



POLWEL Approved Assessment Organisation
Progressive Wage Model – Assessment-Only Pathway (PWM–AOP)

Assessment Readiness Self-Evaluation

Competency Unit	Manage Disorderly Conduct and Threatening Behaviour		
Competency Code	SE-SO-108E-1		
Name of Security Officer			
NRIC / FIN			
Contact Number			
Total Score	/ 19	Percentage	

Terms and Conditions

1. I declare that the completion of this Self-Evaluation is my own effort and it is not the work of others. I understand that POLWEL AAO has every right to withdraw my application for PWM–AOP and forfeit the assessment fees paid if I am found to be untruthful in my declaration.
2. I declare that I have the relevant work experience as stipulated in the pre-requisites for PWM–AOP.
3. I understand the PWM-AOP is suitable for me if I have received previous formal or informal training relating to the competency requirements of this Competency Unit.
4. I understand that I need to be as realistic and honest as possible to evaluate if I am able to meet the assessment requirements of the Competency Unit’s Performance Criteria and Underpinning Knowledge based on my existing skills and knowledge; failing which, it is likely to result in a ‘Not Yet Competent’ assessment outcome.
5. I understand that the successful completion of this Self-Evaluation will not lead to a Statement of Attainment (SOA) to be issued by WDA for this Competency Unit.

Signature of Security Officer	
Name of Security Officer	
Date	

Competency Element 1: Prepare for Work Activities

PC	Performance Criteria	Self-Evaluation Statement	Y (1)	N (0)
1.1	<p>Prepare and dress according to organisational grooming standards. Aspects of grooming, may include:</p> <ul style="list-style-type: none"> • Wearing clean and tidy uniform • Taking note of physical appearance • Wearing of ornaments and accessories • Maintaining personal hygiene 	<p>[Role Play 1]</p> <p>Upon reporting for duty, I am able to show how I prepare for work in meeting the grooming requirements of the organisation which may include:</p> <ul style="list-style-type: none"> • Check uniform, name tag and shoes • Check physical appearance such as hair and finger nails • Check accessories or jewellery worn 		
1.2	<p>Clarify details of work assignment and requirement for the day, which may include:</p> <ul style="list-style-type: none"> • Security requirements for stated activity • Client requirements • Tools and equipment required for work assignment 	<p>[Role Play 2]</p> <p>Based on the briefing conducted by the supervisor, I am able to clarify with my supervisor on security requirement and client requirement.</p> <p>I am able to demonstrate drawing of the relevant equipment for my shift of duty and prepare (including performing checks) equipment for an event, which may include:</p>		
1.3	<p>Prepare area for work activities, which may include:</p> <ul style="list-style-type: none"> • Putting up signages • Cordoning appropriate areas • Putting up lines of demarcation 	<ul style="list-style-type: none"> • Whistle • Clocking Device • Walkie-talkie • Torch Light • Event Signages • Rope Barrier • Metal Barricades 		
		Sub-Total Score		/ 2

UK	Underpinning Knowledge	Self-Evaluation Statement	Y (1)	N (0)
1.1	Grooming requirements	<p>[Oral Question 1]</p> <p>I know why it is necessary for me to keep my uniform clean and tidy, including the requirements of the Code of Conduct under the Private Security Industry (Conduct) Regulations 2009</p>		
1.4	Security requirements	<p>[Oral Question 2]</p> <p>I am able to give examples of suspicious behaviour of individuals in a large crowd.</p>		
		Sub-Total Score	/ 2	

Competency Element 2: Deter Threatening Behaviour through Visible Security Presence

PC	Performance Criteria	Self-Evaluation Statement	Y (1)	N (0)
2.1	<p>Identify areas of activities that may be of high risk to abnormal behaviour, which may include:</p> <ul style="list-style-type: none"> • Pubs • Discotheques • Concerts • Sports events • Entertainment / amusement centres 	<p>[Role Play 3]</p> <p>Based on studying the statistics of reported incidents, I am able to demonstrate the identification of hot spot areas and explain how they are being identified based on severity and frequency of past incidents.</p>		
2.2	<p>Show visible presence in designated areas to deter abnormal behaviour, which may include:</p> <ul style="list-style-type: none"> • Patrolling at determined sites at determined intervals according to checklist • Looking at external perimeters for abnormalities such as fence being cut and wooden cartons placed near fences • Making situation reports on abnormalities 	<p>[Role Play 4]</p> <p>Based on management’s instructions, I am able to demonstrate and explain how to check on a vehicle left unattended on the service road which may include:</p> <ul style="list-style-type: none"> • Use a torch to check the vehicle for any suspicious items / goods • Check if there is any contact number displayed on the windscreen <p>Upon confirming a case of unauthorised parking, I am able to demonstrate and explain the follow-up actions to be taken which may include:</p> <ul style="list-style-type: none"> • Update Control • Wheel-clamp the van and place notice on the windscreen <p>I am able to demonstrate and explain how to handle the situation whereby the driver is unhappy about the vehicle being clamped and asks for the release:</p> <ul style="list-style-type: none"> • Explain the reason for the action taken and proper procedure for release of the wheel-clamp • Update Control • Release the wheel-clamp when the driver produces the payment receipt 		
		Sub-Total Score		/ 2

