** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards

This unit relates to the NOS from Electronic Security Systems Unit SYS13

Endorsement by a sector or other appropriate body

This unit is endorsed by Skills for Security Ltd

Unit 014   Maintain the performance of electronic security and emergency systems

014.1   Be able to carry out preventative maintenance on electronic security and emergency systems

Assessment Criteria

The learner can:

1. demonstrate how to confirm the test equipment is working properly and calibrated where necessary, including:
    - multi-meter
    - dB meter
    - data logging
    - other specialised test equipment
2. identify the presence of electrical supply, into and inside, electronic security systems equipment, and safely isolate electrical supply systems
3. describe the maintenance procedures relevant to the system including:
    - measurements
    - adjustments
    - calibrations
    - physical inspections
    - replacements
4. carry out required maintenance in line with:
    - agreed schedules
    - approved procedures
    - codes of practice
    - relevant health and safety requirements
5. confirm that the system meets the required performance as detailed by the specification after maintenance work is completed
6. demonstrate recording the results of tests and inspections accurately and fully
7. identify any operational or structural changes that could effect the performance of system and report and document to the customer.

Unit 014 Maintain the performance of electronic security and emergency systems

014.2 Be able to replace and adjust a component and restore the system to normal operation

Assessment Criteria

The learner can:

1. carry out adjustments and replacements in line with approved procedures, codes of practice and relevant health and safety requirements
2. if equipment requires relocating or replacing with a different unit explain why this should amend the "as fitted" specification and how this is documented to the customer
3. demonstrate how to check that equipment replacements and adjustments enable systems to meet their required performance
4. demonstrate how to label replaced components and remove from customers' premises
5. record details of component replacements and adjustments accurately and fully
6. identify any failure in network configuration
7. confirm the network configuration meets the customers specification.

Unit 014   Maintain the performance of electronic security and emergency systems

014.3   Be able to liaise with customers during service visits

Assessment Criteria

The learner can:

1. confirm maintenance arrangements with customers (including any reduction of system performance during maintenance) that are mutually acceptable
2. demonstrate effective communication with the customer throughout the visit
3. provide customers with details of service activity carried out
4. identify to customers of any deterioration in system performance and document
5. demonstrate how to maintain the goodwill of customers and users during service visits
6. demonstrate a positive and professional manner with customers at all times.

Unit 014 Maintain the performance of electronic security and emergency systems

Evidence of real work activity

Assessment and Evidence Requirements for this unit:

The Assessment criteria 1.4, 1.5, 1.6, 1.7, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6 must be assessed utilising naturally occurring evidence, the remainder of the assessment criteria can be assessed using realistic simulation (See page 12 'Simulation' for an explanation of 'realistic simulation').

You must provide your assessor with evidence for ALL the Assessment Criteria

The purpose of this evidence is to enable your assessor to accredit your competence in each of the assessment criteria of this unit

The evidence must reflect, at all times, the policies and procedures of the workplace, as linked to current legislation and the values and principles for good practice in the electronic security and emergency systems industry

The evidence must be provided in the following ways.

Observation is the required assessment method to be used to evidence some part of this unit

Your assessor will:

(i) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(ii) identify other sources of assessment criteria evidence, for example

(a) Witness Testimony
(b) Work Products
(c) Questioning/Professional Discussion
(d) Original Certificates
(e) Case Studies, Projects, Assignments and Candidates reflective accounts of their work

(see Appendix 4 for an expansion of each of these sources of evidence)

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Unit 015   Diagnose and rectify faults on electronic security and emergency systems

Level: **2**

Credit value: **3**

NDAQ number: F/601/7796

Unit aim

To develop the knowledge, understanding and skills necessary to diagnose and rectify faults on electronic security and emergency systems

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

015.1   Be able to identify causes of unacceptable system performance
015.2   Be able to rectify faults in systems
015.3   Be able to liaise with customers during repair visits

Guided learning hours

It is recommended that **28** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit relates to the NOS from Electronic Security Systems SYS 14

Endorsement by a sector or other appropriate body

This unit is endorsed by Skills for Security Ltd

Unit 015 Diagnose and rectify faults on electronic security and emergency systems

015.1 Be able to identify causes of unacceptable system performance

Assessment Criteria

The learner can:

1. take appropriate action to minimise potential disruption to the customer
2. identify the nature of the fault before diagnosing causes
3. identify and report failures in any interface with a customers IT network
4. ensure test equipment is working properly and is calibrated
5. identify most likely causes of faults using logical and systematic processes in line with Codes of Practice and Health & Safety requirements
6. identify where to get help to diagnose causes of faults
7. record diagnostic tests and results fully and accurately in line with organisational requirements.

Unit 015   Diagnose and rectify faults on electronic security and emergency systems

015.2   Be able to rectify faults in systems

Assessment Criteria

The learner can:

1. confirm authority is in place to rectify faults before taking any action
2. communicate effectively with the customer throughout the repair process
3. demonstrate how to rectify the faults to restore system performance
4. demonstrate how to clarify systems meet the required performance after a fault repair
5. label components replaced and remove from customers' premises, in line with approved procedures and current legislation
6. explain why it is important to dispose of waste debris and surplus material safely and in line with the relevant regulations and codes of practice
7. record accurately and fully details of repairs using the approved methods and documents.

Unit 015 **Diagnose and rectify faults on electronic security and emergency systems**

015.3 Be able to liaise with customers during repair visits

Assessment Criteria

The learner can:

1. ensure customers have sufficient warning of any action about to be taken so that potential disruption to their normal work activities is minimised
2. communicate effectively throughout the repair process
3. provide customers details of repair work carried out
4. advise customers of potential deterioration in system performance as a result of operational changes or component failure
5. maintain a positive and professional manner with the customer at all times.

Unit 015 Diagnose and rectify faults on electronic security and emergency systems

Evidence of real work activity

Assessment and Evidence Requirements for this unit:

The Assessment Criteria 1.3, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4 and 3.5 must be assessed utilising naturally occurring evidence, the remainder of the assessment criteria can be assessed using realistic simulation. (See page12 'Simulation' for an explanation of 'realistic simulation').

You must provide your assessor with evidence for ALL the Assessment Criteria

The purpose of this evidence is to enable your assessor to accredit your competence in each of the assessment criteria of this unit

The evidence must reflect, at all times, the policies and procedures of the workplace, as linked to current legislation and the values and principles for good practice in the electronic security and emergency systems industry

The evidence must be provided in the following ways.

Observation is the required assessment method to be used to evidence some part of this unit

Your assessor will:

(i) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(ii) identify other sources of assessment criteria evidence, for example

        (a) Witness Testimony
        (b) Work Products
        (c) Questioning/Professional Discussion
        (d) Original Certificates
        (e) Case Studies, Projects, Assignments and Candidates reflective accounts of their work

(see Appendix 4 for an expansion of each of these sources of evidence)

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Unit 016 Handover of electronic security and emergency systems to customers

Level: **2**

Credit value: **3**

NDAQ number: R/601/7799

Unit aim

To develop the knowledge, understanding and skills necessary to demonstrate the use and handover of electronic security and emergency systems to customers

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

016.1   Be able to prepare to demonstrate the use and operation of a system

016.2   Be able to instruct users in the operation of a system

016.3   Be able to handover systems to customers

Guided learning hours

It is recommended that **23** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards

This unit relates to the NOS from Electronic Security Systems Unit SYS17

Endorsement by a sector or other appropriate body

This unit is endorsed by Skills for Security Ltd

Unit 016   Handover of electronic security and emergency systems to customers

016.1   Be able to prepare to demonstrate the use and operation of a system

Assessment Criteria

The learner can:

1. demonstrate how to confirm that the system is ready to handover to customers
2. confirm that all relevant documents are complete and available before demonstration and handover
3. confirm demonstration arrangements are mutually acceptable with customers and third parties
4. demonstrate how to maintain the confidentiality of information, locations and systems in line with relevant codes of practice.

Unit 016 **Handover of electronic security and emergency systems to customers**

016.2 Be able to instruct users in the operation of a system

Assessment Criteria

The learner can:

1. demonstrate the features and operation of the system in a way that helps users to become competent and confident in using the system

2. demonstrate the use of system features and operations that are suitable to the authority of intended users

3. demonstrate how during any training of users how to conduct this in an encouraging and supporting manner.

Unit 016   Handover of electronic security and emergency systems to customers

016.3   Be able to handover systems to customers

Assessment Criteria

The learner can:

1. confirm that sites have been cleared of all waste, debris and surplus material
2. demonstrate how to confirm that customers are satisfied with finish to surfaces damaged during installation, or are satisfied with agreed action to make good any unsatisfactory work
3. confirm all administration documents required by organisation are complete, accurate and distributed to the relevant persons within required timescales
4. produce full and accurate information to customers and third parties where necessary about arrangements for after-installation support
5. demonstrate how to confirm that customers accept responsibility for systems, in line with company procedures.

Unit 016   Handover of electronic security and emergency systems to customers

Evidence of real work activity

Assessment and Evidence Requirements for this unit:

The Assessment Criteria 1.1, 1.2, 1.3, 1.4, 3.1, 3.3, 3.4 must be assessed utilising naturally occurring evidence, the remainder of the assessment criteria can be assessed using realistic simulation. (See page 12 'Simulation' for an explanation of 'realistic simulation').

You must provide your assessor with evidence for ALL the Assessment Criteria

The purpose of this evidence is to enable your assessor to accredit your competence in each of the assessment criteria of this unit

The evidence must reflect, at all times, the policies and procedures of the workplace, as linked to current legislation and the values and principles for good practice in the electronic security and emergency systems industry

The evidence must be provided in the following ways.

