



Domestic Work

NTQF Level – II

Learning Guide -#33

Unit of Competence: Provide Domestic Security Service

Module Title: Providing Domestic Security Service

LG Code: LSA DWR2 M01 LO1-LG-33

TTLM Code: LSA DWR2 TTLM 0419v1

LO 1: Comply Residence Procedural Requirements



Instruction Sheet	Learning guide #33
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Appropriate PPE for guard
- Procedure on checking and clearing the road way before opening the vehicle gate to the occupant
- Procedural requirements to domestic security
- Reviewed Assignment instructions
- Legal and procedural compliance considerations

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Follow the range of procedural requirements relevant to domestic security.
- Check and clear Procedure the road way before open the vehicle gate for the occupant
- Review assignment instructions to identify legal and procedural compliance Considerations.
- Discuss own understanding of procedural requirements with relevant persons to ensure consistency of understanding.
- Demonstrate own work performance and conduct with commitment to Compliance with applicable procedural requirements.

Learning Instructions:

1. Read this Learning Guide properly.
2. Follow the instructions described in number 3 to 20.
3. Read the information written in “Information Sheet 1”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-check 1” in page -.
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 1).
6. If you earned a satisfactory evaluation proceed to “Information Sheet 2”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
7. Submit your accomplished Self-check. This will form part of your training portfolio.



Information Sheet-1

Appropriate PPE for guard

1.1. Definition of PPE

Personal protective equipment (PPE) is required to protect employees from harms like physical and biological. Employees required to use PPE must be trained to know at least the following:

- When PPE/guard uniform / is necessary?
- What type of PPE/guard uniform/ is necessary?
- How to properly put on, take off, adjust, and wear?
- Limitations of the PPE/guard uniform/
- Proper care, maintenance, useful life and disposal

1.2. Objectives /purpose/of PPE /guard uniform

The objectives/purpose/ of personal protective equipment (PPE) or guard uniform is used:

- To identify guards from others
- To create comfortable situation to comply guard duty under any circumstances,
- To maintain own health and safety.

1.3. Types of guard uniforms

Uniforms are important because they allow the customer to identify the guard on duty. Uniforms should be selected that will allow guard to dress for the assignment they are given. The uniformed guard is an asset to the overall loss prevention to the residence. There are opinions on what type of uniforms should worn by guards who work in a place where they are in contact with occupant's visitors. The way officers present themselves is very important because they are representing the owner of the residence. Guard should be neat. As per the standard the guard uniform consists of:



Figure 1 Security Uniforms



1.3.1. Rain coat:

Is efficient waterproofing. There are two important qualities: absorption (how much water can be soaked by the fabric) and penetration (the amount of water that can sink into the fabric). Raincoat fabrics are either absorbent or repellent. The best raincoats are made of tightly woven fabric.



Figure 2 Rain coat

1.3.2. Over coat

An overcoat is a type of long coat intended to be worn as the outermost garment, which usually extends below the knee. Overcoats are most commonly used in winter when warmth is more important.



Figure 3 Men and Women over coat



1.3.3. Hand glove

The need of hand glove is to protect hands from any harmful practice.



Figure 4 Hand Glove



1.4. Domestic security guard house/booth

A small house designed to protect guards from rain, wind and sun while performing their domestic security work duty.



Figure 5: Domestic security house/booth

**Self-Check -1****Written Test**

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Part I say true if the statement is true and false if not.

1. _____ Guard uniform must be used on duty.
2. _____ Rain coat is not part of guard uniform

Part II choose the best answer from the given alternatives

3. Which one of the following is guard uniform

- A. OVER coat
- B. Rain coat
- C. Hand glove
- D. All

Note: Satisfactory rating - 3 points

Unsatisfactory - below 2 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions

1. Write the purpose of personal protective equipment (PPE) point of view to guard duty.



Information Sheet-2

Procedure on checking and clearing the road way before opening the vehicle gate to the occupant

2.1. Purpose

The purpose of checking and clearing the roadway before opening the vehicle gate to the occupants is to avoid accidents and inconveniences during entering and exiting from and to the compound.



Figure 6: Domestic security guard



Self-Check -2	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Part I say true if the statement is true and false if not.

Part II choose the best answer from the given alternatives

Note: Satisfactory rating - 3 points

Unsatisfactory - below 2 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions

1. Write down the purpose of clearing the road before opening the gate.



Information Sheet-3

Procedural requirements to domestic security

3.1. Purpose

The purpose of complying procedural requirements to the residence is:

- To create smooth working atmosphere and to fulfill duties and responsibilities as per the approved procedure and requirement of the occupant.
- The procedural requirements to domestic security provide the direction and instruction by all members.
- Each member of the guard is responsible for being fully familiar and responsive to the general orders and must carry them out to the best of his/her ability.
- All staff should be made accountable for security and anti-theft activity. This can be done through various methods.

3.2. Mission /Aim /

- The primary mission of the guard is to provide protection for personnel, facilities and equipment from damage or loss due to violent attack and theft.
- The guard also will carry out specific actions as described in procedural requirement in the cause of emergencies.
- All domestic staff should be trained in basic security procedures, awareness and the correct procedures for:
 - ✓ Answering telephone
 - ✓ Securing the residence

3.3. Answering Telephone

Residence guard may be required to handle phone calls, establishing telephone standards, according to Rice (1999) when answering the phone should:

- Greet the caller with respect
- Thank you for calling _____. This is _____ how may I help you?
- Ask the caller's name
- Talk slowly and distinctly
- Be helpful
- If a customer remain on hold ask the caller, if they mind pleased on hold, thank the caller for calling.

3.4. Securing the residence:

The main duty and responsibility of the domestic security is to provide security service for the residence as per the procedural requirements of the resident.



Self-Check -3	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Part I say true if the statement is true and false if not.

1. _____ All domestic staff should be made accountable for security and anti-theft activity.

Part II choose the best answer from the given alternatives

1. One of the following is not a task of residence security.
 - A. Consider using timers to light switches
 - B. Alarm system fitted and alarm box clearly visible
 - C. Purchasing domestic supplies.
 - D. Fit security grills over vulnerable windows
2. way to enhance security around your residence is
 - A. Gather information around your residence
 - B. Enlist the neighbors contact number.
 - C. respecting neighbors
 - D. all

Note: Satisfactory rating - 3 points

Unsatisfactory - below 2 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions

1. Write the objectives of residence security?



Information Sheet-4

Reviewing assignment instructions.

4.1. Purpose

The purpose of reviewing assignment instruction is to clearly indicate the duty and responsibility of the guard as per the need and requirement of the occupant.

4.2. The main content of assignments and instructions are stated below:

4.2.1. To be clearly visible

One of the duties of a security guard is to make his or herself clearly visible, as this would deter criminals. Most burglars, shoplifters, muggers, and other criminals would think twice if they see a security guard on duty. So, being visible is one of the ways by which a security guard foils theft, damage, personal injury, and other dastardly acts.

4.2.2. To be vigilant

A security guard watches out for any strange thing that may mean harm. For this reason, he must have very keen senses of sight, hearing, and smelling. He should be able to smell it when a cable is burning or when a chemical is leaking from its container.

He should be able to detect strange sounds, such as when someone is secretly trying to open a door. He should be able to sense it when someone is cleverly trying to divert his attention off his duty. And he should be able to interpret quickly whatever he sees. So based on these responsibilities, someone who is short-sighted or long-sighted won't make a good security guard.

4.2.3. To respond quickly and correctly during crisis

Not only does a security guard sense crisis; he acts fast to control the situation. So, a security guard must always be at alert to avoid being caught unawares. How a security guard responds to crisis varies depending on the threat. A security guard must know how best to respond to various dangerous situations.

4.2.4. Observing and reporting

Even after a dangerous situation has been successfully averted, a security guard must not relax yet. He should keep observing until he is sure that there are no more problems. After a crisis, a security guard should report the incident to his supervisor, the police or the appropriate authorities (such as the fire services in the case of a fire outbreak). This way, further steps would be taken to avert a future recurrence.



4.2.5. Getting help

During some very dangerous situations (such as armed robbery attacks or assaults with deadly weapons), a security guard may be unable to handle the situation. In that case, he would need some help, and he should waste no time in calling the police. By getting help this way, loss of lives or property would be averted.

4.2.6. Checking and monitoring

Sometimes, a security guard would be required to maintain certain rules and policies as laid down by his employer. Individuals may require that visitors be searched before granted entry or that only visitors for which an appointment has been earlier fixed should be granted entry. Similarly, organizations may require their employees to show their ID cards before being granted entry into the work premises. In such cases, a security guard must check and ensure that all the rules and obeyed.

4.2.7. Maintain order among people

Security guards are usually present in large gatherings, such as parties and political or religious assemblies. This is to ensure the safety of lives and property and also to prevent stampedes and breakdown of law and order.