PC	Performance Criteria	Self-Evaluation Statement	Y (1)	N (0)
2.3	Recognise abnormal behaviour promptly, which may include: <ul style="list-style-type: none"> • Looking out for characters that do not fit usual profile • Monitoring of unusual situations 	[Role Play 5] While performing static duty, I am able to demonstrate how to engage a shopper who is holding on tightly to a bag and behaving in a suspicious manner while trying to enter the department store, which may include:		
2.4	Discourage abnormal behavior with another security officer in pair, which may include: <ul style="list-style-type: none"> • Using professional judgment to diffuse situations • Using appropriate communication skills to deter abnormal behaviour 	<ul style="list-style-type: none"> • Approach in a tactful manner and ask for permission to check the bag A dog was found inside the bag and the shopper was denied entry into the store due to 'No Pets Allowed' policy. I am able to demonstrate how to diffuse the situation if the shopper reacts angrily, which may include:		
2.5	Report to supervisor or control room for reinforcements to deal with abnormal behaviour, which may include: <ul style="list-style-type: none"> • Calling on phone • Using walkie-talkie 	<ul style="list-style-type: none"> • Inform Control • Advise the shopper to calm down and respect the rules set by management of the department store I am able to demonstrate the course of action to be taken if it is person with a guide dog trying to enter the store, which may include: <ul style="list-style-type: none"> • Request for documentation or identity card issued by MSF to allow guide dogs into public places • If provided, allow the blind shopper and his guide dog entry into the department store • Explain a guide dog is not a pet but a specially trained dog to help blind persons move around 		
		Sub-Total Score		/ 1

PC	Performance Criteria	Self-Evaluation Statement	Y (1)	N (0)
2.6	Manage and refuse entry to persons banned from entering premises. Persons, may include: <ul style="list-style-type: none"> • Persons blacklisted • Persons who pose a threat • Persons who have resigned from company 	[Role Play 6] I am able to demonstrate how to manage the situation whereby an ex-employee, who is banned from entering the premises, is trying to gain entry, which may include: <ul style="list-style-type: none"> • Inform Control • Refer to the management’s ban list 		
2.7	Refer to briefing notes and instructions from clients on management of banned characters. Instructions from clients, may include: <ul style="list-style-type: none"> • Refusing entry to a certain name list of persons supplied by client • Refusing entry to persons who resemble photographs of banned characters supplied by client 	I am able to demonstrate how to handle if the incident escalates when the ex-employee threatens to force his way in, which may include: <ul style="list-style-type: none"> • Approach the ex-employee in a tactful manner and inform him about the ban • Seek his cooperation and tell him firmly not to cause a breach of the peace or he will be referred to Police 		
2.8	Report details of intrusion to appropriate authorities in the event of entry of persons. Appropriate authorities, may include: <ul style="list-style-type: none"> • Police • Clients • Supervisors 	I am able to demonstrate the actions to be taken if the ex-employee challenges me further and barges into the premises, which may include: <ul style="list-style-type: none"> • Update Control and request for back-up • Together with the back-up, detain the ex-employee and bring him to the Control Room 		
		Sub-Total Score		/ 1

PC	Performance Criteria	Self-Evaluation Statement	Y (1)	N (0)
2.9	Escalate situation to supervisor or police, in the case of emergency or fire	[Role Play 7] Based on assessment that two groups of youth armed with offensive weapons may break into a gang fight at the premises, I am able to demonstrate the actions to be taken which may include: <ul style="list-style-type: none"> • Keep observation from a safe distance • Call Police and provide the details • Inform Control 		
2.10	Comply with legal requirements and organisational procedures when deterring threatening behaviour through visible security presence			
		Sub-Total Score	/ 1	