Observation is the required assessment method to be used to evidence some part of this unit

Your assessor will:

(i) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(ii) identify other sources of assessment criteria evidence, for example

> (a) Witness Testimony
> (b) Work Products
> (c) Questioning/Professional Discussion
> (d) Original Certificates
> (e) Case Studies, Projects, Assignments and Candidates reflective accounts of their work

(see Appendix 4 for an expansion of each of these sources of evidence)

Unit 017　　Audit electronic security and emergency systems

Level:　　　3

Credit value:　3

NDAQ number: D/601/7806

Unit aim

To develop the skills necessary to be able to audit electronic security and emergency systems

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

017.1　Be able to carry out technical audits of electronic security and emergency systems

017.2　Be able to produce audit reports

Guided learning hours

It is recommended that **28** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit relates to the NOS from Electronic Security Systems SYS 7

Endorsement by a sector or other appropriate body

This unit is endorsed by Skills for Security Ltd

Unit 017   Audit electronic security and emergency systems

017.1   Be able to carry out technical audits of electronic security and emergency systems

Assessment Criteria

The learner can:

1. summarise the current:
    - legislation
    - regulations
    - standards
    - codes of practice

    relevant to the system being audited

    and codes of practice relating to audit methodology

2. evaluate the systems to determine whether they comply with:
    - relevant current legislation
    - regulations
    - standards
    - codes of practice
    - specifications
    - operational requirements

3. analyse incidents of non-compliance of systems against:
    - relevant current legislation
    - regulations
    - standards
    - codes of practice
    - specifications
    - operational requirements
    - malicious vandalism or abuse

4. present the results of the technical audit accurately and fully

5. demonstrate how to safely identify and isolate any electrical supply in the working area.

Unit 017 Audit electronic security and emergency systems

017.2 Be able to produce audit reports

Assessment Criteria

The learner can:

1. demonstrate how to use system specifications and operational requirements when producing a technical audit report
2. produce full and accurate reports of technical audits, including any corrective action, in the requested format
3. present the technical audit report to the relevant person in the agreed format and within agreed timescales
4. explain the corrective action that should be taken to bring non-compliant systems into compliance
5. demonstrate how to maintain the confidentiality of information, sites and systems in line with relevant codes of practice and the Data Protection Act.

Unit 017 Audit electronic security and emergency systems

Evidence of real work activity

Assessment and Evidence Requirements for this unit:

The Assessment Criteria 1.2, 1.3 must be assessed utilising naturally occurring evidence, the remainder of the assessment criteria can be assessed using realistic simulation. (See page 12 'Simulation' for an explanation of 'realistic simulation').

You must provide your assessor with evidence for ALL the Assessment Criteria

The purpose of this evidence is to enable your assessor to accredit your competence in each of the assessment criteria of this unit

The evidence must reflect, at all times, the policies and procedures of the workplace, as linked to current legislation and the values and principles for good practice in the electronic security and emergency systems industry

The evidence must be provided in the following ways.

Observation is the required assessment method to be used to evidence some part of this unit

Your assessor will:

(i) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(ii) identify other sources of assessment criteria evidence, for example

        (a) Witness Testimony

        (b) Work Products

        (c) Questioning/Professional Discussion

        (d) Original Certificates

        (e) Case Studies, Projects, Assignments and Candidates reflective accounts of their work

(see Appendix 4 for an expansion of each of these sources of evidence)

Unit 018   Test and confirm operation of electronic security and emergency systems

Level: **3**

Credit value: **4**

NDAQ number: M/601/7809

Unit aim
To develop the knowledge, understanding and skills necessary to test and confirm operation of electronic security and emergency systems

Learning outcomes
There are **three** learning outcomes to this unit. The learner will:
018.1   Be able to carry out tests to confirm required system operation
018.2   Be able to carry out transmission tests
018.3   Be able to prepare for system commission and handover

Guided learning hours
It is recommended that **35** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards
This unit relates to the NOS from Electronic Security Systems SYS 11

Endorsement by a sector or other appropriate body
This unit is endorsed by Skills for Security Ltd

Unit 018 Test and confirm operation of electronic security and emergency systems

018.1 Be able to carry out tests to confirm required system operation

Assessment Criteria

The learner can:

1. select appropriate tests to confirm required system operation
2. demonstrate how to check test equipment is working properly and is calibrated, including:
   - multi meter
   - dB meter
   - data logging
   - earth loop impedance
3. review and revise testing arrangements with customers and third parties where necessary
4. demonstrate completing the required tests in line with approved procedures, codes of practice and Health & Safety requirements
5. diagnose situations where systems or equipment do not meet operational requirement
6. develop an action plan to correct situations where systems or equipment do not meet operational requirement
7. record tests results accurately and fully, using the approved recording methods and formats
8. present tests results in the approved format to the relevant person, within agreed timescales.

Unit 018   Test and confirm operation of electronic security and emergency systems

018.2   Be able to carry out transmission tests

Assessment Criteria

The learner can:

1. develop a plan to collect the necessary information for the tests to be carried out
2. demonstrate how to confirm that the test equipment is working properly and is calibrated
3. clarify the testing arrangements with customers and third parties
4. demonstrate setting up the correct transmission protocols to suit the customer IT systems, the security system and equipment being tested
5. demonstrate how to carry out required tests in line with approved procedures, codes of practice and Health & Safety requirements
6. develop a plan to remedy situations where systems or equipment do not meet operational requirements
7. record tests results accurately and fully, using the approved recording methods and formats
8. present tests results in the approved format to the relevant person, within agreed timescales.

Unit 018   **Test and confirm operation of electronic security and emergency systems**

018.3   Be able to prepare for system commission and handover

Assessment Criteria

The learner can:

1. demonstrate how to confirm that systems have been fully installed and meet the relevant operational specification

2. review and revise all system documents have been completed, collated and are available for handing over to the relevant person

3. review and revise all administration documents required by the organisation are complete, accurate and passed to the relevant person

4. clarify that sites are clear of tools, equipment, waste and surplus materials when systems are handed over to customers

5. present full and accurate information to customers about arrangements for handover, maintenance and any further work

6. provide the required details of systems and handover arrangements to alarm receiving centres where necessary.

Unit 018   Test and confirm operation of electronic security and emergency systems

Evidence of real work activity

Assessment and Evidence Requirements for this unit:

The Assessment Criteria 1.3, 1.4, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6 must be assessed utilising naturally occurring evidence, the remainder of the assessment criteria can be assessed using realistic simulation. (See page 12 'Simulation' for an explanation of 'realistic simulation').

You must provide your assessor with evidence for ALL the Assessment Criteria

The purpose of this evidence is to enable your assessor to accredit your competence in each of the assessment criteria of this unit

The evidence must reflect, at all times, the policies and procedures of the workplace, as linked to current legislation and the values and principles for good practice in the electronic security and emergency systems industry

The evidence must be provided in the following ways.

Observation is the required assessment method to be used to evidence some part of this unit

Your assessor will:

(i) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(ii) identify other sources of assessment criteria evidence, for example

        (a) Witness Testimony
        (b) Work Products
        (c) Questioning/Professional Discussion
        (d) Original Certificates
        (e) Case Studies, Projects, Assignments and Candidates reflective accounts of their work

(see Appendix 4 for an expansion of each of these sources of evidence)

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Level: 3

Credit value: 3

NDAQ number: K/601/7811

Unit aim

To develop the knowledge, understanding and skills necessary to commission and handover electronic security and emergency systems

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

019.1   Be able to bring systems into operation

019.2   Be able to handover systems to customers

Guided learning hours

It is recommended that **27** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards

This unit relates to the NOS from Electronic Security Systems Unit SYS12

Endorsement by a sector or other appropriate body

This unit is endorsed by Skills for Security Ltd

Unit 019   Commission and handover electronic security and emergency systems

019.1   Be able to bring systems into operation

Assessment Criteria

The learner can:

1. evaluate the installation to ensure it meets the as fitted specification
2. review and revise where necessary the documentation and information in line with the as fitted specification
3. demonstrate how to commission systems in line with approved procedures and correct sequence of operation
4. explain what test equipment including specialised test equipment, pertinent to the system installed, will be required to carry out commissioning activity
5. communicate with other people who are involved in or may be effected by commissioning activities
6. develop a plan to correct problems that arise during commissioning operations
7. demonstrate how to complete commissioning documentation determining what and who this information should be distributed to within the required timescale
8. safely identify the presence of electrical supply into and inside electronic security systems equipment and safely isolate it.

Unit 019   Commission and handover electronic security and emergency systems

019.2   Be able to handover systems to customers

Assessment Criteria

The learner can:

1. demonstrate how to organise mutually acceptable arrangements with customers to train system users

2. develop a plan which explains the operation of the system in a way that helps users to become competent and confident in using it effectively

3. demonstrate the operation of the system in a way that helps users to become competent and confident in using it correctly

4. demonstrate how to encourage system users to demonstrate their ability to operate the system

5. explain how to ensure that customers are ready to accept responsibility for the system in line with organisation's procedures and current legislation

6. demonstrate how to complete handover documents determining what and who the information should be distributed too within required timescales.

Unit 019 Commission and handover electronic security and emergency systems

Evidence of real work activity

Assessment and Evidence Requirements for this unit:

The Assessment 1.1, 1.2, 1.5, 1.8, 2.1, 2.3, 2.4, 2.5 must be assessed utilising naturally occurring evidence, the remainder of the assessment criteria can be assessed using realistic simulation. (See page 12 'Simulation' for an explanation of 'realistic simulation').

You must provide your assessor with evidence for ALL the Assessment Criteria

The purpose of this evidence is to enable your assessor to accredit your competence in each of the assessment criteria of this unit

The evidence must reflect, at all times, the policies and procedures of the workplace, as linked to current legislation and the values and principles for good practice in the electronic security and emergency systems industry

The evidence must be provided in the following ways.