4.2.8. Receiving guests

If a security guard positions at an entrance, chances are, he will double as a receptionist because he is usually the first to receive guests and show them their way. This additional duty requires a security guard to be very friendly, approachable, and willing to help others.

4.2.9. Offer safety warnings and tips

Among the responsibilities of the security guard is to give tips and precautions to his employers on how to prevent security-threatening situations. He should also explain the likely consequences of ignoring these tips, as a way of convincing his employers to adhere to his advice. In addition, a security guard should do his best to ensure that all safety precautions are adhered to.

4.2.10. Performing other special duties

Some security guards, especially those hired by individuals, do more than their primary duty most of the time. They may be saddled with additional responsibilities, such as receiving phone calls, responding to text and email messages, and running vital errands for their employer. If you are planning to take up a full-time or part-time security guard job, keep in mind that you will be required to perform these duties.

**Self-Check -4****Written Test**

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Part I say true if the statement is true and false if not.

1. _____ Reviewing assignment instruction is important for further improvement
2. _____ Being vigilant mean being visible

Part II choose the best answer from the given alternatives

1. Assignment instructions consists of:
 - A. Offer safety warnings and tips
 - B. Receiving guests
 - C. Observing and reporting
 - D. All of the above
 - E. A and c

Note: Satisfactory rating - 3 points

Unsatisfactory - below 2 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions

1. Write the purpose of reviewing assignment instruction.



Information Sheet-5

Legal and procedural compliance considerations

5.1. Purpose

The purposes of complying legal and procedural considerations are to create awareness of the guards to fulfill their duties and responsibilities as per legal and procedural compliance consideration.

Guards while performing their day to day activities at least the following legal and procedural requirements should be observed.

5.2. Applicable legislation which affects security work such as:

- Workplace safety
- Equal employment opportunity and anti-discrimination and diversity
- Evidence collection
- Privacy requirements
- Use of force

5.3. Workplace safety

The minimum health and safety standards for domestic security guard must at least be applied at all time in order to ensure the maximum prevention of risks.

The standard should be regularly revised in consultation with the social partners and the competent authorities in order to increase the security guard health and safety.

5.3.1. Equal employment opportunity and anti-discrimination and diversity

The partners at all levels must assume their responsibility for promoting equal opportunities and for combating all types of discrimination.

occupants must ensure the full integration of each security employee in his or her working environment, regardless of his or her ethnic or social origin, color gender, religion, nationality, sexual orientation or other distinguishing characteristics.

5.3.2. Evidence collection

The domestic security guard is expected to observe the following in the process of evidence collection:

- A range of physical and verbal forms of evidence.
- Recorded incident report should be submit to police.
- Appropriate guard statement when required and recorded incident report should be given to police.
- The guard should create conducive environment in order to take forensic evidence for further investigation.

5.3.3. The domestic guard is recommended to know the following Key forms of evidence collection mechanisms to facilitate for police investigation:



- For forensic evidence / DNA (e.g. fingerprints, saliva, blood, and semen, tissue under fingernails, unique ligatures, hairs and fibers; and in cases of murder, the victim's body)
- Paper documentation— diaries, letters, notes —either from the suspect or written by the victim and detailing past acts of abuse and violence
- Weapons
- Broken household items, indicating a violent incident
- Observations of neighbors, friends and family
- Evidence of court orders, including bail restrictions or restraining orders
- Evidence of alcohol and/or drug abuse by the offender
- Criminal record/history of the alleged offender and all suspects

5.3.4. Privacy requirements

Applying legal and procedural compliance considerations in connection with privacy issues are becoming major concerns in providing domestic security services.

- Any information on the occupant of the house must not be given to anyone.
- Any attempts of individuals to obtain information will be reported to the residence via incident report
- Mainly health statuses, family relationship, and security procedure In this regard, visitor's details, incident books and security related issues are considered as part of domestic security service privacy requirement.
- Visitors without pre arrangement should be interviewed strictly and must get access after consultation and getting approval from the occupants.

5.3.5. Use of force

The use of force is defined as the physical application of violence upon or against a person in any way including the use of the baton (stick)

- The baton/stick serve as a defensive weapon for the guards it uses by the guard.
- The baton will only be used after all non-violent efforts are exhausted to stop a disturbance at any post managed by the guards.
- It only be used to protect the guard or persons on the post from actual bodily harm by an others persons.
- The oral threat of bodily harm is insufficient justification for the use of baton.
- Any person attempting to strike the guard in the performance of duty or to for detain him causing a serious disturbance striking on the post by striking or assaulting the guard or another party or anyway causing injury constitute sufficient.



Self-Check -5	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Part I say true if the statement is correct otherwise false.

1. _____Finger print is a part of forensic evidence.

Part II choose the best answer from the given alternatives

2. Applicable legislation which affects security work consists of:

- A. Workplace safety
- B. Evidence collection
- C. Privacy requirements
- D. All of the above

3. One of the following is not a key form of evidence collection

- A. Signs of injuries
- B. Broken nail
- C. Weather condition
- D. None

Note: Satisfactory rating - 3 points

Unsatisfactory - below 2 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Part III Short Answer Questions

1. What is the purpose of legal and procedural compliance?



Operation Sheet- 1	Procedure on checking and clearing the road way
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1.1. Procedure on checking and clearing the road way

Step-1. Wear appropriate guard uniform.

Step-2 Ensure the area is free before opening the exit and entrance gate from any Un authorized vehicle and obstacle.

Step-3 Remove traffic barriers from the way of entrance/exit

Step-4 Check the front, right and left side of the entrance/exit and should free of any vehicle movement.

Step-5 Prevent the entrance and exit of the compound from parking to avoid inconvenience.

Step-6 Inspect security lighting and streetlights.

Step-7 Ensure proper lighting at all the entrances.

Step-8 Record Unauthorized parked cars for further investigation purpose.

Operation Sheet -2-	Procedure for securing the residence:
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2.1. Procedure for securing the residence:

Step-1 Wear appropriate guard uniform.

Step-2 Check the exterior and interior of post for anything unusual and report immediately to the resident.

Step-3 Patrol the inside perimeter be curious and remember use your sense (sight, hearing, smell and touch).

Step-4 Be alert for criminal or terrorist actions against the residence personnel or property.

Step-5 Turn on/off the lights at the residence and report the burned out lights to the occupant.

Step-6 Check for fire or electrical hazards that could cause fire.

Step-7 Keep constant watch over the approaches of the perimeter walls /fences for possible intrusions.

Step-8 Carry issued equipment at all time.

Step-9 Check and clearing the road way before opening the vehicle gate to the occupant.

Step-10 Not accept any package bouquet (flower) bags or letters addressed to the occupant without his/her approval.

Step-11 Not entertaining visitors.

Step-12 Report and return found any leaflets documents and booklets.

Step-13 Report to the occupant any suspicious or unusual patrol findings.

Step-14 Do not give any information on the occupant of the house to anyone.

Step-15 Report any attempts from individuals to obtain information to the resident via incident report.



- Step-16** Keep all keys entrusted to you in your pockets at all times and give them to the relief guard accordingly.
- Step-17** Brief the resident on any security problem in and around your post.
- Step-18** Do not encroach upon the privacy of the resident or his/her dependents.
- Step-19** Check their doors and windows of vacant houses to make sure they are secured and that no attempt of breaking and entering has been made.
- Step-20** Blow whistle continuous and alert the residents in the events of an attempted breaking or other emergency situation, use the guard hand held radio or mobile to notify the supervisor where applicable.
- Step-21** Do not allow entry on to the property to any visitors who do not have permission. The resident should be contacted to identify all visitors before allowing escorted access.
- Step-22** Keep a log that will identify every entry into the residential compound. This log will show date, name of visitors, time in and out license plate of any vehicle.



LAP Test -1-	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks within --- hour.

Tasks -1 Apply procedure of checking and clearing the road way

Tasks -2- Apply procedure of securing the residence.



Reference

1. (<http://www.endvawnow.org/en/articles/1136-evidence-collection.html>)
2. <http://reynoldssecurity.com/files/DAR4.pdf>



Domestic Work

NTQF Level – II

Learning Guide- #34

Unit of Competence: Provide Domestic Security Service

Module Title: - Providing Domestic Security Service

LG Code: LSA DWR2 M01 LO2-LG-34

TTLM Code: LSA DWR2 TTLM 0419v1

LO 2: Identify and report security risk situation



Instruction Sheet

Learning guide #34

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Potential security risks of the work environment
- General procedures for monitoring security of the work environment.
- Procedures for reporting security risks
- Communication channels and modes
- Appropriate communication equipment
- Steps to verify source of information according to residence requirements
- Types of report.