UK	Underpinning Knowledge	Self-Evaluation Statement	Y (1)	N (0)
2.1	Site layout and locations of assignment where security services are provided	[Oral Question 3] I know why I must be familiar with the site layout and locations of assignment.		
2.2	Importance of maintaining visible security presence	[Oral Question 4] I know why it is important to maintain visible security presence.		
2.3	Importance of recognising unacceptable behaviour	[Oral Question 5] I know why it is important to recognise signs of unacceptable behaviour.		
2.4	Importance of dealing with adverse situations promptly, efficiently, and with discretion	[Oral Question 6] I know why it is important to deal with adverse situations promptly, efficiently and with discretion.		
2.6	Legal requirements and organisational procedures relevant to work role	[Oral Question 7] I know the implications if I make a wrongful arrest or detention, cause injury to others.		
		Sub-Total Score	/ 5	

Competency Element 3: Deal with Disorderly / Threatening Behaviour

PC	Performance Criteria	Self-Evaluation Statement	Y (1)	N (0)
3.1	Identify disorderly / threatening behaviour. Disorderly / threatening behaviour, may include: <ul style="list-style-type: none"> • Under the influence of alcohol • Under the influence of drugs • Mentally disturbed / unwell • Disturbance of events / operations • Breach of public peace 	[Role Play 8] I am able to demonstrate how to handle an incident of a queue jumper who is having an argument with others, which may include: <ul style="list-style-type: none"> • Inform Control • Approach the queue jumper in a tactful manner and tell her to rejoin the queue • Attempt to get the friends of the queue jumper to calm her down and heed the advice to rejoin the queue 		
3.2	Respond quickly to abnormal behaviour together with other security officer (respond in pair), which may include: <ul style="list-style-type: none"> • Keeping a safe distance before approaching persons who display such behaviour • Approaching them in polite and professional manner • Dealing with persons under influence of alcohol or drugs differently from other groups of disorderly people as they can get very emotional and lose control 	I am able to demonstrate how to deal with the situation if the queue jumper turns nasty and shouts vulgarities at me. <ul style="list-style-type: none"> • Update Control • Tactfully warn the queue jumper that if she continues to behave in a disorderly manner and cause breach of the peace, she will be referred to Police I am able to put up an incident report for this incident, which will include details as follow: <ul style="list-style-type: none"> • Time and date of incident • Description of the queue jumper • Infringement details • Intervention measures 		
		Sub-Total Score		/ 1

PC	Performance Criteria	Self-Evaluation Statement		
3.3	<p>Demonstrate effective communication skills, which may include:</p> <ul style="list-style-type: none"> • Using non-threatening / non-abusive language and gestures to speak to individuals or groups who display potentially aggressive or abusive behaviour • Separating / restraining individuals from fights / quarrels by talking to them in non-threatening / non-abusive language and using non-threatening gestures • Encouraging people involved, politely, to refrain from engaging in abusive behaviour • Handling difficult situation courteously according to organisational procedures without being overly defensive of comments • Using effective communication skills to intervene in potentially adverse situations to prevent situation from escalating • Using appropriate verbal and body language so as not to aggravate situations • Communicating in courteous manner which reflects sensitivity to individual social and cultural differences in accordance with organisational procedures 	[As above - Role Play 8]		
3.4	<p>Get immediate help from others, when necessary, if situation escalates. Others, may include:</p> <ul style="list-style-type: none"> • Bystanders • Public • Supervisors • Peers 			

PC	Performance Criteria	Self-Evaluation Statement		
3.5	Report details of adverse behaviour to appropriate authorities. Appropriate authorities, may include: <ul style="list-style-type: none"> • Police • Client • Supervisor 	[As above - Role Play 8]		
3.6	Record details of situations where having to deal with adverse behaviour, which may include: <ul style="list-style-type: none"> • Time and date of incident • Infringement details • Intervention measures • Injuries sustained 			
3.7	Comply with legal requirements and organisational procedures when dealing with threatening behaviour			

UK	Underpinning Knowledge	Self-Evaluation Statement	Y (1)	N (0)
3.1	Types of disorderly / threatening behaviour	[Oral Question 8] I am able to list the various types of disorderly / threatening behaviour.		
3.2	Organisational procedures for dealing with adverse behaviour	[Oral Question 9] I know of the guidelines to follow when dealing with adverse behaviour.		
3.5	Importance of use of verbal and non-verbal language in dealing with adverse behaviour	[Oral Question 10] I know why it is important to use appropriate verbal and non-verbal language when dealing with adverse behaviour.		
3.6	Relevant parties to contact for assistance	[Oral Question 11] I know of the relevant parties to get immediate help if the incident gets out of control.		
		Sub-Total Score	/ 4	

- END -