Observation is the required assessment method to be used to evidence some part of this unit

Your assessor will:

(i) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(ii) identify other sources of assessment criteria evidence, for example

  (a) Witness Testimony
  (b) Work Products
  (c) Questioning/Professional Discussion
  (d) Original Certificates
  (e) Case Studies, Projects, Assignments and Candidates reflective accounts of their work

(see Appendix 4 for an expansion of each of these sources of evidence)

Unit 020   Diagnose and rectify faults on electronic security and emergency systems

Level: 3

Credit value: 4

NDAQ number: M/601/7812

Unit aim
To develop the knowledge, understanding and skills necessary to diagnose and rectify faults on electronic security and emergency systems

Learning outcomes
There are **three** learning outcomes to this unit. The learner will:

020.1   Be able to identify causes of unacceptable system performance
020.2   Be able to rectify faults in systems
020.3   Be able to liaise with customers during repair visits

Guided learning hours
It is recommended that **34** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards
This unit relates to the NOS from Electronic Security Systems SYS 14

Endorsement by a sector or other appropriate body
This unit is endorsed by Skills for Security Ltd

Unit 020   Diagnose and rectify faults on electronic security and emergency systems

020.1   Be able to identify causes of unacceptable system performance

Assessment Criteria

The learner can:

1. develop a plan to minimise potential disruption to the customer
2. clarify the nature of the fault before diagnosing causes
3. diagnose and report failures in any interface with a customers IT network
4. demonstrate how to ensure test equipment is working properly and is calibrated
5. diagnose faults using logical and systematic processes in line with Codes of Practice and Health & Safety requirements
6. explain the next stages if the fault cannot be diagnosed
7. record diagnostic tests and results fully and accurately in line with organisational requirements.

Unit 020 Diagnose and rectify faults on electronic security and emergency systems

020.2 Be able to rectify faults in systems

Assessment Criteria

The learner can:

1. explain how to gain authority to rectify faults before taking any action
2. communicate effectively with the customer throughout the repair process
3. demonstrate how to rectify the faults to restore system performance
4. demonstrate how to clarify systems meet the required performance after a fault repair
5. label components replaced and remove from customers' premises, in line with approved procedures and current legislation
6. explain why it is important to dispose of waste debris and surplus material safely and in line with the relevant regulations and codes of practice
7. record accurately and fully details of repairs using the approved methods and documents.

Unit 020 Diagnose and rectify faults on electronic security and emergency systems

020.3   Be able to liaise with customers during repair visits

Assessment Criteria

The learner can:

1. ensure customers have sufficient warning of any action about to be taken so that potential disruption to their normal work activities is minimised
2. communicate effectively throughout the repair process
3. provide customers details of repair work carried out
4. advise customers of potential deterioration in system performance as a result of operational changes or component failure
5. maintain a positive and professional manner with the customer at all times.

Unit 020 Diagnose and rectify faults on electronic security and emergency systems

Evidence of real work activity

Assessment and Evidence Requirements for this unit:

The Assessment Criteria 1.3, 2.2, 2.4, 3.1, 3.2, 3.5 must be assessed utilising naturally occurring evidence, the remainder of the assessment criteria can be assessed using realistic simulation (See page 12 'Simulation' for an explanation of 'realistic simulation').

You must provide your assessor with evidence for ALL the Assessment Criteria

The purpose of this evidence is to enable your assessor to accredit your competence in each of the assessment criteria of this unit

The evidence must reflect, at all times, the policies and procedures of the workplace, as linked to current legislation and the values and principles for good practice in the electronic security and emergency systems industry

The evidence must be provided in the following ways.

Observation is the required assessment method to be used to evidence some part of this unit

Your assessor will:

(i) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(ii) identify other sources of assessment criteria evidence, for example

       (a) Witness Testimony
       (b) Work Products
       (c) Questioning/Professional Discussion
       (d) Original Certificates
       (e) Case Studies, Projects, Assignments and Candidates reflective accounts of their work

(see Appendix 4 for an expansion of each of these sources of evidence)

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Unit 021   Control contract work for electronic security and emergency systems

Level: **3**

Credit value: **6**

NDAQ number: Y/601/7822

Unit aim

To develop the knowledge, understanding and skills necessary to be able to control contract work for electronic security and emergency systems

Learning outcomes

There are **five** learning outcomes to this unit. The learner will:

021.1   Be able to control contracts against agreed quality standards

021.2   Be able to maintain contract compliance with legal and statutory requirements

021.3   Be able to control contract progress against agreed programmes

021.4   Be able to control contract quantities and costs to a defined budget

021.5   Be able to control contracts against agreed terms and conditions

Guided learning hours

It is recommended that **56** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit relates to the NOS from Electronic Security Systems SYS 19

Endorsement by a sector or other appropriate body

This unit is endorsed by Skills for Security Ltd

Unit 021 Control contract work for electronic security and emergency systems

021.1 Be able to control contracts against agreed quality standards

Assessment Criteria

The learner can:

1. select the relevant quality standards and pass them to people responsible for their implementation, before they start work
2. clarify the responsibilities which individuals have for maintaining quality standards
3. develop a plan for inspecting and controlling the quality of work and recording the outcomes
4. identify work which does not meet the requirements and specified quality standards, implementing corrective action to rectify
5. report variations in quality of work to those responsible and agree possible actions
6. agree amendments to the contract quality requirements and specifications and record them accurately.

Unit 021 — Control contract work for electronic security and emergency systems

021.2 Be able to maintain contract compliance with legal and statutory requirements

Assessment Criteria

The learner can:

1. interpret legal and statutory requirements from available information and clarify them where there is uncertainty
2. clarify to the workforce, their agents and third party contractors their legal and statutory responsibilities before they start work on the contract
3. develop monitoring systems to collect information regularly and summarise it accurately
4. implement monitoring systems to collect information regularly and summarise it accurately
5. investigate situations which do not comply with legal and statutory requirements and take appropriate corrective action
6. summarise any new legal and statutory requirements which may have an impact on the project document and inform those who have an interest
7. demonstrate how to complete statutory returns accurately and on time.

Unit 021 Control contract work for electronic security and emergency systems

021.3 Be able to control contract progress against agreed programmes

Assessment Criteria

The learner can:

1. develop monitoring systems to collect, record and summarise information accurately
2. evaluate the specified resources for suitability, reporting any problems and propose alternatives to those responsible
3. identify any deviations from planned progress which have, or are likely to occur
4. investigate the circumstances of any deviations and implement appropriate corrective action
5. explain options which are likely to minimise increases in cost and time and help the contract progress, and pass these on to those responsible
6. implement a plan to regularly inform those responsible about:

    - progress
    - changes to the operational programme
    - resource needs

7. suggest the decisions and actions that need to be taken.

Unit 021 Control contract work for electronic security and emergency systems

021.4 Be able to control contract quantities and costs to a defined budget

Assessment Criteria

The learner can:

1. develop a contract quantities and cost control system which is able to provide early warning of problems or cost over runs

2. implement a contract quantities and cost control system which is able to provide early warning of problems and cost over runs

3. calculate the correct work values, quantities and cost data and present it in a format which will help people to make decisions

4. investigate any variations thoroughly and implement corrective action which will restore costs and expenditure to budget

5. develop a system for identifying opportunities for cost savings and recommend them to those responsible

6. implement a system for identifying opportunities for cost savings and recommend them to those responsible.

Unit 021 Control contract work for electronic security and emergency systems

021.5 Be able to control contracts against agreed terms and conditions

Assessment Criteria

The learner can:

1. compare project progress against the contract requirements, recording any variations
2. review work against the contract requirements, recording any variations
3. clarify who is liable for the costs of corrective action and additional work,
4. agree additional costs with those responsible recording decisions
5. justify work decisions with valid evidence
6. confirm that those involved are complying with the contract requirements
7. confirm that those involved are enforcing the terms of the contract requirements in cases of non-compliance
8. clarify that all relevant records are obtained and completed at contract completion.

Unit 021   Control contract work for electronic security and emergency systems

Evidence of real work activity

Assessment and Evidence Requirements for this unit:

The Assessment Criteria 1.1, 1.2, 1.4, 2.2, 2.4, 2.5, 3.6, 4.2, 4.4, 4.6, 5.1, 5.2, 5.3, 5.4, 5.5, 5.6, 5.7 must be assessed utilising naturally occurring evidence, the remainder of the assessment criteria can be assessed using realistic simulation. (See page12 'Simulation' for an explanation of 'realistic simulation').

You must provide your assessor with evidence for ALL the Assessment Criteria

The purpose of this evidence is to enable your assessor to accredit your competence in each of the assessment criteria of this unit

The evidence must reflect, at all times, the policies and procedures of the workplace, as linked to current legislation and the values and principles for good practice in the electronic security and emergency systems industry

The evidence must be provided in the following ways.

Observation is the required assessment method to be used to evidence some part of this unit

Your assessor will:

(i) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(ii) identify other sources of assessment criteria evidence, for example

        (a) Witness Testimony
        (b) Work Products
        (c) Questioning/Professional Discussion
        (d) Original Certificates
        (e) Case Studies, Projects, Assignments and Candidates reflective accounts of their work

(see Appendix 4 for an expansion of each of these sources of evidence)

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Unit 022   Implement works to meet installation requirements

Level: **3**

Credit value: **3**

NDAQ number: M/601/7826

Unit aim

To develop the knowledge, understanding and skills necessary to be able to Implement works to meet installation requirements

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

022.1   Be able to co-ordinate site preparation

022.2   Be able to co-ordinate work control

Guided learning hours

It is recommended that **28** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit relates to the NOS from Electronic Security Systems SYS 20

Endorsement by a sector or other appropriate body

This unit is endorsed by Skills for Security Ltd

Unit 022 Implement works to meet installation requirements

022.1 Be able to co-ordinate site preparation

Assessment Criteria

The learner can:

1. evaluate the impact of the proposed works on occupiers, near neighbours, public access site conditions and sub contractors, record them and pass them on to those who may be affected

2. evaluate any factors which might compromise the proposed works and pass on the information to the appropriate authorities

3. evaluate access points for the site and select those which are the most convenient for works traffic and which minimise disruption

4. demonstrate how to give accurate details about the proposed work to the utility and emergency services, and BT

5. implement arrangements for adequate site safety and security before work starts, and whilst working on the site

6. develop a plan for the operational layout of the site and ensure it is communicated to the people who will be working on the site

7. develop a plan for the storage and use of materials and components so that materials handling and movement is efficient , secure and wastage is minimised

8. demonstrate how to place and maintain notices which provide accurate information to the public and which conform to statutory requirements

9. carry out risk assessment and document, produce methodology statement, send copy to customer on site.

