



**POLWEL Approved Assessment Organisation**

**Assessment-Only Pathway (SSO-SOP)**

**Guard and Patrol (Supervise Security Officers)**

## **Assessment Readiness Self-Evaluation Checklist**

*(To be submitted with AOP Application Form)*

<b>Technical Skills Competency (TSC)</b>	Guard and Patrol		
<b>TSC Code</b>	SEC-SOP-3007-1.1		
<b>TSC Level</b>	Level 3		
<b>Course Title</b>	Guard and Patrol (Supervise Security Officers)		
<b>Name</b>			
<b>Total Score</b>	/ 32	<b>Percentage</b>	

### Important Notes for Prospective AOP Candidate

1. Individual who chooses to achieve a Statement of Attainment (SOA) via AOP should have the relevant work experience and/or previous formal/informal training in that area of competency.  
The purpose of the self-evaluation is to provide potential AOP candidates with an insight on the competency standards of the TSC and help them determine for themselves whether they possess the relevant skills set to clear the assessment.
2. Potential AOP candidate are required to undergo an Assessment Readiness Self-Evaluation and obtain a minimum score of 80% for the particular TSC that they are going to be assessed in.
3. 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.
4. It is important for the potential AOP candidate to be as realistic and honest as possible when completing the Assessment Readiness Self-Evaluation checklist to evaluate if he / she is able to meet the assessment requirements and the relevant 'Abilities' and 'Knowledge' of the TSC; failing which, it is likely to result in a 'Not Yet Competent' assessment outcome.

**I have read and understood the above important notes:**

<b>Signature</b>	
<b>Name</b>	
<b>Date</b>	

## Assessment Method

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

Abilities	Description
A1	Supervise and ensure that safety and efficiency of the conduct of guard and patrol activities in accordance to organisational procedures
A2	Respond to requests made by appropriate persons and promptly provide assistance
A3	Recommend adjustments in the deployment of security equipment and manpower related to guard and patrol activities
A4	Establish a standard format for security personnel to document and report any incidents during guard and patrol activities
A5	Monitor electronic security systems according to organisational procedures
A6	Handle escalated problems / issues in accordance with organisational procedures
A7	Detect system failure or malfunctions and inform appropriate person for remedial action
A8	Complete relevant records and documentation
A9	Assist higher management in reporting incidents to authorities

Knowledge	Description
K1	Organisational procedures on reporting and assign duties
K2	Organisational procedures for follow-up actions
K3	Relevant legal requirements
K4	Operation of security system and equipment
K5	Organisational and operational requirements in relation to security measures
K6	Types and uses of communication channels and necessary equipment to facilitate communication
K7	Security risks management
K8	Types of issues and situations during the conduct of guard and patrol activities
K9	Organisational procedures on maintenance of security system and information
K10	Problem-solving methods to handle situations

Self-Evaluation Statement	Y (1)	N (0)
<b>[Role Play 1]</b>  As a security supervisor assigned to a new deployment, I am able to demonstrate studying the various site operating procedures.		
I am able to formulate the inspection checklist of the for various site operating procedures.		
<b>Sub-total</b>	<b>/2</b>	

Self-Evaluation Statement	Y (1)	N (0)
<b>[Role Play 2]</b>  I am able to demonstrate the scheduling of weekly roster for the security officers.		
I am able to demonstrate the actions to be taken before the commencement of duties by the security officers whom had reported for duty.		
I am able to demonstrate the briefing of assigned roles and responsibilities to my security officers using Standard Operating Procedures.		
I am able to demonstrate the briefing of the procedures for handling emergency situations to my security officers.		
I am able to demonstrate the actions to be taken when one of my security officers informed that his son was in hospital, and requested to change his day shift duty to night.		
<b>Sub-total</b>	<b>/5</b>	

Self-Evaluation Statement	Y (1)	N (0)
<p>[Role Play 3]</p> <p>My security officer was going out for patrol and the building was undergoing construction. I am able to demonstrate the directing of safety and security instructions for the security officer.</p>		
<p>I am able to demonstrate the actions to be taken when I saw wires dangling from the falling ceiling during my supervisory rounds.</p>		
<b>Sub-total</b>	<b>/2</b>	