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to:

- Identify and use potential security risks relevant to own work environment
- Identify and use general procedures for monitoring security of the work environment.
- Explain procedures for reporting security risks.
- Identify and use communication channels and modes.
- Identify and use appropriate communication equipment to the purpose.
- Verify source of information according to residence requirements
- Prepare reports in accordance to 5Ws and 1H.
- Check actions on reports submitted constantly.

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 20.
3. Read the information written in the “Information Sheets 1”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-check 1” in page -.
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 1).
6. If you earned a satisfactory evaluation proceed to “Information Sheet 2”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
7. Submit your accomplished Self-check. This will form part of your training portfolio.



Information Sheet-1

Potential security risks of the environment

1.1. Definition

Security is in general all the measures that are taken to ensure protection of a place, people, and property.

Security risk is a person or situation which poses a possible threat to the security of something. Identifying potential security risks is a process to recognize, analyze and evaluate the security risks, and determine the mitigation measures to reduce the risks to an acceptable level.

1.2. Potential security risks may include but not limited to:

- Persons, vehicles and equipment in unsuitable locations
- Suspicious package or substance.
- Terrorism: terrorism is an action or threat designed to influence the government or intimidate the public. Its purpose is to advance a political, religious or ideological cause.
- Unattended vehicle in areas not designated for parking
- Violence of physical threats
- Gas leaks
- Home intrusion
- Injury to self or personal

1.3. Emergencies

Emergency is sudden, unexpected, or coming situation that may cause injury, loss of life, damage to the property, and/or interference with the normal activities of a person or firm and which, therefore, requires immediate attention and remedial action. During emergencies the domestic security guard must ensure that appropriate personnel are notified immediately.

1.3.1. Fire

Fire is the visible effect of the process of combustion – a special type of chemical reaction. It occurs between oxygen in the air and some sort of fuel. The products from the chemical reaction are completely different from the starting material.

Prevent the fire from starting, request assistance of the fire brigade, activate the fire alarm prior to attempt to extinguish the fire. Blow whistle located on the compound of the residence and evacuate from the residence. Know where the fire extinguisher located and ensure you are familiar their use according to the type of encountered. Prevent the loss of life and property in cause a fire should start. Confine the fire to its place or origin. Immediately notify the occupant via telephone.



1.3.1.1. The Five Classes of Fires

There are several different classifications of fires based primarily on the fuel source.

- **Class A**

Class A fires are defined as ordinary combustibles. These types are fires use commonly flammable material as their fuel source. Wood, fabric, paper, trash ,and plastics are common sources of Class A fires. This is essentially the common accidental fire encountered across several different industries. Trash fires are one such example. Class A fires are commonly put out with water or mono ammonium phosphate.

- **Class B**

The Class B fire is defined as one that uses a flammable liquid or gas as its fuel base. Common liquid based fuel sources include petroleum based oils and paints, kerosene, and gasoline. Flammable gases such as butane or propane are also common fuel sources in Class B fires. Class B fires are a common hazard in industries dealing with fuels, lubricants, and certain types of paint. Smothering these types of fires to remove oxygen is a common solution as are chemical reactions that produce similar effects. Note that cooking fires have their own classification and are defined as Class K fires.

- **Class C**

The Class C fire is defined as a fire that uses electrical components and/or energized equipment as its fuel source. Electrical fires are often fueled by motors, appliances, and electronic transformers. Electrical fires are common in industries that deal with energy or make use of heavy electrically-powered equipment. However, electrical fires can occur on smaller scales in all businesses (i.e. an overloaded surge protector or bad wiring) and should be taken seriously. To extinguish such fires you cut the power off and use non-conductive chemicals to extinguish the fire.

- **Class D**

The Class D fire is defined as one that uses a combustible metal as its fuel source. Examples of such combustible metals include titanium, magnesium, aluminum, and potassium. Note that there are also other metals with combustive properties you may encounter. Class D fires are a danger in laboratory environments. However, be aware that combustible metals are used as part of production and other industry processes, and you need to be certain of what materials you are using



for day-to-day operations. When confronted with such a fire, common extinguishing agents such as water are ineffective and can be hazardous. To extinguish a Class D fire, use a dry powder agent. This absorbs the heat the fire requires to burn and smothers it as well.

- **Class K**

A Class K fire is defined as a cooking fire involving combustion from liquids used in food preparation. Technically a type of liquid fire, Class K fires is distinct enough to warrant their own classification. Cooking fires are fueled by a wide range of liquid cooking materials. Greases, cooking oils, vegetable fat, and animal fat are all fuel sources found in Class K fires. Class K fires are naturally of concern in the food service and restaurant industry. Such fires can be very dangerous and far more destructive than you may think. Wet chemical fire extinguishers have become popular in putting out these types of fires.

1.3.1.2. The Right Extinguisher for The Right Fire

It is very important to have the right tool for a job. Fire extinguishers are no different. By being aware of the five classes of fires, you can be sure that you are purchasing safety equipment that will be effective should an accident or emergency occur.

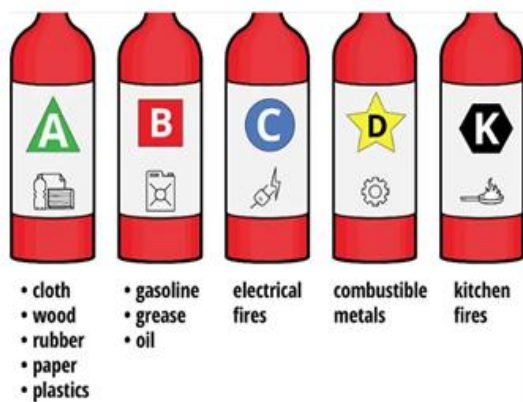


Figure 2: Five types of fire extinguishers



Figure 3 How to use fire

1.3.2. Bomb

Bomb is a container filled with explosive or incendiary material, designed to explode on impact or when detonated by a timing, proximity, or remote-control device



Figure 4: Bomb

1.3.3. Home intrusion

A home invasion is an unlawful entry into another person's home with the intention to perform an illegal act. The illegal act may be a burglary, but it may also consist of other criminal acts such as murder, rape, kidnapping, and more.



Figure 5: Home intrusion attempts

1.4. Operational telephone numbers

The most important contact numbers a domestic security guard must know are:

- Occupant contact number
- Bomb disposal squad
- Police emergency
- Fire department



Self-Check -1	Potential security risks of the environment
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Part I say true if the statement is correct, say false if the statement is incorrect.

1. _____Persons in unsuitable locations are considered as part of Potential security risks.
2. _____Home intrusion is not considered as potential security risk.

Parts II choose the best answer from the given alternatives.

3. **Potential security risks includes:**
 - A. Terrorism
 - B. Home intrusion
 - C. Suspicious package or substance
 - D. All of the above
 - E. a & b

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Note: Satisfactory rating - 3 points

Unsatisfactory - below 2 points

You can ask you teacher for the copy of the correct answers.

Short Answer Questions

1. Identify potential security risks.
2. Write down operational telephone numbers



Information Sheet-2

General procedures for monitoring security of the work environment

2.1. Introduction

The security of the residence will be exposed, unless protected by security guards. There will be multiple exposed points around the residence; each point needs to be identified, assessed and prioritized in defenselessness survey. Patrol the inside perimeter of the residence using sense (sight, hearing, smell, touch). Once all vulnerable areas have been identified, counter measures, equipment and procedures and security monitoring equipment's will need to be introduced.

2.2. Monitoring Security technology equipment's.

2.1.1. Alarm:

An alarm performs two functions: it detects the presence of an intruder and it reports the intrusion. The quality of an alarm mechanism is measured by its ability to perform these two functions. A wide range of devices detect intrusion criminal in to a building. These fall roughly in to two categories: contact devices and motion detection devices.



Figure 1 Alarm

2.1.2. Contact devices:

Contact devices are mechanical switches that detect movement or perhaps the breakage of glass. A common type consists of a contact on the door (or window) and a contact on the frame. When the door is closed \, the two contacts form part of electrical circuit. When the door is open the contact is broken, the circuit is opened, and the alarm circuit is activated.

2.1.3. Motion detection:

These devices detect the motion of an intruder as he moves about the protected space. This detection can be done in a variety of ways. Seismographic devices are turned. On



by vibration or weight up on the floor use a beam of light to detect any motion across the protected span.



Figure 2 Motion detection device/sensor

2.1.4. Closed circuit television (CCTV)

When used in residential setting closed circuit television (CCTV) is intended to provide electronic windows. The purpose is to create an environment in which residents know that normal restraints of surveillance by citizen and authorized agents exist, albeit aided by electronics.



