

PERFORM HAND OVER AND TAKE OVER RESPONSIBILITIES

FACILITATOR/LEARNER GUIDE

Unit Standard No: 244181

Unit Standard Credits: 2

NQF Level: 3

SKILLS PROGRAM 1
BOOK 5



REVIEW AND ALTERATION OF TRAINING MATERIAL

What follows is a brief explanation of the process that was followed in the alteration of this training material. A working group was formed after inviting interested parties to attend a meeting at SASSETA.

The working group was mandated to review the material and thereafter make the necessary changes so as to provide the industry with a more user friendly set of materials which better reflects the needs of the security industry.

It must be understood that this is the first review and by no means the final review. The working group was placed under enormous pressure to get a workable set of materials into the hands of the accredited security industry training providers as quickly as possible. We therefore have no doubt that even though the materials have been vastly improved upon, there are still areas that may require change. This we plan to do in the next renewal phase after we receive feedback from training providers who have used the material for approximately a year.

Our review process focused on the following:

- Removal of unnecessary information/duplication from the learning material.
- Ensure alignment with the unit standards.
- Re-draft all formative and summative assessments.
- Correct inappropriate use of language.

TASK TEAM

The task team that completed the work on this training material deserves a very special “thank you”, considering that all their time and efforts were provided free of charge. Nobody was paid for any of the work done on behalf of the task team. SASSETA provided funding for the expenses incurred in printing, typesetting, lunch and refreshments.

The task team members are as follows:

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A very sincere thank you to all of these individuals and the companies they work for, who allowed them to participate during business hours. This could not have been done without your commitment.

Sincerely

Andre Pretorius
Task Team Chairman

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1. Introduction

This learning program is part of a complete qualification. The qualification is General Security Practices NQF level 3.

2. Purpose of this learning program

A person credited with this unit standard will be able to:

- Prepare for the handing over and taking over of responsibilities.
- Assume responsibility at area of work at area of work.
- Hand over responsibilities.

2.1 Target group

This program is compiled for the following **target group**:

- Security members
- South African Defense Force members
- South African Police Force members
- Correctional Services
- Individuals who wishes to complete the NQF level 3 National Certificate in security practices.

3. Standards and qualifications

Unit standards are the “building blocks” of qualifications. All qualifications are plotted on the National Qualifications Framework (NQF).

Unit standards comprises of outcomes. An outcome is a statement that describes the required competency that must be demonstrated by the learner on successful completion of a training intervention.

4. Assessments

The assessment criteria in this unit standard describes the evidence that is needed that will show that you have demonstrated the outcome correctly.

Kindly refer to the unit standard attached hereto for the assessment criteria listed under each Specific Outcome in order for you to see what you will be assessed against.

You will be required to complete 2 written exams. The first is a formative assessment (open book exam) and the second is a summative assessment (closed book exam). The purpose of the formative assessment is to prepare you for the summative assessment.

The learner guide will remain the property of the learner once the LEARNING PROGRAM has been completed.