Assessment Criteria

The learner can:

1. Review and revise information which was used in the preparation of the project plan clarifying any information which is not clear, with the survey / design person

2. Demonstrate how to give adequate notice to all those who will be affected when work starts

3. Review and revise a programme and methods with those who will be doing the work, and document

4. Demonstrate how to organise attendance for sub-contractors in accordance with contractual agreements

5. Develop a plan to obtain sufficient resources of the appropriate type which will meet the project requirements and timescales, including ensuring any special plant requirements are organised in advance

6. Demonstrate how to organise and control the site and resources so that conditions are safe, tidy and creates a favourable image of the organisation

7. Develop a plan to meet any special requirements and contingencies and communicate implications to those involved

Unit 022 Implement works to meet installation requirements

Evidence of real work activity

Assessment and Evidence Requirements for this unit:

The Assessment Criteria 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 1.9, 2.1 must be assessed utilising naturally occurring evidence, the remainder of the assessment criteria can be assessed using realistic simulation. (See page 12 'Simulation' for an explanation of 'realistic simulation').

You must provide your assessor with evidence for ALL the Assessment Criteria

The purpose of this evidence is to enable your assessor to accredit your competence in each of the assessment criteria of this unit

The evidence must reflect, at all times, the policies and procedures of the workplace, as linked to current legislation and the values and principles for good practice in the electronic security and emergency systems industry

The evidence must be provided in the following ways.

Observation is the required assessment method to be used to evidence some part of this unit

Your assessor will:

(i) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(ii) identify other sources of assessment criteria evidence, for example

        (a) Witness Testimony
        (b) Work Products
        (c) Questioning/Professional Discussion
        (d) Original Certificates
        (e) Case Studies, Projects, Assignments and Candidates reflective accounts of their work

(see Appendix 4 for an expansion of each of these sources of evidence)

Unit 023   Provide Leadership for your team

Level: 3

Credit value: 9

NDAQ number: J/502/1113

Unit aim
This unit is about providing direction to the members of your team and motivating and supporting them to achieve the objectives of the team and their personal work objectives

Learning outcomes
There are **five** learning outcomes to this unit. The learner will:

023.1   Develop skills to provide leadership for their team
023.2   Use appropriate behaviours to provide leadership for their team
023.3   Know and understand how to provide leadership for their team using general knowledge
023.4   Know and understand how to provide leadership for their team using industry and sector specific knowledge
023.5   Know and understand how to provide leadership for their team using context specific knowledge

Guided learning hours
It is recommended that **1** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards
This unit is linked to units B6. Provide leadership in your area of responsibility, C1. Encourage innovation in your team, D1. Develop productive working relationships with colleagues, D5. Allocate and check work in your team and D9. Build and manage teams in the overall suite of National Occupational Standards for Management and Leadership.

Endorsement by a sector or other appropriate body
Management and Leadership.

Assessment Requirements
Observation of naturally occurring evidence is the required assessment method to be used to evidence some part of this unit.
Your assessor will:
(a) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.
(b) identify other sources of assessment criteria evidence for example:

      (i) Witness Testimony
      (ii) Work Products
      (iii) Questioning/Professional Discussion
      (iv) Original certificates
      (v) Case studies, projects, assignments and candidates reflective accounts of their work.

(see Appendix 4 for an expansion of each of these sources of evidence).

Unit 023   Provide Leadership for your team

023.1   Develop skills to provide leadership for their team

Assessment Criteria

The learner can:

1. set out and positively communicate the purpose and objectives of the team to all members.
2. involve members in planning how the team will achieve its objectives
3. ensure that each member of the team has personal work objectives and understands how achieving these will contribute to achievement of the team's objectives
4. encourage and support team members to achieve their personal work objectives and those of the team and provide recognition when objectives have been achieved
5. win, through their performance, the trust and support of the team for their leadership
6. steer the team successfully through difficulties and challenges, including conflict within the team
7. encourage and recognise creativity and innovation within the team
8. give team members support and advice when they need it especially during periods of setback and change
9. motivate team members to present their own ideas and listen to what they say
10. encourage team members to take the lead when they have the knowledge and expertise and show willingness to follow this lead
11. monitor activities and progress across the team without interfering.

Unit 023   Provide Leadership for your team

023.2   Use appropriate behaviours to provide leadership for their team

Assessment Criteria

The learner can:

1. demonstrate that they are able to create a sense of common purpose
2. demonstrate that they are able to take personal responsibility for making things happen.
3. demonstrate that they are able to encourage and support others to take decisions autonomously
4. demonstrate that they are able to act within the limits of their authority
5. demonstrate that they are able to make time available to support others
6. demonstrate that they are able to show integrity, fairness and consistency in decision-making
7. demonstrate that they are able to seek to understand people's needs and motivations
8. demonstrate that they are able to model behaviour that shows respect, helpfulness and co-operation.

Unit 023   Provide Leadership for your team

023.3   Know and understand how to provide leadership for their team using general knowledge

Assessment Criteria

The learner can:

1. demonstrate that they know the different ways of communicating effectively with members of a team

2. demonstrate that they know how to set objectives which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound)

3. demonstrate that they know how to plan the achievement of team objectives and the importance of involving team members in this process

4. demonstrate that they understand the importance of and being able to show team members how personal work objectives contribute to achievement of team objectives

5. demonstrate that they know that different styles of leadership exist

6. demonstrate that they know how to select and successfully apply a limited range of different methods for motivating, supporting and encouraging team members and recognising their achievements

7. demonstrate that they know the types of difficulties and challenges that may arise, including conflict within the team, and ways of identifying and overcoming them

8. demonstrate that they know the importance of encouraging others to take the lead and ways in which this can be achieved

9. demonstrate that they understand the benefits of and how to encourage and recognise creativity and innovation within a team.

Unit 023 Provide Leadership for your team

023.4 Know and understand how to provide leadership for their team using industry and sector specific knowledge

Assessment Criteria

The learner can:

1. demonstrate that they know about Legal, regulatory and ethical requirements in the sector.

Unit 023 Provide Leadership for your team

023.5 Know and understand how to provide leadership for their team using context specific knowledge

Assessment Criteria

The learner can:

1. demonstrate that they know the members, purpose, objectives and plans of their team
2. demonstrate that they know the personal work objectives of members of their team
3. demonstrate that they know the types of support and advice that team members are likely to need and how to respond to these
4. demonstrate that they know the standards of performance for the work of their team.

Unit 024 Survey sites to prepare specifications for electronic security and emergency systems

Level: 3

Credit value: 5

NDAQ number: F/601/7801

Unit aim

To develop the knowledge, understanding and skills necessary to be able to survey sites to collect the information needed to design an electronic security and emergency system and produce the specification.

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

024.1 Be able to carry out a site survey to collect information for the design, installation and maintenance of electronic security and emergency systems design

024.2 Be able to design a system to meet the customer requirements and comply with current legislation and Codes of Practice

024.3 Be able to produce a specification for an electronic security or emergency system to meet the customer requirements that complies with current legislation and Codes of Practice

Guided learning hours

It is recommended that **43** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards

This unit relates to the NOS from Skills for Security Ltd Common Units – SYS 4

Endorsement by a sector or other appropriate body

This unit is endorsed by Skills for Security Ltd

Unit 024 **Survey sites to prepare specifications for electronic security and emergency systems**

024.1 Be able to carry out a site survey to collect information for the design, installation and maintenance of electronic security and emergency systems design

Assessment Criteria

The learner can:

1. develop a plan to collect and confirm the up to date information needed for preparing system designs and specifications
2. explain the implications if the details of systems and customer requirements are not up to date
3. analyse building features from architectural drawings
4. implement a survey selecting methods appropriate for the system, site and customer requirements
5. evaluate the customer's I.T. system network protocol, capacity and authority to interface with it where appropriate
6. explain when it might be necessary to liaise with other people to survey sites
7. demonstrate how to accurately record the relevant factors on which design specifications can be produced
8. complete the survey in the agreed timescales and in line with current Codes of Practice.

Unit 024 **Survey sites to prepare specifications for electronic security and emergency systems**

024.2 Be able to design a system to meet the customer requirements and comply with current legislation and Codes of Practice

Assessment Criteria

The learner can:

1. evaluate the capabilities, limitations and availability of systems, equipment and components to be specified

2. evaluate the proposed design to ensure it meets the required performance of the customer requirements

3. explain how the following factors have been taken into account in the design of the system:

   • use

   • occupancy

   • access

   • anticipated alterations to the site

   • number of operators (users)

   • number of access levels (is required)

4. demonstrate that the design of the proposed system to be installed complies with relevant legislation and Codes of Practice.

Unit 024   **Survey sites to prepare specifications for electronic security and emergency systems**

024.3   Be able to produce a specification for an electronic security or emergency system to meet the customer requirements that complies with current legislation and Codes of Practice

Assessment Criteria

The learner can:

1. evaluate the capabilities and limitations of organisations involved to ensure successful installation and operation of systems

2. summarise the typical timescales and activities involved in the installation of systems, including manpower requirements

3. produce system specifications including:

   - equipment
   - cables
   - fixings
   - installation schedules
   - licences and approvals
   - access equipment, plant

   that optimise costs, which are appropriate to the installation site and within agreed timescales

4. review and revise the system specifications to ensure successful installation and compliance with current legislation and codes of practice.