Figure 3 Close circuit television (CCTV)

2.2. Procedures for monitoring security

The purpose of this procedure is to ensure that information resource security controls are in place, are effective, and are not being bypassed. One of the benefits of security monitoring is the early identification of wrongdoing, new security vulnerabilities, or new unforeseen threats to information resources. This early identification can help to block the wrongdoing or vulnerability before harm can be done, or at least to minimize the potential impact.

Other benefits include audit compliance, service level monitoring, performance measuring, limiting liability, and capacity planning. Security monitoring must have the capability to trigger alerts and send them to the concerned authorities. This procedure applies to individuals that are responsible for the installation of new information resources, the operations of existing information resources, and individuals charged with information resource security.

2.3. Type of equipment's /PPE/to be used during patrol of the premises:

The required PPE and equipment are listed below:

- Guard uniform
- Glove
- Two way radio
- Mobile
- Pen
- Note book
- Torch battery



- Security stick
- Security Whistle etc/

It will be difficult for a residence to achieve security information without security monitoring. Security monitoring is derived from the general practice of monitoring activities that occur in a residence.

Security monitoring involves:

- recording information that represents activity and
- analyzing recorded information to identify and respond to questionable activities

2.4. Security monitoring practice depends on 5 critical factors:

- The size and depth of controls that can be evaluated.
- The ability to protect the state monitoring data that is collected.
- The ability to compare the current state of controls to a desired state of controls, specifying in the form of policy requirements.
- The ability to eliminate extraneous data, by filtering out unimportant properties about controls that are being reported.
- The ability to perform monitoring in a transparent manner and avoid impairing normal operations of a monitored system.



Self-Check -2	Written Test
---------------	--------------

Part I say true if the statement is correct, say false if the statement is incorrect.

1. _____ CCTV is a device that detects movement or breakage of glass.

Parts II choose the best answer from the given alternatives.

2. _____ The devices which detects the motion of an intruder is called:

- A. Contact devices
- B. Alarm
- C. Motion detection
- D. Closed circuit television

3. Patrol the inside perimeter using sense of

- A. Sight
- B. Hearing
- C. Smell
- D. Touch
- E. All of the above

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Note: Satisfactory rating - 3 points

Unsatisfactory - below 2 points

You can ask you teacher for the copy of the correct answers.

Part III Short Answer Questions

1. What is the equipment's which can help monitoring the premises?



Information Sheet – 3

Procedures for reporting security risks

3.1. Introduction

Security risk is a person or situation which poses a possible threat to the security of something. Risk and how it is reported in a residential setting have been under a constant spotlight. Risk reporting needs to improve; better risk reporting is integral to better residential control.

3.2. Purpose

The purpose of reporting security risk is:

- To describe the process for reporting and recording incidents.
- To encourage the prompt and consistent reporting of all incidents, and near misses.
- To ensure investigation of incidents and near misses.
- To provide a feedback mechanism and organizational learning from incidents and near misses.

3.3 Objectives/Aim

- The reporting of a risk situation is an important means of providing information.
- All risks must be reported. This should be done as soon as practicable after the risks identified to ensure that the most accurate and complete information is recorded.
- The risk reporting process helps to identify the information assets at risk and attach a value to the risks.
- Additionally, it identifies protective measures that minimize the effects of risk.
- The risk reporting process also determines whether the countermeasures are effective. After the report is complete, a report documenting the risk assessment must be prepared.

The risk report serves as the vehicle for presenting to the occupant, the findings of the risk report process and recommendations.

The report's details should include, as a minimum:

- Vulnerability levels
- Applicable threats and their frequency
- The use environment
- System connectivity
- Data sensitivity level(s)



Self-Check - 4	Written Test
-----------------------	---------------------

Part I say true if the statement is correct, say false if the statement is incorrect.

1. _____ One of the purposes of security risk report is to ensure investigation of incidents.
2. _____ Security risk is a person or situation which poses a possible threat to the security of something.

Parts II choose the best answer from the given alternatives.

1. The report's details should include, as a minimum:
 - a. Vulnerability levels
 - b. Applicable threats and their frequency
 - c. The use environment
 - d. All

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Note: Satisfactory rating - 3 points

Unsatisfactory - below 2 points

You can ask you teacher for the copy of the correct answers.

Part III Short Answer Questions

1. What are the purposes of security risk reporting?



Information Sheet – 4

Communication channels and modes are identified and used

4.1. Introduction

Communication is the process of transmitting information from one person to another. It is the act of sharing of ideas, facts, opinions, thoughts, messages or emotions to other people, in and out the residence, with the use of the channel to create mutual understanding and confidence. Communication channels refer to the way of flowing information between relevant people.

4.2. Types (Modes) of Communication

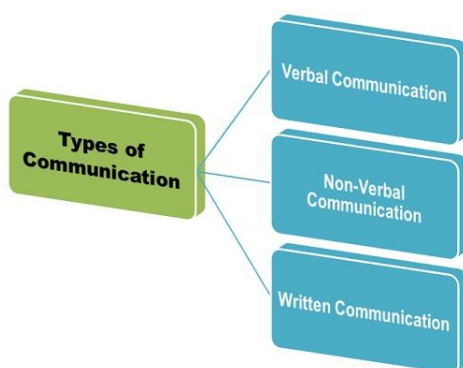


Figure 7 : Types (modes) of communication

4.3. Communication Channel

Through a medium of communication, be it face-to-face conversations or inter-personal information is transmitted from an occupant to security personnel or vice versa.

An important element of the communication process is the feedback mechanism between the occupant and security personnel. In this mechanism, security personnel inform employers that they have understood the task at hand while employers provide security guard with comments and directions on domestic security work.

4.4. Importance of a Communication Channel

A breakdown in the communication channel leads to an inefficient flow of information. Security guards are unaware of what the employer expects from them. They are uninformed of what is going on in the residence.

Therefore, an effective communication channel should be implemented by employers to optimize security guards effectiveness to ensure the smooth running of the residence.

4.5. Types of Communication Channels

The number of communication channels available to an employer has increased.



A challenge the occupants face today is to determine what type of communication channel should they select in order to carryout effective communication.

In order to make an occupant's task easier, the types of communication channels are grouped into three main groups: formal, informal and unofficial.

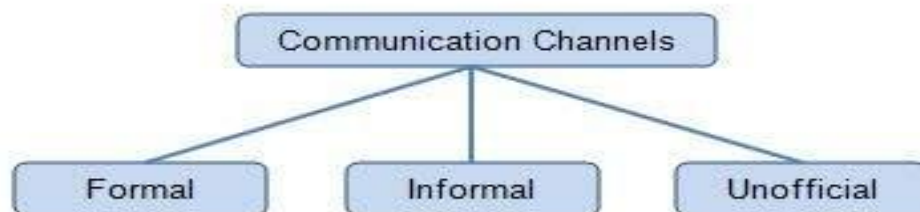


Figure 8 : Communication channels

4.5.1. Formal Communication Channels

A formal communication channel transmits information such as procedures of a residence. Messages in this type of communication channel follow a chain of command. This means information flows from an occupant to his/her domestic security guard.

4.5.2. Informal Communication Channels

Within a formal working environment, there always exists an informal communication network. While this type of communication channel may interrupt the chain of command, a good occupant needs to find the fine balance between the formal and informal communication channel.

4.5.3. Unofficial Communication Channels

An occupant should maintain his/her private information's circulating in unofficial (gossip, rumor etc) communication channel and should take positive measures to prevent the flow of false information. An example of an unofficial communication channel is social gatherings among employees.



Self-Check – 4	Written Test
----------------	--------------

Part I say true if the statement is correct, say false if the statement is incorrect.

1. _____ Communication is exchange of information between two or more persons.
2. _____ Communication channel is the main content of a message.

Parts II choose the best answer from the given alternatives.

3. Which one of the following is not importance of communication channel?
A. An exchange of information
B. A process of sharing data among people
C. Efficient flow of information.
D. A & c
4. Unofficial communication refers to:
A. Gossip
B. Rumor
C. Social gatherings among employees
D. All
E. b & c

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Note: Satisfactory rating - 4 points

Unsatisfactory - below 3 points

You can ask you teacher for the copy of the correct answers.

Part III Short Answer Questions

1. List and discuss the types of communication channels.



Information Sheet – 5

Appropriate Communication equipment

5.1. Introduction

Communication Equipment's are devices that aid in the communication process between individuals..The following are the different types of Communication equipment's:

5.1.1. Telephone

A telephone is a machine that converts sound signals into a type that other telephone devices can convert into perceptible sound. This permits two individuals to converse with one another from a protracted distance away.

Similar to intercoms, telephones can be wireless or wired, digital or analog. There are varieties of accessories like the answering machine and headsets. They are to augment the capabilities of the telephone.



