



**POLWEL Approved Assessment Organisation**

**Progressive Wage Model – Assessment-Only Pathway (PWM–AOP)**

**Deterrence (Manage Disorderly Conduct and Threatening Behaviour)**

## Assessment Readiness Self-Evaluation

|  |  |                   |  |
|--|--|-------------------|--|
| <b>Technical Skills Competency (TSC)</b> | Deterrence   |                   |  |
| <b>TSC Code</b>                          | SEC-ICM-1001-1.1   |                   |  |
| <b>TSC Level</b>                         | Level 1  |                   |  |
| <b>Course Title</b>                      | Deterrence (Manage Disorderly Conduct and Threatening Behaviour) |                   |  |
| <b>Name</b>                              |  |                   |  |
| <b>NRIC / FIN</b>                        |  |                   |  |
| <b>Contact Number</b>                    |  |                   |  |
| <b>Total Score</b>                       | / 28   | <b>Percentage</b> |  |

## 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 TSC.
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 Abilities and Knowledge of the TSC, 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 SkillsFuture Singapore (SSG) for this TSC.

|                                      |  |
|--------------------------------------|--|
| <b>Signature of Security Officer</b> |  |
| <b>Name of Security Officer</b>      |  |
| <b>Date</b>                          |  |

## Assessment Method

The ways of assessing the Candidate will include practical performance through Role Play and posing of Oral Questions to address the relevant Abilities (A) and Knowledge (K) required of the TSC.

| <b>Abilities</b> | <b>Description</b>  |
|------------------|---|
| A1               | Obtain necessary assignment details and clarify with appropriate persons  |
| A2               | Recognise and identify disorderly and unacceptable behaviours throughout assignments                                  |
| A3               | Recognise and identify areas that may be susceptible to disorderly and unacceptable behaviours throughout assignments |
| A4               | Carry out appropriate actions during situations according to organisational procedures                                |
| A5               | Manage and refuse entries when appropriately  |
| A6               | Apply appropriate regulations during refusal of entry of banned characters  |
| A7               | Communicate and inform appropriate authorities during situations  |

| Knowledge | Description   |
|-----------|---|
| K1        | Organisational procedures for managing disorderly and threatening behaviours and unauthorised entries |
| K2        | Relevant legal and law institutional knowledge  |
| K3        | Types of appropriate equipment  |
| K4        | Site layouts and locations of assignment  |
| K5        | Types of disorderly and unacceptable behaviours   |
| K6        | Techniques in dealing with adverse situations   |
| K7        | Importance of recognising disorderly and unacceptable behaviours                                      |
| K8        | Types of verbal and non-verbal language in dealing with adverse behaviours                            |
| K9        | Reporting requirements  |

| Self-Evaluation Statement  | Y<br>(1)  | N<br>(0) |
|--|-----------|----------|
| <p><b>[Role Play 1]</b></p> <p>Upon reporting for duty, I am able to show how I prepare for work in meeting the grooming requirements of the organisation.</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.</p>       |           |          |
| <p>I am able to demonstrate setting up metal barricades and rope barriers at a private sale event.</p>   |           |          |
| <b>Sub-total</b>   | <b>/4</b> |          |
| Self-Evaluation Statement  | Y<br>(1)  | N<br>(0) |
| <p><b>[Role Play 2]</b></p> <p>I am able to demonstrate how to handle an incident of a queue jumper who is having an argument with others.</p>                 |           |          |
| <p>I am able to demonstrate how to deal with the situation if the queue jumper turns nasty and shouts vulgarities at me.</p>                                   |           |          |
| <p>I am able to put up an incident report for this incident.</p>   |           |          |
| <b>Sub-total</b>   | <b>/3</b> |          |

| Self-Evaluation Statement  | Y<br>(1)   | N<br>(0) |
|--|------------|----------|
| <p><b>[Role Play 3]</b></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.</p>   |            |          |
| <p>Upon confirming a case of unauthorised parking, I am able to demonstrate and explain the follow-up actions to be taken</p>  |            |          |
| <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>  |            |          |
| <b>Sub-total</b>   | <b>/ 3</b> |          |
| Self-Evaluation Statement  | Y<br>(1)   | N<br>(0) |
| <p><b>[Role Play 4]</b></p> <p>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.</p> |            |          |
| <p>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.</p>                          |            |          |
| <p>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.</p>   |            |          |
| <b>Sub-total</b>   | <b>/3</b>  |          |

| Self-Evaluation Statement   | Y<br>(1)   | N<br>(0) |
|---|------------|----------|
| <p><b>[Role Play 5]</b></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> |            |          |
| <p>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.</p>   |            |          |
| <b>Sub-total</b>  | <b>/ 2</b> |          |
| Self-Evaluation Statement   | Y<br>(1)   | N<br>(0) |
| <p><b>[Role Play 6]</b></p> <p>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.</p>  |            |          |
| <p>I am able to demonstrate how to handle if the incident escalates when the ex-employee threatens to force his way in.</p>   |            |          |
| <p>I am able to demonstrate the actions to be taken if the ex-employee challenges me further and barges into the premises.</p>  |            |          |
| <b>Sub-total</b>  | <b>/3</b>  |          |

| Self-Evaluation Statement  | Y<br>(1)    | N<br>(0) |
|--|-------------|----------|
| <b>[Oral Question 1]</b><br>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. |             |          |
| <b>[Oral Question 2]</b><br>I know why I must be familiar with the site layout and locations of assignment.  |             |          |
| <b>[Oral Question 3]</b><br>I know of the relevant parties to get immediate help if the incident gets out of control.  |             |          |
| <b>[Oral Question 4]</b><br>I am able to list the various types of disorderly / threatening behaviour.   |             |          |
| <b>[Oral Question 5]</b><br>I am able to give two examples of how I would assess the situation by looking out for suspicious behaviour of individuals in a large crowd.  |             |          |
| <b>[Oral Question 6]</b><br>I know why it is important to maintain visible security presence.  |             |          |
| <b>[Oral Question 7]</b><br>I know why it is important to recognise signs of unacceptable behaviour.   |             |          |
| <b>[Oral Question 8]</b><br>I know why it is important to deal with adverse situations promptly, efficiently and with discretion.  |             |          |
| <b>[Oral Question 9]</b><br>I know of the guidelines to follow when dealing with adverse behaviour.  |             |          |
| <b>[Oral Question 10]</b><br>I know the implications if I make a wrongful arrest or detention, cause injury to others.   |             |          |
| <b>Sub-Total Score</b>   | <b>/ 10</b> |          |



**END -**