5. Security program matrix

SKILLS PROGRAM 1: SASSETA E					Patrol Security officer/Grade E
1	246694	Explain the requirements for becoming a security service provider	Level 3	4 Credits	
2	244184	Apply legal aspects in a security environment	Level 3	8 Credits	
3	244182	Give evidence in court	Level 3	4 Credits	
4	244176	Use security equipment	Level 2	2 Credits	
5	244181	Perform hand over and take over responsibilities	Level 3	2 Credits	
6	244177	Conduct a security patrol in area of responsibility	Level 3	7 Credits	
7	244179	Handle complaints and problems	Level 3	6 Credits	
8	12484	Perform basic fire fighting	Level 2	4 Credits	
9	116534	Carry out basic first aid treatment in the workplace	Level 3	2 Credits	
SKILLS PROGRAM 2: SASSETA D					Access control officer/Grade D
1	244189	Conduct access and egress control	Level 4	7 Credits	
2	242825	Conduct evacuations and emergency drills	Level 4	4 Credits	
3	11505	Identify, handle and defuse security related conflict	Level 4	12 Credits	
4	117705	Demonstrate knowledge of the Firearms Control Act 2000 (Act No. 60 of 2000)	Level 3	3 Credits	
5	113924	Apply basic business ethics in a work environment	Level 2	2 Credits	
6	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5 Credits	
7	114979	Operate a computer workstation in a business environment	Level 3	2 Credits	
SKILLS PROGRAM 3: SASSETA C					Asset & Reaction officer/Grade C
1	113909	Coach a team member in order to enhance individual performance in work environment	Level 3	5 Credits	
2	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5 Credits	
3	244578	Describe how to manage reactions arising from a traumatic event	Level 3	2 Credits	
4	113852	Apply occupational health, safety and environmental principles	Level 3	10 Credits	
5	13936	Outline the legal environment of a selected industry	Level 3	2 Credits	
6	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5 Credits	
7	11508	Write security reports and take statements	Level 4	10 Credits	

STUDY UNIT 1

Documentation

LEARNING OUTCOMES

On completion of this study unit you will be able to....



- ❖ Use applicable documents as required for duty preparation.
- ❖ Demonstrate knowledge by explaining the requirements for completing registers and security related books.
- ❖ Demonstrate knowledge by explaining the requirements for accurate recording.

1. Introduction

Nobody would go on a long journey without filling the car with petrol, checking the tyres, making sure the jack and the spare are packed. It would have the same effect if you were to arrive on duty to protect someone's property without being properly prepared.

In this reference material you will be introduced to the documents you are required to check before assuming duty. All aspects of the environment, resources and equipment will be discussed.

And finally we will look at your responsibility with regard to standard operating procedures and work procedures. It is essential that you comply with and execute your duties within the parameters of these procedures.

2. Documents required for duty

In order for a security system to operate effectively and for you to carry out your duties as a security officer efficiently, certain administrative functions must be performed. These include maintaining and completing various documents and registers during your duty shift as security officer. A security officer will always have to execute the function of administration as part of his/her work.

The documents required for duty are:

- ◆ Occurrence book
- ◆ Pocket book
- ◆ Message book
- ◆ Instruction book
- ◆ Registers

2.1 Occurrence Book

An occurrence book is used to record all security related activities that occur during your period of duty.

The following examples of information could be included in the occurrence book:

- ◆ Reporting on and off duty.
- ◆ Crimes committed during your duty.
- ◆ Arrest made.
- ◆ Actions resulting from the arrest.
- ◆ Accidents that occurred during the duty.
- ◆ Damage to property.
- ◆ Special duties that you may have executed.
- ◆ Visits made by supervisors or other staff members.
- ◆ Patrols undertaken - including the time the patrol started and ended and where it was done.
- ◆ Any unusual incidents that occurred.
- ◆ Complaints received.
- ◆ Security breaches.
- ◆ Items found.

Keep the following in mind when writing entries into your occurrence book:

- ◆ Number your entries in a chronological sequence starting with one.
- ◆ Ensure the correct date, month and year is recorded in the occurrence book.
- ◆ Make entries in the order in which they occurred and make sure the correct time is allocated to each event.
- ◆ Use black ink to write and red ink to underline.
Registers are usually inspected in red ink.
- ◆ Write neatly and legibly

There are various ways that an occurrence book can be laid out. This will differ from company to company.

See example which you may adapt to meet the requirements of your company.

The occurrence book needs to be completed by adhering to the following steps.

Step 1: An Occurrence Book must be in place at every security-controlled site.

Step 2: Books must be numbered.

Step 3: Every page must be numbered.

Step 4: No pages to be removed.