Figure 9 Telephones

5.1.2. Two-way radio

Radios are the transmission and reception of electromagnetic waves of frequency. Willkie talkies and citizen's band radios are examples of radios people use to communicate with one another. They usually have a receiver, transmitter receiver and an antenna. They usually have a base or mobile configuration.



Figure 10 Radio

5.1.3. Security whistle

Used as means of communication during emergencies in the premises.



Figure 11 security whistle

5.1.4. Megaphone

A megaphone, speaking-trumpet, is usually a portable or hand-held, cone-shaped audio horn used to amplify a person's voice or other sounds and direct it in a given direction.



Figure 12 Megaphone

**Self-Check -5****Written Test**

Part I say true if the statement is correct, say false if the statement is incorrect.

1. _____Telephone is one of communication equipment.
2. _____The purpose of megaphone is to detect illegal entry attempt.

Parts II choose the best answer from the given alternatives.

3. One of the following is not a communication equipment
 - A. Megaphone
 - B. Telephone
 - C. Telephone number
 - D. Radio

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Note: Satisfactory rating - 3 points

Unsatisfactory - below 2 points

You can ask you teacher for the copy of the correct answers.

Part III Short Answer Questions

1. Write the communication equipment and discuss them.



Information Sheet – 6

Steps to verify source of information according to residence requirements

6.1. Introduction

Evaluating sources is an important skill. It's been called an art as well as work much of which is detective work. To decide where to look, what clues to search for, and what to accept. The attraction is to accept whatever you find.

6.2. Basic principles to verify information sources

- Check for a list of information sources.
- Try to determine if the content of the source is fact, opinion, or mislead. If you
- think the source is offering facts, are the sources for those facts clearly indicated
- Is the language objective or emotional?
- Are there broad generalizations that overstate or oversimplify the matter?
- Do some cross-checking.
- Don't always trust your first source.
- Can you find some of the same information given elsewhere?
- How the sources are credible?

6.3. Criteria to verify information sources

- **Who**
 - ✓ Who is the source of information?
 - ✓ How objective and reliable are they?
- **What**
 - ✓ What are the content of the information, completeness and accuracy?
 - ✓ Does this information real?
- **When**
 - ✓ When was the information released?
 - ✓ Does the information provided by the source in its original form or has it been revised to reflect changes?
 - ✓ Does this information timely and is it updated regularly?
- **Where**
 - ✓ Where the information provided by the source be found?
- **Why**
 - ✓ Was the information provided by the relevant source?
 - ✓ What are the perception, opinions, assumptions and biases of whoever is responsible for this information?
 - ✓ Who are the intended addressees?



Self-Check -6

Written Test

Part I say true if the statement is correct, say false if the statement is incorrect.

1. _____ evaluating information sources is an important skill.
2. _____ Checking the list of information sources is not part of information source verification.

Parts II choose the best answer from the given alternatives.

3. **One of the following is not basic principle of verifying sources of information**
 - A. Do some cross-checking
 - B. Don't always trust your first source.
 - C. Accepting second sources without verification
 - D. Check how the sources are credible

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Note: Satisfactory rating - 3 points

Unsatisfactory - below 2 points

You can ask you teacher for the copy of the correct answers.

Part III Short Answer Questions

1. What are the basic principles to verify information sources?
2. List the criteria to verify information sources.



Information Sheet – 7	Types of report
-----------------------	-----------------

7.1. Introduction

Reports communicate information which has been compiled as a result of findings and analysis of information and of issues. Reports usually focus on transmitting information with a clear purpose, to a specific situation.

Good reports are documents that are accurate, objective and complete. They should also be well-written, clearly structured and expressed in a way that holds the reader's attention and meets their expectations.

Often reports are structured in a way that reflects the information finding process and the writing up of the findings: that is, summary of the contents, introduction or background, methods, results, discussion, conclusion and/or recommendations.

The scope and style of reports varies widely. It depends on three key factors:

- The report's intended reader,
- The report's purpose and
- The type of information to be communicated.

7.2. Types of report

Security risks before reporting should be verified according to procedural requirements.

7.2.1. Activity report

An activity report refers to a summary of activities performed over a given period of time. Such a report gives details about the security guard performance of the workforce.

7.2.2. Incident report

An incident report will be prepared in all cases where an incident arises which are not of a rout in nature. The report will be available within short period of the incident. An incident report will be prepared as a supplement report to the required entries in the post log in no cause will they be utilized of an entry in the post log. It is important that all available information be recorded.

7.2.3. Police report

Ask yourself the following questions:

- Is this an Emergency or is there an immediate threat to you or others?
- Is the crime in progress or just occurred within the last 2-3 minutes?
- Did the incident just occur or the suspect has a felony warrant and you know where the suspect is?
- Can you identify the suspect or were witnesses to the car breaking in?



- Was there a weapon involved?
- If you answered yes to any of the above questions, call to the concerned emergency immediately!

If you answered NO to all of the above questions, filing an online police report is the quickest way to receive a report filed for a police officer to review.

7.3. Basic structure of reports

A key feature of reports is that they are formally structured in sections. The use of sections makes it easy for the reader to jump straight to the information they need.

7.3.1. Title

The title needs to concisely state the topic of the report. It needs to be informative and descriptive so that someone just reading the title will understand the main issue of your report. You don't need to include excessive detail in your title but avoid being vague and too general.

7.3.2. Executive Summary)

This is the 'shop window' for the report. It is the first (and sometimes the only) section to be read and should be the last to be written. It should enable the reader to make an informed decision about whether they want to read the whole report.

7.3.3. Introduction

In this section you explain the rationale for undertaking the work reported on, including what you have been asked (or chosen) to do, the reasons for doing it and the background to the report. It should be written in an explanatory style. State what the report is about - what is the question you are trying to answer?

7.3.4. Finding

This section has only one job which is to present the findings of your research as simply and clearly as possible. Use the format that will achieve this most effectively e.g. text, graphs, tables or diagrams.

7.3.5. Discussion

This is probably the longest section and worth spending time on. It brings everything together, showing how your findings respond to the brief you explained in your introduction and the previous report.

7.3.6. Conclusion



Your conclusions should be a short section with no new arguments or evidence. Sum up the main points of your research - how do they answer the original brief for the work reported on? This section may also include:

- Recommendations for action
- Suggestions for further report and references



Self-Check – 7

Written Test

Part I say true if the statement is correct, say false if the statement is incorrect.

1. _____ Report title is 'shop window' to the report.
2. _____ Report Introduction is about explaining the rationale for undertaking the work of the report.

Parts II choose the best answer from the given alternatives.

3. Conclusion consists of:
A. Recommendations for action
B. Findings of the report
C. References
D. All of the above except 'B'

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Note: Satisfactory rating - 3 points

Unsatisfactory - below 2 points

You can ask your teacher for the copy of the correct answers.

Part III Short Answer Questions

1. Write down the contents of basic structure of security reports



Operation Sheet- 1

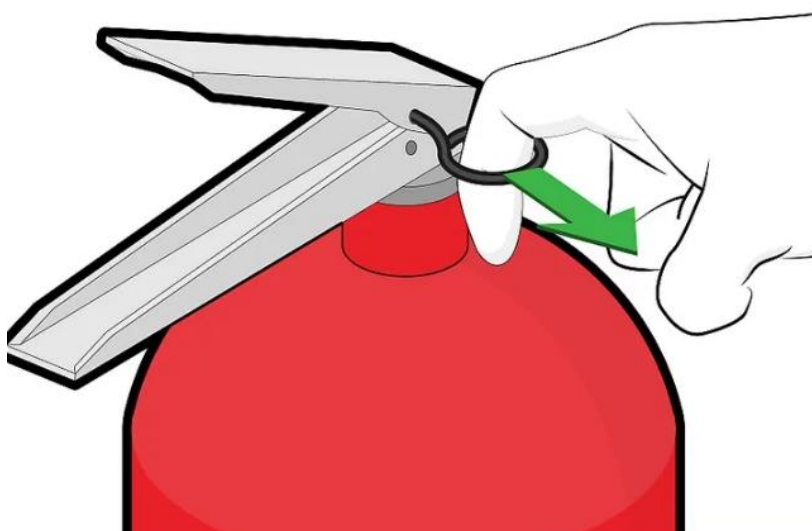
Procedures to use a fire extinguisher

1.1. Procedures to use a fire extinguisher

Step-1 Pull the pin.

Every fire extinguisher has a pin inserted into the handle that prevents the fire extinguisher from being discharged by accident. Grab the ring and pull the pin out from the side of the handle.