Unit 024   Survey sites to prepare specifications for electronic security and emergency systems

Evidence of real work activity

Assessment and Evidence Requirements for this unit:

The Assessment Criteria 1.4, 1.7, 1.8, 3.3, 3.4 must be assessed utilising naturally occurring evidence, the remainder of the assessment criteria can be assessed using realistic simulation. (See page 12 'Simulation' for an explanation of 'realistic simulation').

You must provide your assessor with evidence for ALL the Assessment Criteria

The purpose of this evidence is to enable your assessor to accredit your competence in each of the assessment criteria of this unit

The evidence must reflect, at all times, the policies and procedures of the workplace, as linked to current legislation and the values and principles for good practice in the electronic security and emergency systems industry

The evidence must be provided in the following ways.

Observation is the required assessment method to be used to evidence some part of this unit

Your assessor will:

(i) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(ii) identify other sources of assessment criteria evidence, for example

        (a) Witness Testimony
        (b) Work Products
        (c) Questioning/Professional Discussion
        (d) Original Certificates
        (e) Case Studies, Projects, Assignments and Candidates reflective accounts of their work

(see Appendix 4 for an expansion of each of these sources of evidence)

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Unit 025   Preparing quotations for providing electronic security and emergency systems

Level: **3**

Credit value: **4**

NDAQ number: J/601/7802

Unit aim

To develop the knowledge, understanding and skills necessary to be able to prepare quotations for providing, installing and maintaining electronic security and emergency systems

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

025.1   Be able to calculate the cost of supplying and installing electronic security and emergency systems

025.2   Be able to calculate the cost of maintaining the performance of electronic security and emergency systems

025.3   Be able to produce quotations for the supply, installation and maintenance of electronic security and emergency systems

Guided learning hours

It is recommended that **37** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards

This unit relates to the NOS from Electronic Security Systems SYS 5

Endorsement by a sector or other appropriate body

This unit is endorsed by Skills for Security Ltd

Unit 025 Preparing quotations for providing electronic security and emergency systems

025.1 Be able to calculate the cost of supplying and installing electronic security and emergency systems

Assessment Criteria

The learner can:

1. review and revise the information needed to calculate the costs of providing and installing electronic security systems including:
    - new installations
    - extensions
    - modifications
2. evaluate any inconsistencies that appear in the site or the system information
3. explain how to select the components that will be required to provide a system that meets the specified requirements including any specialist plant or equipment required
4. critically compare the options available for components and system arrangement, specifically allowing lead times for any non standard items
5. analyse costs using data in the relevant system specification, recording deviations and inconsistencies including:
    - errors
    - omissions
    - variations
    - operational capability
6. apply company procedures to maintain the confidentiality of information, sites and systems in line with relevant legislation and Codes of Practice.

Unit 025   Preparing quotations for providing electronic security and emergency systems

025.2   Be able to calculate the cost of maintaining the performance of electronic security and emergency systems

Assessment Criteria

The learner can:

1. review and revise the information needed to calculate the costs of maintaining systems performance
2. clarify the system performance specifications before calculating costs
3. evaluate the systems to ensure they are capable of meeting performance and customer specifications and record findings
4. estimate the activities and labour required to maintain system performance
5. estimate what consumable or replacement components are needed to maintain systems performance, including:
    - costs
    - availability
    - specialised equipment
6. calculate costs accurately and in a way that can be confirmed based on:
    - agreed responsibilities for the organisation
    - approved unit costs for labour
    - profit margins
7. analyse an organisation's abilities to maintain systems and contractual commitments.

Unit 025 Preparing quotations for providing electronic security and emergency systems

025.3   Be able to produce quotations for the supply, installation and maintenance of electronic security and emergency systems

Assessment Criteria

The learner can:

1. review and revise a range of information in the quotation to ensure it meets the system and customer specifications, including:
    - costs of direct and third party activities
    - installation schedules
    - maintenance schedules
    - responsibilities
    - variations
    - special system facilities
    - installation arrangements
    - terms and conditions
    - risk assessments
    - methodology statements
    - operational capability

2. summarise the:
    - current legislation
    - regulations
    - codes of practice
    - organisation's policies and requirements

    relevant to providing quotations

3. clarify the responsibilities of the supplying organisation, its customers and any third parties

4. clarify any areas of misunderstanding or confusion with customers, and third party contractors

5. demonstrate how to produce appropriate quotations that are clear, complete and accurate in approved format and within required timescale.

Unit 025   Preparing quotations for providing electronic security and emergency systems

Evidence of real work activity

Assessment and Evidence Requirements for this unit:

The Assessment Criteria 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.3, 3.4, 3.5 must be assessed utilising naturally occurring evidence, the remainder of the assessment criteria can be assessed using realistic simulation. (See page 12 'Simulation' for an explanation of 'realistic simulation').

You must provide your assessor with evidence for ALL the Assessment Criteria

The purpose of this evidence is to enable your assessor to accredit your competence in each of the assessment criteria of this unit

The evidence must reflect, at all times, the policies and procedures of the workplace, as linked to current legislation and the values and principles for good practice in the electronic security and emergency systems industry

The evidence must be provided in the following ways.

Observation is the required assessment method to be used to evidence some part of this unit

Your assessor will:

(i) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(ii) identify other sources of assessment criteria evidence, for example

- (a) Witness Testimony
- (b) Work Products
- (c) Questioning/Professional Discussion
- (d) Original Certificates
- (e) Case Studies, Projects, Assignments and Candidates reflective accounts of their work

(see Appendix 4 for an expansion of each of these sources of evidence)

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Unit 026 Plan the installation of electronic security and emergency systems

Level: 3

Credit value: 5

NDAQ number: R/601/7804

Unit aim

To develop the skills necessary to be able to plan the installation of electronic security and emergency systems

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

026.1 Be able to confirm the requirements of an electronic security and emergency system

026.2 Be able to plan and co-ordinate resources to install electronic security and emergency systems

026.3 Be able to organise first fixes of installation

Guided learning hours

It is recommended that **45** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards

This unit relates to the NOS from Electronic Security Systems SYS 6

Endorsement by a sector or other appropriate body

This unit is endorsed by Skills for Security Ltd

Unit 026 Plan the installation of electronic security and emergency systems

026.1 Be able to confirm the requirements of an electronic security and emergency system

Assessment Criteria

The learner can:

1. summarise the current:
   - legislation
   - regulations
   - standards
   - codes of practice
   - capability of the organisation

   relevant to the installation and operation of a designated system

2. explain the principles of system design and installation including how environmental factors and customers on-site activities can affect operation and performance

3. evaluate system design specifications to ensure customer's requirements are met

4. identify information and details required to plan a system installation, confirming that it is current and accurate, including:
   - equipment and cable type
   - position of equipment
   - cable routes
   - site details
   - contractual responsibilities
   - any specialised plant or access equipment

5. assess that the specified system is capable of meeting operational requirements and is compatible with site characteristics such as:
   - number of floors
   - construction
   - condition
   - access
   - special features
   - temperature
   - humidity
   - heat sources
   - noise levels
   - light levels and sources
   - electromagnetic radiation
   - vibration
   - static electricity
   - use
   - throughput of people

- number of security levels required
- any time zoned access
- number of zones
- number of user access

6. assess the customer's I.T. system network and capacity and authority to interface with it where appropriate
7. assess the capability of interfacing with the customers IT network protocols
8. assess the availability of system equipment, cables and associated components
9. record details of variations from original specifications accurately and fully, including
   - system equipment
   - site characteristics
   - customer requirements.

Unit 026 Plan the installation of electronic security and emergency systems

026.2 Be able to plan and co-ordinate resources to install electronic security and emergency systems

Assessment Criteria

The learner can:

1. describe why it is important to have full and feasible plans in order to carry out efficient and effective installations

2. demonstrate clear communication to agree mutually acceptable working arrangements with customers and third parties including:

    *   availability of resources
    *   third party availability
    *   access
    *   site services

3. confirm that all necessary resources will be available when required including:

    *   personnel
    *   tools
    *   equipment
    *   cables
    *   ancillary materials
    *   approval and certification documents
    *   special plant and access equipment

4. produce project plans that are realistic and in formats that are suitable for their purpose

5. produce a realistic contingency plan to deal with potential problems with work schedules or arrangements including:

    *   lack of resources
    *   third party availability
    *   access
    *   site services
    *   availability of special plant & access equipment.

Unit 026   Plan the installation of electronic security and emergency systems

026.3   Be able to organise first fixes of installation

Assessment Criteria

The learner can:

1. select the correct type, size and quantity of

    •   cables

    •   containments

    •   fixings

    to suit the system being installed

2. select the correct cabling for the system being installed to suit the:

    •   electrical and transmission requirements

    •   complexity of system

3. demonstrate the timely provision to sites of the correct quantities of:

    •   cables

    •   containments

    •   fixings

    •   special plant & access equipment

4. produce a realistic plan showing cable and containment routes, considering:

    •   system design specification

    •   site characteristics

    •   building materials

5. demonstrate clear communication in providing details of first fixes to those involved with the installation.

Unit 026 Plan the installation of electronic security and emergency systems

Evidence of real work activity

Assessment and Evidence Requirements for this unit:

The Assessment Criteria 1.3, 1.5, 1.6, 1.7, 1.9, 2.2, 2.3, 3,1, 3.2, 3.3, 3.4, 3.5 must be assessed utilising naturally occurring evidence, the remainder of the assessment criteria can be assessed using realistic simulation. (See page 13 'Simulation' for an explanation of 'realistic simulation').

You must provide your assessor with evidence for ALL the Assessment Criteria

The purpose of this evidence is to enable your assessor to accredit your competence in each of the assessment criteria of this unit

The evidence must reflect, at all times, the policies and procedures of the workplace, as linked to current legislation and the values and principles for good practice in the electronic security and emergency systems industry

The evidence must be provided in the following ways.