Step 5: Each page must consist of:

- ◆ **Heading**
- ◆ **Day of week and date**
- ◆ **Three columns for:**
 - **Serial number:** To be numerical. Beginning with no 1 for each new month.
 - **Time:** The exact time when occurrence happened.
 - **Nature of occurrence:** Starting with a keyword and must be underlined in red pen. Following by the full details of occurrence. After each entry, one line must be left open.

Step 6: KEYWORDS: On duty, Off duty, Patrol, Report, Handing-over, Visit, Inspection, Late entry, Incident, Supervisor visit, etc.

Step 7: Use the OB 24 hours a day for the following:

- ◆ Booking on/off duty.
- ◆ Handing-over of duties & equipment
- ◆ Details of patrols according to the Work Instruction for Patrols
- ◆ All incidents
- ◆ Crime
- ◆ Safety Hazards
- ◆ Abnormalities
- ◆ Irregularities
- ◆ Full report on duties done

Step 8: Maintenance of OB:

To be inspected and signed by Security Supervisor twice a month and once a month by the contract Manager. Alternatively your company will determine otherwise.

Occurrence Book that is completed in full must be handed over to the Manager for safekeeping/references.

The record keeping period for an Occurrence Book is 5 years.

Example of an Occurrence book entry

Day of week and date: Monday 2005/08/13			
		NATURE OF OCCURRENCE	
SERIAL No.	TIME		
123	21:00	Patrol back: During the routine patrol it was discovered that a housebreaking and theft occurred at the computer lab. The housebreaking and theft was reported to Mr. Maseko the security manager on duty.	
		Mr. Maseko determined that a Mecer laptop was stolen (asset number 4342222) .The incident was reported to the SAPS.	
		The SAPS Reference number is SAPS S/Side 123/08/2005. The investigation officer is inspector Botha(012) 321 4333.,	
		Signed: J. Ramoba	

2.2 Pocket book

Pocket books are small A-6 books that each security officer must keep with them at all times and are checked by supervisors and management. These books are used to assist the security supervisor to maintain a high standard of control of all staff and to monitor the activities of officers. Any deficiencies in the security system through entries made by his/ her staff members should also be followed up. When a pocket book is full, it is handed in and a new one will be issued to the security officer as per company procedure.

The reasons for keeping the pocket book are:

- ◆ Keep records of duty hours on site.
- ◆ Keep notes, orders and instructions.
- ◆ Document items when away from the occurrence book.
- ◆ Record necessary details to use at a later stage.

No personal telephone numbers or scribbling is allowed. You may also not tear out pages of the pocket book. This book is used as an aid to a security officer within the work environment.

Example of Pocket book entry

2005/08/13 21:00	Housebreaking and Theft Report: On 2005/08/13 at 20:30 during a routine patrol I discovered a housebreaking and theft at the computer lab of Building BB. No suspects or witnesses could have been identified. I secured the crime scene and no one was allowed to enter the scene.
	I reported the matter to Mr Maseko my security manager, and the SAPS investigated the crime scene. SR Reference Number 13/08/2005 and OB Reference Number 123/08/2005. Signed: J Ramoba

2.3 Message book

The message book is used to record any messages either telephonically, or in person. The date, time, who the message is for and from whom, it to be noted. Remember to convey the message to the applicable person if a message has been taken down.

When taking the message make sure that you document exactly what the person has said. If necessary, read back the message you have taken to make sure it is accurate.

Message book

[illegible]

2.4 Instruction book

This book is used by the senior security officer to inform the security officers on duty of any extraordinary instructions during their period of duty. Examples could be an electrician checking wiring over a weekend and requiring entrance into various offices.

EXAMPLE OF INSTRUCTION BOOK

Date: _____ NUMBER: 0000001

Description of instruction	Completed by:

3. Registers

Registers are documents that control items such as keys, vehicles, weapons etc.

A **book** is a set or collection of written, printed, illustrated, or blank sheets, also refer to a literature work, or a main division of such a work.

There is a significant difference between a book and a Register. In a register you complete information necessary for recording purposes. It can also be a legal document due to its controlling function. In a book you will find valuable information regarding the recording of information you collected.