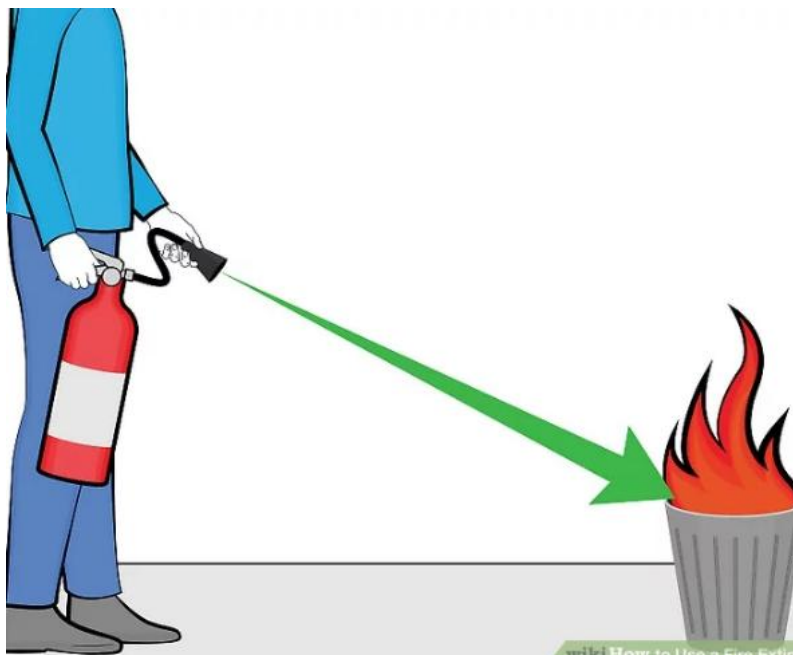
- Now that the extinguisher is ready to discharge, hold the device so the nozzle is pointed away from you.
- Fire extinguishers in non-residential or high/medium density residential areas may have a zip tie attached to the pin to let the fire department know that they've been used. The zip tie is made to be easily broken.



Step-2 Aim the hose at the base of the fire.

Hold the lower handle lever (the carrying handle) with one hand and grab the hose or nozzle with the other hand. Point the hose directly at the base of the fire, because you have to put out the fuel that's burning.

- Do not aim the hose at the flames. This isn't the fuel source, and you won't get much progress.
- With carbon dioxide extinguishers, keep your hands away from the plastic discharge horn, which gets extremely cold.



Step-3 Squeeze the lever.

To release the extinguishing agent, squeeze the two levers together with one hand while you aim the hose at the base of the fire with the other. Apply slow and even pressure when you squeeze the levers. To stop discharging the extinguisher, release the levers.

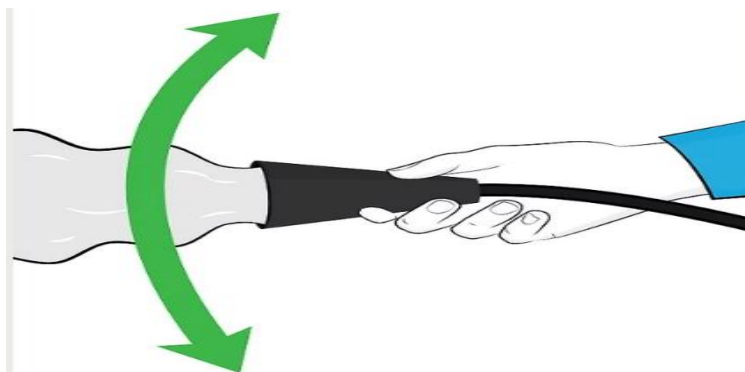


Step-4 Sweep the hose from side to side.

To extinguish all the fuel, slowly sweep the hose back and forth over the base of the fire as you discharge the extinguisher. Move closer to the fire as the flames die down.



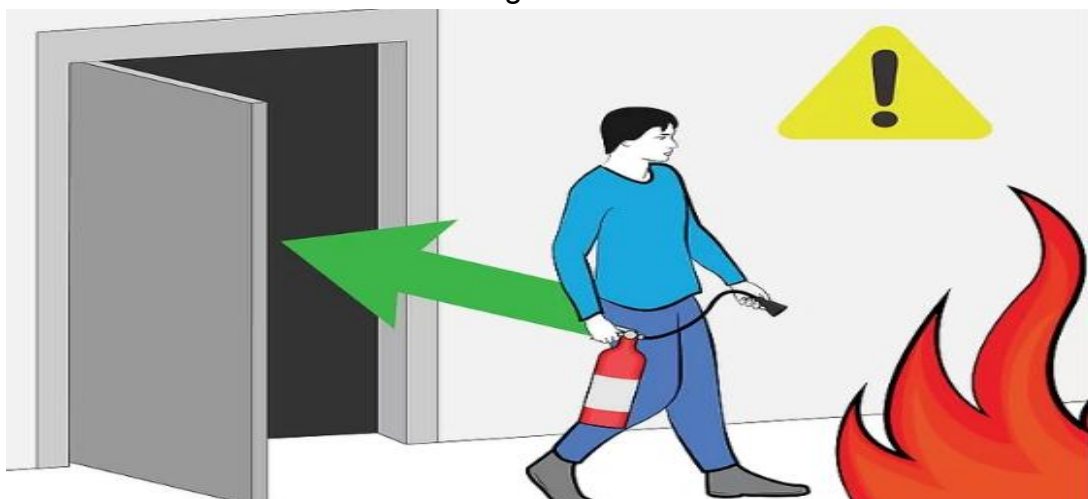
Continue discharging until the fire goes out. This includes any glowing embers, which can reignite.



Step-5 Back away and repeat if the flames flare up.

Watch the fire closely to ensure the flames don't flare up again. Back away slightly if they do. Aim the hose again, squeeze the lever, and sweep the hose across the base of the fire again to extinguish it.^[8]

- Never turn your back on a fire. You always want to be vigilant about where the fire is and what it's doing.

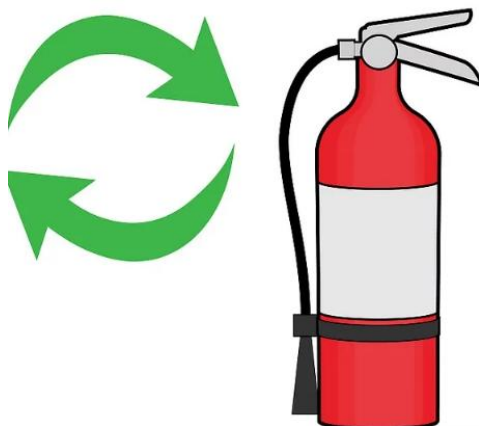


Step-6 Leave immediately if you're unable to extinguish the fire.



The average extinguisher will have enough agent inside to go for about 10 seconds. Back away and leave immediately if the fire isn't out when the extinguisher is fully discharged.^[9]

- Call the fire department or emergency services if they haven't already been called.



Step-7 Replace or recharge your fire extinguisher as soon as possible.

Some fire extinguishers are disposable, and these must be discarded once their discharged. Others are rechargeable, and can be refilled with agent and re-pressurized.

- Do not leave an empty fire extinguisher lying around, because somebody may try to use it in an emergency.
- If your extinguisher is rechargeable, do it as soon as possible. Don't put it off, otherwise you might be stuck without a working fire extinguisher during the next emergency.



LAP Test	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks within --- hour.

1. Apply procedures to use a fire extinguisher



References

1. [https://www.uuinsurance.com/ShowPDF.php?number=PRE-1048+\(02+97\)](https://www.uuinsurance.com/ShowPDF.php?number=PRE-1048+(02+97))
2. <https://grimsby.ac.uk/documents/quality/skills/Report-Writing-A-Brief-Guide-Hull.pdf>
3. http://www.locksmithingeducation.com/Schlage_Cyls_Keys_and_Key_Control_2007.pdf
4. <https://bluelance.com/wp-content/uploads/2015/02/Best-Practices-WP.pdf>



Domestic Work

NTQF Level – II

Learning Guide- #35

Unit of Competence: Provide Domestic Security Service

Module Title: - Providing Domestic Security Service

LG Code: LSA DWR2 M01LO3-LG35

TTLM Code: LSA DWR2 TTLM 0419v1

LO3.Control Access and Identification



Instruction Sheet

Learning Guide - #35

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics:

- Key control
- Checking identification documents
- Verification process for persons entering premises or restricted areas
- control Issues and return of entry passes
- Procedures to report and record unauthorized entry attempts.
- Steps to check entry of incoming/outgoing pedestrians, visitors, and clients
- Receive and Escort visitors.

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to:

- Control key
- Check identification documents
- Verify Persons entering premises or restricted areas and checking relevant details on identification documents.
- Control issues and return of entry passes according to domestic assignments instructions.
- Report and record Persons attempting to gain entry without authorization as appropriate In accordance with residence policies and regulations.
- Implement and check entry of incoming/outgoing pedestrians, visitors, and clients in accordance with residence policies and regulations
- Receive and escort visitors to assignment instructions

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 20.
3. Read the information written in the “Information Sheets 1”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-check 1” in page -.
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 1).
6. If you earned a satisfactory evaluation proceed to “Information Sheet 2”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning activities.
7. Submit your accomplished Self-check. This will form part of your training portfolio.