Observation is the required assessment method to be used to evidence some part of this unit

Your assessor will:

(i) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(ii) identify other sources of assessment criteria evidence, for example

       (a) Witness Testimony

       (b) Work Products

       (c) Questioning/Professional Discussion

       (d) Original Certificates

       (e) Case Studies, Projects, Assignments and Candidates reflective accounts of their work

(see Appendix 4 for an expansion of each of these sources of evidence)

Unit 027 Make preparations and arrangements to install electronic security and emergency systems

Level: 3

Credit value: 4

NDAQ number: K/601/7808

Unit aim

To develop the knowledge, skills and understanding necessary to be able to make preparations and arrangements to install electronic security and emergency systems

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

027.1 Be able to confirm plans and agreements for installations
027.2 Be able to confirm availability of equipment and materials
027.3 Be able to contribute to the preparation of installations

Guided learning hours

It is recommended that **37** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards

This unit relates to the NOS from Electronic Security Systems SYS 8

Endorsement by a sector or other appropriate body

This unit is endorsed by Skills for Security Ltd

Unit 027 Make preparations and arrangements to install electronic security and emergency systems

027.1 Be able to confirm plans and agreements for installations

Assessment Criteria

The learner can:

1. apply the current:
   - legislation
   - regulations
   - standards
   - codes of practice
   - risk assessments

   relevant to the working on sites to install systems

2. review and revise working arrangements with customers and third parties including:
   - timescales
   - access
   - accommodation for stores
   - personnel
   - availability of other trades people
   - methodology statement

3. evaluate the access arrangements for installation staff, equipment and vehicles to ensure suitability

4. assess the suitability of public services and site facilities, including safe and secure storage, that are needed during installation work

5. clarify the information required to carry out the installation including:
   - installation schedules
   - project plans
   - installation and operating manuals
   - licences
   - approvals
   - third party details
   - risk assessments
   - methodology statements
   - specification notes

6. implement the health and safety requirements on site including:
   - documentation
   - risk assessment
   - method statements
   - asbestos register

7. demonstrate how to communicate with customers and third parties to:

- maintain professional relationships
- avoid conflict
- avoid unnecessary disruption to customers' normal work activities

8. develop a contingency plan to deal with potential problems with installation work including:
   - lack of resources
   - third party availability
   - access
   - site services
   - disruption to customers normal work activities.

Unit 027 Make preparations and arrangements to install electronic security and emergency systems

027.2 Be able to confirm availability of equipment and materials

Assessment Criteria

The learner can:

1. clarify that all system equipment and materials needed for installations are available and match system specifications including:
    - components
    - cables
    - containments
    - fixings
    - ancillary materials
2. clarify that all necessary tools and equipment are available, including:
    - hand tools
    - power tools
    - personal protective equipment
    - consumable items
    - access equipment
    - test equipment
3. clarify that all the necessary documents required to carry out installations are available, including:
    - system specifications
    - equipment schedules
    - company documentation
4. demonstrate how to deal with problems before starting installation work, such as availability of the:
    - correct system components
    - equipment
    - tools
    - documents
    - access equipment
5. demonstrate how to assess that all tools and equipment are:
    - in good working order
    - suitable for the job
    - comply with relevant safety requirements
6. clarify how to deal with reported faults or dangerous tools and equipment
7. confirm that all relevant test equipment is available and has a current calibration certificate.

Unit 027 Make preparations and arrangements to install electronic security and emergency systems

027.3 Be able to contribute to the preparation of installations

Assessment Criteria

The learner can:

1. confirm that the location of system equipment and components comply with the specification
2. clarify cable containments, routes and openings comply with the specification, for example:
   - basket
   - conduit
   - ducting
   - ceiling voids
   - trays
   - surface mounted
   - catenaries
   - trunking (plastic & steel)
3. select suitable fixing methods for the:
   - site
   - building materials
   - regulations
   - codes of practice
4. implement safe and secure work areas that are convenient to installation staff and customers
5. clarify the correct selection and use of temporary access equipment, including:
   - ladders
   - scaffolding
   - trestles
   - access towers
   - powered access equipment
   - operators have current operating licence
6. identify the presence of electrical supply including:
   - zero volts to 230 volts AC mains supply
   - 400v AC three phase supply
   - zero volts to 24 volts DC supply
   - low voltage AC mains power units transforming to safety extra low voltage DC
   - standby batteries
7. demonstrate how to safely isolate the identified electrical supply.

Unit 027 Make preparations and arrangements to install electronic security and emergency systems

Evidence of real work activity

Assessment and Evidence Requirements for this unit:

The Assessment Criteria 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, and 3.7 must be assessed utilising naturally occurring evidence, the remainder of the assessment criteria can be assessed using realistic simulation. (See page 13 'Simulation' for an explanation of 'realistic simulation').

You must provide your assessor with evidence for ALL the Assessment Criteria

The purpose of this evidence is to enable your assessor to accredit your competence in each of the assessment criteria of this unit

The evidence must reflect, at all times, the policies and procedures of the workplace, as linked to current legislation and the values and principles for good practice in the electronic security and emergency systems industry

The evidence must be provided in the following ways.

Observation is the required assessment method to be used to evidence some part of this unit

Your assessor will:

(i) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(ii) identify other sources of assessment criteria evidence, for example

        (a) Witness Testimony

        (b) Work Products

        (c) Questioning/Professional Discussion

        (d) Original Certificates

        (e) Case Studies, Projects, Assignments and Candidates reflective accounts of their work

(see Appendix 4 for an expansion of each of these sources of evidence)

Unit 028   Making presentations to sell electronic security and emergency systems

Level: **3**

Credit value: **2**

NDAQ number: A/601/7814

Unit aim
To develop the knowledge and understanding necessary to prepare and deliver presentations to sell electronic security and emergency systems

Learning outcomes
There are **two** learning outcomes to this unit. The learner will:
028.1   Prepare to make a sales presentation
028.2   Deliver a sales presentation

Guided learning hours
It is recommended that **18** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards
This unit relates to the NOS from Electronic Security Systems SYS 15

Endorsement by a sector or other appropriate body
This unit is endorsed by Skills for Security Ltd

Unit 028 Making presentations to sell electronic security and emergency systems

028.1 Prepare to make a sales presentation

Assessment Criteria

The learner can:

1. research the customers' needs and interests in products and services, to help prepare effective presentations
2. develop objectives for the presentation that are clear and address the needs of the customer
3. develop the presentation to maximise the impact of the information and meet the requirements and expectations of the customer
4. explain the circumstances that would require the presentation to be amended and what changes would be needed
5. develop the resources that are needed for the presentation
6. review and revise the presentation to ensure it contains information, suggestions and ideas to help customers make purchase decisions
7. develop a plan to deal with potential variations and divergences from planned presentations.

Unit 028 Making presentations to sell electronic security and emergency systems

028.2 Deliver a sales presentation

Assessment Criteria

The learner can:

1. demonstrate how to gain the confidence of the customers
2. demonstrate how to use a variety of presentation aids effectively and confidently
3. present the information on products and services confidently and clearly and within the time allowed for the presentation
4. demonstrate how to respond to customers':
   - questions
   - comments
   - objections
   - issues
5. demonstrate how to recognise and make use of selling opportunities
6. evaluate presentations against their objectives and plan for improvement.

Unit 028 Making presentations to sell electronic security and emergency systems

Evidence of real work activity

Assessment and Evidence Requirements for this unit:

The Assessment Criteria of this unit can be assessed using realistic simulation.

You must provide your assessor with evidence for ALL the Assessment Criteria

The purpose of this evidence is to enable your assessor to accredit your competence in each of the assessment criteria of this unit

The evidence must reflect, at all times, the policies and procedures of the workplace, as linked to current legislation and the values and principles for good practice in the electronic security and emergency systems industry

The evidence must be provided in the following ways.

Observation is the required assessment method to be used to evidence some part of this unit

Your assessor will:

(i) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(ii) identify other sources of assessment criteria evidence, for example

      (a) Witness Testimony

      (b) Work Products

      (c) Questioning/Professional Discussion

      (d) Original Certificates

      (e) Case Studies, Projects, Assignments and Candidates reflective accounts of their work

(see Appendix 4 for an expansion of each of these sources of evidence)

Unit 029 Negotiate sales of electronic security and emergency systems

Level: 3

Credit value: 4

NDAQ number: L/601/7817

Unit aim

To develop the knowledge, understanding and skills necessary to negotiate sales of electronic security and emergency systems

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

029.1 Be able to prepare to negotiate sales of electronic security and emergency systems

029.2 Be able to prepare sales proposals for electronic security and emergency systems

029.3 Be able to negotiate and agree terms of sales for electronic security and emergency systems

Guided learning hours

It is recommended that **38** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards

This unit relates to the NOS from Electronic Security Systems SYS 16

Endorsement by a sector or other appropriate body

This unit is endorsed by Skills for Security Ltd

Unit 029 Negotiate sales of electronic security and emergency systems

029.1 Be able to prepare to negotiate sales of electronic security and emergency systems

Assessment Criteria

The learner can:

1. clarify the roles and levels of responsibility of customer representatives determine who is the decision maker

2. demonstrate how to establish if there is sufficient customer information to enable the preparation and negotiation of proposals

3. define the objectives of the negotiations ensuring they are clear and comply with your organisation's requirements. Determine other third party involvement. ie Insurance co.

4. identify the negotiating areas where concessions could be made to encourage the customer to purchase. Understand the limit of your personal authority to make concessions

5. identify and confirm the availability of resources that are needed for negotiating sales, including back office design and admin staff

6. explain and justify the choice of negotiating strategies that have the potential for successful sales

7. demonstrate how to comply with legal, regulatory and organisational requirements when putting forward proposals to potential customers.