If used correctly, a history can be kept of the item being recorded, for example, the key register will indicate each time someone has taken the key to open a door or safe and when it has been returned. The type of registers and layout will differ from one company to another.

3.1 Rules regarding security registers and documentation

- ◆ Each page of every register must be numbered numerically.
- ◆ No pages may be removed from any register.
- ◆ All entries to be written in ballpoint pen (blue or black). Do not use a pencil.
- ◆ All entries must be legible (readable).
- ◆ No entry in any register to be erased or altered in any way. Do not use Tippex!
- ◆ No additions should be written between the lines.
- ◆ If an incorrect entry is made, it must be cancelled by drawing a line through it and the correct entry recorded beneath it.
- ◆ All registers must be kept in a clean and neat condition.
- ◆ Entries are to be made in English.
- ◆ When a register is full it must be returned to the security manager who will issue a new one.

You will use registers every single day when executing your role as security officer. Some of the registers that you are likely to encounter during your period of duty, as a security officer are listed next

4. Types of registers

4.1 Found property and exhibit register

- ◆ The serial number should commence with one (1) on the first of January of each year.
- ◆ All found property and exhibits must be entered in this register immediately.
- ◆ Items should be described clearly while totals are entered in both words and figures. E.g. one (1) men's wristwatch or one (1) silver coloured men's Seiko wristwatch with serial number 12753 - in working condition.
- ◆ Liquor or drugs may not be destroyed, but must be entered in the register and handed to the police.

Any member of security may not claim items handed to the police as found property, at a later stage. This negatively influences the image of the service. Clients will value your service if they can rely on you to keep safe and return what is rightfully theirs.

The following information is included in the register:

- ◆ Location
- ◆ Description
- ◆ Serial number
- ◆ Safe accessible to whom
- ◆ Designation and signature

FOUND PROPERTY										NUMBER: 00001
Date	Description of lost property	Location where found	Serial number	Reference no.	Found by	Time in	Time out	Hand Sign		

EXAMPLE ONLY

4.2 Vehicle logbook

Again, the transport regulations and requirements will differ from site to site. The security officer will use the documentation as prescribed by these regulations, i.e. vehicle log books, petrol requisitions, etc.

The role of the access and egress control security officer is to make sure of the following when a company vehicle enters or exits the area:

- ♦ The vehicle is authorised.
- ♦ The name of the driver in the logbook corresponds to the identity document (ID) of the driver.

EXAMPLE OF VEHICEL LOGBOOK

Time on Duty: _____

Date: _____ Time off Duty: _____

Day: _____ Driver: _____

Shift: _____ Vehicle registration _____

Designation	Time In	Time Out	Audio Meter	Km Driven	Site OB number	Remarks

4.3 Case register

- ♦ All crimes reported or arrest made must be entered in this register.
- ♦ The numbering system you use should commence with 1 on the first of each month.

The occurrence book can be use to record any crime or alternatively an incident report register can be used.

INCIDENT REPORT (EXAMPLE)

Day/Night: _____ Date: _____ Time: _____

Report Writer (Print) Name: _____

Co No: _____

Company: _____ Section: _____

Telephone no: _____ Extension: _____

INCIDENT: (Summary: (Who, what, where, when, why, how, etc.)

(Attach pages as needed)

ACTION TAKEN BY SECURITY:

RECOMMENDATIONS/COMMENTS/REFERENCES:

Copy to Client: _____

Date: _____

4.4 Visitors' register

- ◆ Visitors to a site should sign this register.
- ◆ It serves as a control register of who visited the site.
- ◆ When signing the register the visitor also gives permission that they, any container in their control or possession, or their vehicle may be searched when entering or leaving the site.
- ◆ The person also indemnifies the company against all claims that may arise as a result of injuries sustained or damage to their property while on site.

When completing the visitor's registers the following steps need to be followed.