Information Sheet- 1	Key control
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1.1. Definition of key

1.2. Purpose

The purpose of the key control procedure is to protect the property and privacy of occupants and family members of the residence.

Keys and Locks More expensive high security locks will be harder to pick force or cut a duplicate key. Therefore, whenever possible fit good quality high security locks.



Figure 13 key

1.3. Types of keys:

Security keys commonly used by domestic security guard are listed below:

- **Entrance and exit key**– is a key which is used to open and close exit and entrance gates doors.
- **Guard booth key** it is key used to open and close the guard booth.
- **Emergency key** is used to open emergency doors during urgent situation.
- **Security material storage key** used to lock security materials are kept.

Note; - keys should be controlled; registered and Lost keys should be reported and replaced immediately.

1.4. Categories of access cards (technology perspective)

There are four main **categories of access cards**:

1.4.1. Magnetic stripe

Magnetic stripe cards are the easiest to duplicate and are susceptible to wear and tear or damage from magnetic fields.



Figure 14 Magneti stripe



1.4.2. Proximity

Are much less susceptible to duplication, and smart proximity cards can be programmed with much more information than access cards, allowing them to be used for a variety of interactive applications in addition to physical access, including network access.



Figure 15 Proximity card

1.4.3. proximity smart cards: are the same with proximity cards. But some proximity smart cards, however, require a small battery, which can diminish their lifespan.



Figure 16 Proximity smart cards

1.4.4. Contact smart cards: this physical contact allows for transmission of commands data, and card status to take place.



Self-Check – 1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Part -I- say true if the statement is correct and false if the statement is incorrect

1. ----- Contact smart cards are not allowed for transmission of commands data and card status to take place.
2. _____ some proximity smart cards, require a small battery, which can diminish their lifespan.

Part -II- choose the best answer

- _____ is a key which is used to open and close exit and entrance gates doors.
 - a. Guard booth key
 - b. Entrance and exit key
 - c. Emergency key

Note: Satisfactory rating - 3 points

Unsatisfactory - below 2 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions

1. Explain categories of access cards.



Information Sheet- 2	Checking identification documents
----------------------	-----------------------------------

2.1. Introduction



An identification document is a document that provides evidence of full legal name, date of birth, citizenship or any personal status of a person's and vehicle registration number (plate number). The most common identification documents are: Identity card (ID), passport, car pass and gate pass.

2.2. Types of identification documents

Table 1: Types of identification documents

NO	Identification documents	Description	Sample
2.2.1.	Identity card (ID)	a card giving identifying data about a person, as full name, address, age, and color of hair and eyes, and often containing a photograph: for use as identification at place of employment, school, club, etc.	
2.2.2.	Passport,	a travel document, usually issued by a country's government, which certifies the identity and nationality of its holder primarily for the purpose of international travel. Standard passports may contain information such as the holder's name, place and date of birth, photograph, signature, and other identifying information	



2.2.3.	Gate pass	<p>A gate pass is a simple document containing the detail of items while making any product movement outside the warehouse.</p> <p>It is defined to secure the outbound transactions and ensure a smarter way of managing and keeping a track of the inventory for those products which were not dispatched for fulfilling an order.</p>	
2.2.4.	Car pass	<p>A sheet to get exit and entry authorization to the compound. This consists of date, time, plate number of the vehicle, name of authorized person and signature.</p>	



Self-Check – 2	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Part -I- say true if the statement is correct and false if the statement is incorrect

1. Car pass is A sheet to get exit and entry authorization to the compound

Part -II- choose the best answer

1. Identity card contains:
 - A. full name
 - B. address
 - C. age and color of hair
 - D. all of the above

Note: Satisfactory rating - 3 points

Unsatisfactory - below 2 points

You can ask your teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions

1. what is identification document



Information Sheet –3

Verification process for persons entering premises or restricted areas

3.1. Function

- The guard is responsible for allover access verification processes on the compound.
- The guard is responsible for access and proper identification process of visitors.
- No individual will be allowed without displaying the proper identification.

3.2. Objectives (Aim)

- The main access door will remain closed and locked at the prescribed time. These doors will only be opened during business hours to allow authorized personnel access.
- The door to the guard booth will remain closed and locked at all times.
- Only authorized persons will be permitted to enter the main gate.
- all visitors will be requested to present and display their ID cards prior to being allowed access to the compound
- Personnel forgetting their ID will be required to provide identifications for visitors badge or obtain the owner clearance at the front gate prior to be allowed access.
- Personnel not on file at the main gate will not be allowed access without clearance of the owner.
- All visitors to the compound will be required to provide valid photo identification to being allowed access to the compound.

3.3. Post log

- Specified guard post are provided with a post log, post log provide specific instructions relative to the guard service to be provided at the guard post. All entries will be neatly printed ink.
- Upon assuming the duty the guard must enter the time, date and his/her name and signature.
- Upon assuming duties at post the guard will inspect the post to ensure that all guard equipment supplies are present and that all guard security equipment is good working condition, such equipment may include, telephones, two-way radio, flash lights, whistle, hand held metal detector, car searching device and CCTV.
- Any malfunctioning or broken security equipment will be noted in the post log and will be reported to the occupant and immediately incident report prepared.







3.4. Appropriate log entries will include:

- **Book 1:** log of all badges issued
- **Book 2:** log of visitors entering the compound.
- **Book 3:** log of all inform from the compound employed regarding deliveries, visitors and scheduled appointment or special service request.
- **Book 4:** log of all shifts changes and equipment assignment.
- **Book 5:** log of all unusual activities and incident reports generated by the guard.

3.5. Verification process of equipments used by domestic security guard

Types of domestic security guard equipments are important to verify security guard duties. The equipments and their specific purpose indicated below:

Table 1. Types of domestic security guard equipments

No	Type of equipment	Purpose	Image
3.5.1	A metal detector	An electronic instrument which detects the presence of metal nearby. Metal detectors are useful for finding metal inclusions hidden within objects, or metal objects	
3.5.2	Security stick/baton	A baton or stick is made of wood, rubber, plastic or metal. It is carried as a compliance tool and defensive weapon	
3.5.3	Car searching mirror/device	Is a device used to ensure cars or vehicles are free of any hazard.	
3.5.4	Torch battery	Used to check hidden places during dark time	



Self-Check – 3	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Part -I- say true if the statement is correct and false if the statement is incorrect

1. _____ Any malfunctioning or broken security equipment will be noted in the post log.
2. _____ Upon assuming the duty the guard must enter the time and date only.
3. _____ The guard is not responsible for overall access verification processes on the compound.

Short Answer Questions

4. Write the functions of verification process for persons entering premises or restricted areas

Note: Satisfactory rating - 3 points

Unsatisfactory - below 2 points

You can ask your teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

1.



Control issues and return of entry passes

The main purpose of establishing control issues and return of entry passes is to check that entered people have left the premises and their entry passes have been returned according to the procedural requirement of the residence.

[illegible]



Self-Check – 4	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Part -I- say true if the statement is correct and false if the statement is incorrect

1. _____ All entry passes must be returned to the guards.
2. _____ Signature of returning visitor includes inform to control issues and return of entry passes

Part -II- choose the best answer

3. Form to control issues and return of entry passes include:
 - A. Name of visitor
 - B. Date and time of entry
 - C. Entry pass number
 - D. All of the above

Short Answer Questions

4. Write the purpose of control issues and return of entry passes

Note: Satisfactory rating - 3 points

Unsatisfactory - below 2 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____



Information Sheet- 5

Procedures to report and record unauthorized entry attempts

5.1. Introduction

There are a number of ways a building can be accessed by an unauthorized individual, which may occur on a daily basis at a particular location.

There are a number of types of unauthorized access that can leave a residence at risk. All possibilities need to be considered when thinking about an access system, because once you have an idea of how unauthorized access can occur at the residence.

5.2. Types of unauthorized access entry attempts

There are five of the most common ways unauthorized access can occur, along with some methods and technologies for combating them.

5.2.1. Tailgate (follow closely)

- One of the most common types of unauthorized access is tailgating, which occurs when one or more people follow an authorized user through a door.
- Often the user will hold the door for an unauthorized individual out of common courtesy, unwittingly exposing the residence to risk.
- An even more effective reduction technique is to implement turnstiles, mantraps or another solution that restricts entry to one individual at a time and generates an alarm if someone tries to circumvent it.

5.2.2. Door Propping

- Similar to tailgating, propping doors open, most often for convenience, is another common way unauthorized individuals gain access to a location and potentially create a dangerous situation for the people and assets within.
- Some access control systems include the capability to detect when doors are propped and alert security personnel, who can respond and investigate the situation as needed.