Unit 029 Negotiate sales of electronic security and emergency systems

029.2 Be able to prepare sales proposals for electronic security and emergency systems

Assessment Criteria

The learner can:

1. produce a proposal that meets the customer's requirements and also support the organisation's technical & support capabilities as well as its sales objectives

2. demonstrate how to get agreement for concessions where necessary before negotiating sales

3. explain how the proposal would meet the customer's stated requirements

4. develop a plan for any negotiating areas where concessions could be made to encourage the customers to purchase and your personal limits of authority to offer concessions

5. develop a plan for any areas where the proposal does not match the customer's requirements, or where there might be customer resistance

6. produce proposals that meet current legislation and regulatory requirements and comply with the relevant codes of practice

7. produce sales proposals in formats that are appropriate for their purpose.

Unit 029   **Negotiate sales of electronic security and emergency systems**

029.3   Be able to negotiate and agree terms of sales for electronic security and emergency systems

Assessment Criteria

The learner can:

1. demonstrate sales negotiation skills in a manner that enhances the image of the organisation and promotes goodwill with customers

2. communicate sales information to customers clearly, accurately and fully

3. respond to customer's queries, resistance and overcome objections positively and in a manner that helps customers to understand the proposal

4. explain situations where customer's stated requirements have changed and respond in a manner that does not compromise the organisation

5. use negotiating strategies that are definite and have the potential for meeting the sales objectives

6. demonstrate how to reach agreements on the supply of systems or services to the mutual satisfaction of the customer and the organisation

7. demonstrate how to record the outcomes of the negotiations accurately, fully and in line with the organisation's requirements

8. communicate the details of sales negotiations to the relevant person and within required timescales.

Unit 029   Negotiate sales of electronic security and emergency systems

Evidence of real work activity

Assessment and Evidence Requirements for this unit:

The Assessment Criteria 1.1, 1.2, 2.1, 2.6, 2.7, 3.2, 3.8 must be assessed utilising naturally occurring evidence, the remainder of the assessment criteria can be assessed using realistic simulation. (See page 12 'Simulation' for an explanation of 'realistic simulation').

You must provide your assessor with evidence for ALL the Assessment Criteria

The purpose of this evidence is to enable your assessor to accredit your competence in each of the assessment criteria of this unit

The evidence must reflect, at all times, the policies and procedures of the workplace, as linked to current legislation and the values and principles for good practice in the electronic security and emergency systems industry

The evidence must be provided in the following ways.

Observation is the required assessment method to be used to evidence some part of this unit

Your assessor will:

(i) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(ii) identify other sources of assessment criteria evidence, for example

       (a) Witness Testimony

       (b) Work Products

       (c) Questioning/Professional Discussion

       (d) Original Certificates

       (e) Case Studies, Projects, Assignments and Candidates reflective accounts of their work

(see Appendix 4 for an expansion of each of these sources of evidence)

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Unit 030   Manage Your Own Resources

Level: **2**

Credit value: **7**

NDAQ number: F/501/2989

Unit aim
This unit is mainly about making sure you have the personal resources (particularly knowledge, understanding, skills and time) to undertake your work role, and reviewing your performance against agreed objectives. It also covers identifying and undertaking an understanding where gaps have been identified.

Learning outcomes
There are **five** learning outcomes to this unit. The learner will:

030.1 Manage their own resources
030.2 Use appropriate behaviours to manage their own resource
030.3 Know and understand how to manage their own resources using general knowledge
030.4 Know and understand how to manage their own resources using industry and sector specific knowledge
030.5 Know and understand how to manage their own resources using context specific knowledge

Guided learning hours
It is recommended that **70** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards
This unit is linked to unit A2. Manage your own resources and professional development in the overall suite of National Occupational Standards for Management and Leadership.

Endorsement by a sector or other appropriate body
Management and Leadership

Assessment Requirements
Observation of naturally occurring evidence is the required assessment method to be used to evidence some part of this unit.

Your assessor will:

(a) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(b) identify other sources of assessment criteria evidence for example:

       (i) Witness Testimony

       (ii) Work Products

       (iii) Questioning/Professional Discussion

       (iv) Original certificates

       (v) Case studies, projects, assignments and candidates reflective accounts of their work.

(see Appendix 4 for an expansion of each of these sources of evidence).

Unit 030   Manage Your Own Resources

030.1   Manage their own resources

Assessment Criteria

The learner can:

1. identify and agree the requirements of their work-role with those they report to.

2. discuss and agree personal work objectives with those they report to and how they will measure progress.

3. identify any gaps between the requirements of their work-role and their current knowledge, understanding and skills.

4. discuss and agree, with those they report to, a development plan to address any identified gaps in their current knowledge, understanding and skills.

5. undertake the activities identified in their development plan and discuss, with those they report to, how they have contributed to their performance.

6. get regular and useful feedback on their performance from those who are in a good position to judge it and provide you with objective and valid feedback.

7. discuss and agree, with those they report to, any changes to their personal work objectives and development plan in the light of performance, feedback received, any development activities undertaken and any wider changes.

8. check, on a regular basis, how they are using their time at work and identify possible improvements.

9. ensure that their performance consistently meets or goes beyond agreed requirements.

Unit 030 Manage Your Own Resources

030.2 Use appropriate behaviours to manage their own resource

Assessment Criteria

The learner can:

1. demonstrate that they recognise changes in circumstances promptly and adjust plans and activities accordingly.
2. demonstrate that they prioritise objectives and plan work to make best use of time and resources.
3. demonstrate that they take personal responsibility for making things happen.
4. demonstrate that they take pride in delivering high quality work.
5. demonstrate that they agree achievable objectives for themselves and give a consistent and reliable performance.
6. demonstrate that they can find practical ways to overcome barriers.
7. demonstrate that they make best use of available resources and proactively seek new sources of support when necessary.

Unit 030   Manage Your Own Resources

030.3   Know and understand how to manage their own resources using general knowledge

Assessment Criteria

The learner can:

1. demonstrate why managing their resources (particularly knowledge, understanding, skills and time) is important.
2. demonstrate how to identify the requirements of a work-role.
3. demonstrate how to set work objectives which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound).
4. demonstrate how to measure progress against work objectives.
5. demonstrate how to identify development needs to address any identified gaps between the requirements of their work-role and their current knowledge, understanding and skills.
6. demonstrate what an effective development plan should contain.
7. demonstrate the type of development activities which can be undertaken to address identified gaps in knowledge, understanding and skills.
8. demonstrate how to identify whether/how development activities have contributed to their performance.
9. demonstrate how to get and make effective use of feedback on their performance.
10. demonstrate how to update work objectives and development plans in the light of performance, feedback received, any development activities undertaken and any wider changes.
11. demonstrate how to record the use of their time and identify possible improvements.

Unit 030   Manage Your Own Resources

030.4   Know and understand how to manage their own resources using industry and sector specific knowledge

Assessment Criteria

The learner can:

1. show that they know and understand the industry/sector requirements for the development or maintenance of knowledge, understanding and skills.

Unit 030 Manage Your Own Resources

030.5 Know and understand how to manage their own resources using context specific knowledge

Assessment Criteria

The learner can:

1. show that they know the agreed requirements of their work-role including the limits of their responsibilities.
2. show that they know their agreed personal work objectives.
3. show that they know the reporting lines in their organisation.
4. show that they know and understand their current knowledge, understanding and skills.
5. show that they can identify gaps in their current knowledge, understanding and skills.
6. show that they know and understand their personal development plan.
7. show that they know their organisation's policy and procedures in terms of personal development.
8. show that they know the available development opportunities and resources in their organisation.
9. show that they understand possible sources of feedback in their organisation.

Unit 031   Ensure compliance with legal, regulatory, ethical and social requirements

Level: **4**

Credit value: **5**

NDAQ number: H/600/9609

Unit aim

Organisations must show that they act responsibly in relation to their staff, customers, investors and the communities in which they work. All types of organisations must obey the law in key areas such as health and safety, employment, finance and company law. Many organisations also have to work within specific regulations for their industry and ethical frameworks.

Organisations who want to maintain a good reputation also have to take account of the views of people in their communities on a whole range of issues such as the environment and other ways in which the organisation affects people's quality of life.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

031.1   Be able to monitor the operational compliance of procedures in meeting legal, regulatory, ethical and social requirements

031.2   Be able to identify and make recommendations on areas of non-compliance with procedures for legal, regulatory, ethical and social requirements relating to own area of responsibility

Guided learning hours

It is recommended that **25** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards

This unit is linked to all other units in the overall suite of National Occupational Standards for Management and Leadership where compliance with legal, regulatory, ethical and social requirements is a possible requirement.

Endorsement by a sector or other appropriate body

Management and Leadership

Assessment Requirements

Observation of naturally occurring evidence is the required assessment method to be used to evidence some part of this unit.

Your assessor will:

(a) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(b) identify other sources of assessment criteria evidence for example:

(i) Witness Testimony

(ii) Work Products

(iii) Questioning/Professional Discussion

(iv) Original certificates

(v) Case studies, projects, assignments and candidates reflective accounts of their work.

(see Appendix 4 for an expansion of each of these sources of evidence).

Unit 031 Ensure compliance with legal, regulatory, ethical and social requirements

031.1 Be able to monitor the operational compliance of procedures in meeting legal, regulatory, ethical and social requirements

Assessment Criteria

The learner can:

1. monitor the operational compliance of procedures in meeting legal, regulatory, ethical and social requirements.

Unit 031   **Ensure compliance with legal, regulatory, ethical and social requirements**

031.2   Be able to identify and make recommendations on areas of non-compliance with procedures for legal, regulatory, ethical and social requirements relating to own area of responsibility

Assessment Criteria

The learner can:

1. identify areas of non-compliance with legal, regulatory, ethical and social procedures
2. examine reasons for non-compliance with procedures
3. make recommendations for corrections to ensure compliance with procedures.