Self-Evaluation Statement	Y (1)	N (0)
<p>[Role Play 4]</p> <p>I am able to explain how I would ensure that the security officers perform their assigned duties.</p>		
<p>I am able to demonstrate the actions to be taken when a security officer reported for work 30 minutes late.</p>		
<p>I am able to demonstrate the actions to review the 'Lost and Found' report (lost wallet) put up by a new security officer.</p>		
<p>Upon detecting discrepancies in the 'Lost and Found' report put up by the new security officer, I am able to demonstrate the actions to coach the officer to meet the required performance standards.</p>		
<p>During guard performance check, I witnessed security officer 'A' and a Contractor in an argument as the Contractor refused to stop smoking in a 'No- smoking area' as directed by security officer 'A'. Security officer 'B' was heard telling security officer 'A' not to be 'so on' and to allow the contractor to finish his cigarette. I am able to demonstrate the appropriate actions to handle the situation.</p>		

Sub-total	/4	
Self-Evaluation Statement	Y (1)	N (0)
<p><b>[Role Play 5]</b></p> <p>I am able to demonstrate the actions to handle a reported faulty vehicle barrier / fire alarm system.</p>		
<p>I am able to demonstrate the actions to be taken when a security officer who is on patrol reported a big fire incident after hearing a loud explosion at the construction site near to the building.</p>		
<p>At the scene, I saw a big fire engulfing the building. Two men were injured, and the emergency team of the building has been activated. I am able to demonstrate the actions to direct my security officers in handling the situation.</p>		
<p>I am able to explain the appropriate actions to take when coordinating with SCDF and Police after they arrived at the fire scene.</p>		
<p>I am able to explain the actions to be taken when the fire was extinguished by SCDF and the ambulance has sent the two injured men to the hospital.</p>		
<p>I am able to explain the actions to be taken when there is a shortage of manpower during this big fire incident.</p>		
<p>I am able to explain the actions to be taken when after handling the fire incident, I discovered that some of the procedures from the SOP are no longer applicable.</p>		
<p>While doing a periodic review of SOPs and maintenance manuals, I noticed that the fire alarm system is due for maintenance in 14 days' time. I am able to demonstrate the appropriate follow-up actions to take in this situation.</p>		
<b>Sub-total</b>	<b>/8</b>	

Self-Evaluation Statement	Y (1)	N (0)
<p>[Oral Question 1]</p> <p>I know how I should ensure safety, security and confidentiality for all information relating to client's security operations.</p>		
<p>[Oral Question 2]</p> <p>I know why I should keep my client's information confidential.</p>		
<p>[Oral Question 3]</p> <p>I am able to name the consequences of leaking my client's information.</p>		
<p>[Oral Question 4]</p> <p>I am able to name the employment terms and rights of the security officers under my supervision.</p>		
<p>[Oral Question 5]</p> <p>I am able to give an example of an unacceptable performance by the security officer.</p>		
<p>[Oral Question 6]</p> <p>I know what I should you do if the security officers refuse to work because they have not received their pay on time?</p>		
<p>[Oral Question 7]</p> <p>I know how to deal with an angry visitor who complains against your security officer for being rude.</p>		
<p>[Oral Question 8]</p> <p>I am able to name client's requirements in relation to the control of security officers.</p>		



Self-Evaluation Statement	Y (1)	N (0)
<p><b>[Oral Question 9]</b></p> <p><b>I know how I should manage my security officers during an emergency.</b></p>		
<p><b>[Oral Question 10]</b></p> <p><b>I am able to name types of emergencies that could arise at the work place.</b></p>		
<p><b>[Oral Question 11]</b></p> <p><b>I am able to list the consideration involved when there is a case of theft reported by a tenant.</b></p>		
<p style="text-align: center;"><b>Sub-total</b></p>	<b>/ 11</b>	