5.2.3. Levering Doors

- You might be surprised to know how easily many doors can be lever open using something as small as a screwdriver or as large as a crowbar. Advanced access control systems include forced-door monitoring and will generate alarms if a door is forced.
- The effectiveness of these systems varies, with many systems prone to a high rate of false positives, poor database configuration or lack of active intrusion monitoring. With these tools and tactics in place, however, they are highly effective at detecting door levering.



5.2.4. Stolen, Loaned and Lost Keys

- Whether stolen, lost or loaned out, keys pose a major problem.
- They are often impossible to track when lost, forgotten, stolen or loaned to someone else, and if an individual tends to tailgate to enter the building, he or she may not notice missing keys for several days.
- During that time, there is huge risk, and the only way to ensure the continued security of a building is to re-core locks on multiple doors, which can be very expensive.
- Electronic key management solutions can be deployed to track keys, with the added benefit that many of these systems can be integrated with access control for an added layer of security.

5.2.5. Lost and stolen access cards

- With the added advantage of identifying authorized users who swipe in with an access control reader, electronic key cards are a more high-tech alternative to traditional keys.
- However, they are prone to the same risks associated with keys, namely the potential to be lost, stolen or shared with an authorized or unauthorized person.

5.3. Procedures to report and record unauthorized entry attempts

As per the residential procedural requirement, unauthorized entry attempts will be identified by the guard using monitoring techniques.

Unauthorized entry attempts also will be identified using security technology equipments. All identified unauthorized entry attempts will be reported to the occupant and registered on the incident book.

**Self-Check – 5****Written Test**

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Part -I- say true if the statement is correct and false if the statement is incorrect

1. _____ unauthorized entry attempts will be identified by the guard.
2. _____ All identified unauthorized entry attempts will not be reported to the occupant

Part -II- choose the best answer

3. Types of unauthorized access entry attempts may not include
 - A. Tailgating
 - B. Door Propping
 - C. Levering Doors
 - D. None of the above

Short Answer Questions

1. Describe the types of unauthorized access attempts.

Note: Satisfactory rating - 3 points

Unsatisfactory - below 2 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____



Information Sheet - 6	Steps to check entry of incoming/outgoing pedestrians, visitors and clients.
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6.1. Steps to check entry of incoming/outgoing pedestrians, visitors and clients.

All incoming and outgoing vehicles, visitors and clients will be received based on the residential procedural requirements. Guards must comply their duty with courtesy and politeness.



Self-Check – 6	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Part -I- say true if the statement is correct and false if the statement is incorrect

Part -II- choose the best answer

Short Answer Questions

1. Explain how security guards received incoming and outgoing pedestrians, vehicles, visitors and clients?

Note: Satisfactory rating - 3 points

Unsatisfactory - below 2 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____



Information Sheet - 7

Receive and escort visitors

7.1. Receive visitors

The process of receiving the visitor is to ensure that prior notice of the visitor coming to the residence is communicated to the domestic security guard.

7.2. Escort visitors

Escorting is a process to assist the visitor where to park and indicating entrances of the residence gate. An escort is expected to be attractive and presentable in the residence.

The domestic security guard will make contact with the occupant to be visited to confirm that the visitor's need to be escorted to enter the residence.

7.3. Issue of visitor passes

- The initial Escort will firstly complete their own visitor pass, then complete additional visitor passes for the other proposed alternate escorts.
- The Visitor will complete each of the visitor passes (that have just been completed by their initial Escort) with all of their own details.
- The Visitor will be provided with all completed visitor passes which will be placed in a clear plastic sleeve which must be displayed at all times.

7.4. Changing the Escorts

- **Once the escorts change over,**
 - ✓ The new Escort will complete the appropriate visitor pass with his or her signature, s/n number and time in.
 - ✓ At this time, the departing escort will check and verify the photo ID on the new Escorts the details on the visitor pass for accuracy.
 - ✓ Then the departing escort will hand over the Escort arm band to the new Escort.

7.5. Completion of visit

- Once the visit is completed, only an Escort endorsed on any of the visitor passes must accompany the Visitor back to the main entrance of the Building.
- At the main entrance the domestic security guard will endorse the carbon copy for each visitor pass in the visitor pass register with the following notation;
"Signature and ID of Escort verified in the compound"



Self-Check – 7	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Part -I- say true if the statement is correct and false if the statement is incorrect

1. Guards should check all persons before they enter the compound
2. The initial escort will firstly complete their own visitor pass.

Part -II- choose the best answer

3. Which one of the following is the responsibility of escort?
 - A. Ensure that the visitor has signed in compound access pass issued
 - B. Ensure that the residence access conditions are complied with
 - C. Ensure the respective armband or vest is worn at all times
 - D. All of the above
 - E. None

Short Answer Questions

4. Define escorting and receiving?

Note: Satisfactory rating - 3 points

Unsatisfactory - below 2 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____



Operation Sheet- 1	Verification process for persons entering premises or restricted areas
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1.1. Steps to check entry of incoming/outgoing pedestrians, visitors and clients.

Wear appropriate guard uniform (PPE)

- Step 1: greet and ask for help the visitor or clients.
- Step 2: inform the occupant and get authorization to enter the visitor
- Step 3: ask identification card of the visitor
- Step 4: check the identification card and collect if appropriate.
- Step 5: register the detail of the visitor on the log book.
- Step 6: conduct searching using hand held metal detector and car checking device
- Step 7: provide visitors pass and escort the visitor.
- Step 8: collect the visitor pass, return the collected identification document and register the time of departure upon the completion of the visit.

Operation Sheet- 2	Procedure of Control issues and return of entry passes
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2.1. Procedure of Control issues and return of entry passes

- Step -1 make sure all entry passes are collected:
- Step -2 Ensure that all collected entry passes are registered.
- Step -3 Ensure that all collected entry passes are kept properly in a safe place.
- Step -4 Ensure that all collected entry passes are returned.
- Step -5 Ensure that all hidden places including toilets are free of any visitor.

Operation Sheet- 3	Procedures to report and record unauthorized entry attempts
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3.1. Procedures to report and record unauthorized entry attempts

- Step -1 Wear appropriate guard uniform (PPE)
- Step -2 Identify and monitor unauthorized entry attempts using security technology equipments
- Step -3 Report the identified unauthorized entry attempts to the occupant and register on the incident book.



Operation Sheet- 4	Steps to check entry of incoming/outgoing pedestrians, visitors and clients.
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4.1. Steps to check entry of incoming/outgoing pedestrians, visitors and clients.

Step -1 Wear appropriate guard uniform

Step -2 Check all incoming visitors and clients using their identification document.

Step -3 Record and check incoming properties as per the residential requirement procedures.

Step -4 Checks and record all outgoing properties as per the gate pass.

Step -5 Check all removal of any property authorized by the occupant.

Step -6 Check visitors are remained in the residence.

Operation Sheet- 5	Procedures to receiving visitors
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5.1. Procedures to receiving visitors

Step -1 Wear appropriate guard uniform

Step -2 Advise visitor in advance of the requirement to produce photo identification

Step -3 Ensure unauthorized items to enter are collected and receipt is issued.

Step -4 Ensure access pass before issued registered in the book and signed by the receiver.

Step -5 Ensure the access pass is displayed on the visitor's person at all times;

Step -6 Ensure the respective armband or vest is worn at all times;

Step -7 Ensure that the residence access conditions are complied with;

5.2. Procedures to escorting visitors

Step -1 Wear appropriate guard uniform

Step -2 Remain with the visitor continuously throughout their time in the compound;

Step -3 Escort the visitor back to the Building to return the visitor pass, escort and visitor armband or vest and sign out.

Step -4 Escorts who do not comply with these requirements risk having their access to the residence suspended and being fined by the occupant.



LAP Test	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks within --- hour.

Task -1 Demonstrate the Steps to check entry of incoming/outgoing pedestrians, visitors and clients.

Task -2 Apply procedure of Control issues and return of entry passes.

Task -3 Comply procedures to report and record unauthorized entry attempts

Task -4 Apply steps to check entry of incoming/outgoing pedestrians, visitors and clients.

Task -5 Demonstrate procedure of receiving.

Task -6 Demonstrate procedures of escorting guests



References

1. [https://www.pilbaraports.com.au/PilbaraPortsAuthority/media/documents/DAMP IER/Safety%20and%20Security/SHEQ-SYS-P-078-Site-Escorting-Procedure.pdf](https://www.pilbaraports.com.au/PilbaraPortsAuthority/media/documents/DAMP%20IER/Safety%20and%20Security/SHEQ-SYS-P-078-Site-Escorting-Procedure.pdf)