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Unit 032   Develop productive working relationships with colleagues

Level: 2

Credit value: 9

NDAQ number: M/501/0428

Unit aim

This unit is about developing working relationships with colleagues, within your own organisation and within other organisations that are productive in terms of supporting and delivering your work and that of the overall organisation. 'Colleagues' are any people you are expected to work with; whether they are at a similar position or in other positions, including your manager.

Learning outcomes

There are **five** learning outcomes to this unit. The learner will:

032.1   Develop productive working relationships with colleagues

032.2   Use appropriate behaviours for developing productive working relationships with colleagues

032.3   Know and understand how to develop productive working relationships with colleagues using general knowledge

032.4   Know and understand how to develop productive working relationships with colleagues using industry and sector specific knowledge

032.5   Know and understand how to develop productive working relationships with colleagues using context specific knowledge

Guided learning hours

It is recommended that **27** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit is linked to all other units in the overall suite of National Occupational Standards for Management and Leadership where developing productive relationships with colleagues may be required.

This unit is endorsed by

Management and Leadership

Assessment Requirements

Observation of naturally occurring evidence is the required assessment method to be used to evidence some part of this unit.

Your assessor will:

(a) observe you in real work activities and this is likely to provide most of the evidence for the assessment criteria of this unit.

(b) identify other sources of assessment criteria evidence for example:

(i) Witness Testimony

(ii) Work Products

(iii) Questioning/Professional Discussion

(iv) Original certificates

(v) Case studies, projects, assignments and candidates reflective accounts of their work.

(see Appendix 4 for an expansion of each of these sources of evidence).

Unit 032   Develop productive working relationships with colleagues

032.1   Develop productive working relationships with colleagues

Assessment Criteria

The learner can:

1. establish working relationships with all colleagues who are relevant to the work being carried out

2. recognise, agree and respect the roles and responsibilities of colleagues

3. understand and take account of the priorities, expectations, and authority of colleagues in decisions and actions

4. fulfil agreements made with colleagues and let them know

5. advise colleagues promptly of any difficulties or where it will be impossible to fulfil agreements

6. identify and sort out conflicts of interest and disagreements with colleagues in ways that minimise damage to the work being carried out

7. exchange information and resources with colleagues to make sure that all parties can work effectively

8. provide feedback to colleagues on their performance and seek feedback from colleagues on their own performance in order to identify areas for improvement.

Unit 032 Develop productive working relationships with colleagues

032.2 Use appropriate behaviours for developing productive working relationships with colleagues

Assessment Criteria

The learner can:

1. present information clearly, concisely, accurately and in ways that promote understanding
2. demonstrate that they seek to understand people's needs and motivations
3. demonstrate that they make time available to support others
4. demonstrate that they clearly agree what is expected of others and hold them to account
5. demonstrate that they know how to work to develop an atmosphere of professionalism and mutual support
6. demonstrate model behaviour that shows respect, helpfulness and co-operation
7. demonstrate that they keep promises and honour commitments
8. consider the impact of their own actions on others
9. say no to unreasonable requests
10. demonstrate that they show respect for the views and actions of others.

Unit 032   Develop productive working relationships with colleagues

032.3   Know and understand how to develop productive working relationships with colleagues using general knowledge

Assessment Criteria

The learner can:

1. demonstrate the benefits of developing productive working relationships with colleagues
2. demonstrate the principles of effective communication and how to apply them in order to communicate effectively with colleagues
3. demonstrate how to identify disagreements with colleagues and the techniques for sorting them out
4. demonstrate how to identify conflicts of interest with colleagues and the measures that can be used to manage or remove them
5. demonstrate how to take account of diversity issues when developing working relationships with colleagues
6. demonstrate the importance of exchanging information and resources with colleagues
7. demonstrate how to get and make use of feedback on their performance from colleagues
8. demonstrate how to provide colleagues with useful feedback on their performance.

Unit 032   Develop productive working relationships with colleagues

032.4   Know and understand how to develop productive working relationships with colleagues using industry and sector specific knowledge

Assessment Criteria

The learner can:

1. demonstrate they know about regulations and codes of practice that apply in the industry or sector
2. demonstrate they know about standards of behaviour and performance in the industry or sector
3. demonstrate they know about the working culture of the industry or sector.

Unit 032 Develop productive working relationships with colleagues

032.5 Know and understand how to develop productive working relationships with colleagues using context specific knowledge

Assessment Criteria

The learner can:
1. identify current and future work being carried out
2. identify colleagues who are relevant to the work being carried out, their work roles and responsibilities
3. identify processes within the organisation for making decisions
4. identify line management responsibilities and relationships within the organisation
5. practice the organisation's values and culture
6. identify power, influence and politics within the organisation
7. adhere to standards of behaviour and performance expected in the organisation
8. identify information and resources that different colleagues might need
9. reach agreements with colleagues.

Appendix 1 Using audio evidence

Audio evidence is accepted as a means of recording candidate evidence for most City & Guilds qualifications. It can be used to record evidence for assessment at a later time or simply as an assessment record of oral questioning or of a professional discussion. Centres should check the relevant qualification requirements before using audio evidence, as this method may not be suitable for all units. Centres should consult if they are uncertain about the use of audio recording as a method of assessment.

In any case where audio evidence is used the assessor must be able to show that the evidence requirements are met in full for each assessment decision. The following additional minimum requirements must be met.

1. A copy of the original, unedited audio recording must be retained for internal and external verification purposes.

2. The audio recording should be indexed and referenced to the standards being assessed to ensure ease of access for assessment and verification, particularly where recordings are over 5 minute's duration.

3. Centres must ensure that the permission of all participants in the audio recording is obtained, including the owners of any processes covered by copyright or trademark

4. The audio sound must be of sufficient quality for an assessor or verifier to make a valid judgement.

Appendix 2 Relationships to other qualifications

Links to other qualifications and frameworks

City & Guilds has identified the connections to previous qualifications it does not imply that candidates completing units in one qualification are automatically covering all of the content of the qualifications listed in the mapping.

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications.

These qualifications have connections to the:
- Level 2 NVQ for providing Security, Emergency and Alarm Systems (1882)
- Level 3 NVQ for providing Security, Emergency and Alarm Systems (1882)

Literacy, language, numeracy and ICT skills development

These qualifications include opportunities to develop and practise many of the skills and techniques required for success in the following qualifications:
- Functional Skills (England) – see **www.cityandguilds.com/functionalskills**
- Essential Skills (Northern Ireland) – see **www.cityandguilds.com/essentialskillsni**
- Essential Skills Wales (from September 2010).

There might also be opportunities to develop skills and/or portfolio evidence if candidates are completing any Key Skills alongside these qualifications.

Appendix 3 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on **www.cityandguilds.com**.

Providing City & Guilds qualifications – a guide to centre and qualification approval contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification. Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

Ensuring quality contains updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document contains information on:

- Management systems
- Maintaining records
- Assessment
- Internal verification and quality assurance
- External verification.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- ***Walled Garden***
  Find out how to register and certificate candidates on line
- ***Events***
  Contains dates and information on the latest Centre events
- ***Online assessment***
  Contains information on how to register for GOLA assessments.

Appendix 4 Sources of performance and knowledge evidence

Assessors will normally identify other sources of performance and knowledge evidence from the following where

(i) Assessor observation was not required

(ii) Assessor observation has been used, but your assessor needs to ensure that any outstanding performance criteria and knowledge requirements are met and that your performance is consistent

Witness Testimony

Occupational experts, colleagues, allied professionals and customers may be able to provide testimony of your performance. Your assessor will help you to identify the appropriate use of witnesses

Questioning/Professional Discussion

Questions may be oral or written. In each case the question and your answer will need to be recorded. Professional discussion should be in the form of a structured review of your practice with the outcomes captured by means of audiotape or written summary. These are particularly useful to provide evidence that you know and understand principles which support practice, policies, procedures and legislation, and that you can critically evaluate their application, eg. Ensuring the availability of public services and site facilities during security system installation work.

Confidential Records

These may be used as evidence but must not be placed in your portfolio, they must remain in their usual location and be referred to in the assessor records in your portfolio. Eg. Work schedules/plans, specifications/Variations, Minutes of meetings, Work diaries.

Work Products

These are non-confidential records and other work made, or contributed to, by you, eg. Health & Safety procedures.

Case Studies, products, assignments and candidate/reflective accounts of your work.

These methods are most appropriately used to cover any outstanding areas in the knowledge requirement of your qualification. Occasionally, because an event happens rarely or may be difficult to observe, you may be able to use a candidate/reflective account to provide some of the performance evidence for this unit **Accreditation of Prior Experience and Learning (APEL)**

Some candidates for this qualification may have undertaken training in the recent past and may be experienced in all, or parts, of this qualification. Accordingly all centres delivering this qualification should provide the opportunity for candidates' prior experience and learning to be assessed and accredited. APEL should form part of a candidate's initial assessment.

City & Guilds
Skills for a brighter future

www.cityandguilds.com

Useful contacts

UK learners **General qualification information**	E: **learnersupport@cityandguilds.com**
International learners General qualification information	F: +44 (0)20 7294 2413 E: **intcg@cityandguilds.com**
Centres Exam entries, Registrations/enrolment, Certificates, Invoices, Missing or late exam materials, Nominal roll reports, Results	F: +44 (0)20 7294 2413 E: **centresupport@cityandguilds.com**
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: **singlesubjects@cityandguilds.com**
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	F: +44 (0)20 7294 2413 E: **intops@cityandguilds.com**
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, GOLA, Navigation, User/menu option, Problems	F: +44 (0)20 7294 2413 E: **walledgarden@cityandguilds.com**
Employer Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T: +44 (0)121 503 8993 E: **business_unit@cityandguilds.com**
Publications Logbooks, Centre documents, Forms, Free literature	F: +44 (0)20 7294 2413

**If you have a complaint, or any suggestions for improvement about any of the
services that City & Guilds provides, email:
feedbackandcomplaints@cityandguilds.com**