Step 1:

VISITORS REGISTER:

The keeping of a Visitors Register at all security controlled sites is a requirement. The register must be in book form and all the pages must be numbered.

Step 2:

DETAILS REQUIRED:

Each page of the register is divided into columns, so that details about the visit and the visitor can be recorded easily:

- ◆ Date of visit
- ◆ First name and surname of visitor
- ◆ Reason for visit and name of Site employee who is being visited
- ◆ Name and address of firm/company
- ◆ Visitor's permit number
- ◆ Time of entry
- ◆ Time of exit
- ◆ Visitor's signature
- ◆ Vehicle registration number

Step 3:

COMPLETING THE REGISTER:

After the visitor has stated the purpose of his visit and it has been established that the Site employee can in fact speak to him, he will be asked to complete the Visitors Register in full.

Also see Work Instruction for Access Control.

Step 4:

MAINTENANCE OF REGISTER:

On completion of a book, it must be returned to the Section Supervisor. The register will be kept for one year for safekeeping /references.

NUMBER: 00001

I hereby grant permission for an Authorised officer of
to inspect the contents of my vehicle or any container I may
have in my possession whilst I am on a site occupied by

[illegible]

4.5 Firearm control register

- ♦ Any company firearm issued must be signed for by the security officer receiving it and signed for by the person receiving it when it is returned.
- ♦ This control document must be kept safely and can be inspected by a member of the SA Police Services (SAPS) at any time.
- ♦ Also check the license of the firearm especially with the new regulations as required by the law on guns and firearms.

4.6 Ammunition control register

- ♦ All ammunition received or purchased must be entered in this register whatever its application - e.g. duty or shooting practice.
- ♦ The total reflected in this register must correspond with the ammunition on hand.

OUTBOOK OF FIREARMS/INBOOK OF FIREARMS

NUMBER: 000001

NUMBER: 000001

[illegible]

4.7 Key control register

All keys issued to any person must be entered in this register and signed for by the receiver. Keys may not be handed from one person to the other. All keys returned must be entered and signed for by the security officer receiving them.

Effective key control is essential to contribute to a manageable and professional security service rendered to customers.

[illegible]

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5. Requirements for completing registers and books

A register must meet certain requirements before it can be classified as an effective communication method during handover of a shift. The security officer must keep in mind that the writer and the reader are separated. The reader cannot question the writer in order to clarify non-conformances and or information. It is a waste of time requesting further information if a shift has already been handed over.

What is more, a poor recorded register causes frustration and non-conformance to delegated tasks and or functions that needs to be completed during the next shift.

The following are the general requirements for completing registers and security related documents.

5.1. ACCURACY

To be accurate means to be exact and precise. In a Register accuracy means that the information is an exact, precise and reliable rendering of the occurrence, condition or situation. All the knowledge the security officer possesses of the subject must be included, without, wittingly or unwittingly, omitting relevant or adding irrelevant particulars.

To ensure accuracy, one must distinguish between each of the following types of information:

- ◆ facts and hearsay;
- ◆ facts and deductions;
- ◆ facts and opinions; and
- ◆ The meaning of words.

Having distinguished between the mentioned types of information, does not mean that one or more must be omitted. On the contrary, the security officer must submit **ALL** the information. Should certain information on a register be hearsay, opinions or deductions, the security officer should clearly state this fact for the reader's information.

- **FACTS**

A fact is something which actually exists and cannot be changed. For a security officer to state the facts concerning any occurrence, condition or situation he must have observed these facts himself by means of one of his five sense organs. The security officer may, however, possess other factual information which was not perceived by him. Such information must also be included in the register, but in such a way that the reader will know that it is not a fact which has been observed by the security officer himself.

- **HEARSAY**

For the purpose of reporting, hearsay is all other information, being fact or fiction, which the security officer did not observe himself. Such information must not be withheld. The reader must, however, know that it is hearsay and that the security officer cannot vouch for the truth or correctness thereof.

- **DEDUCTIONS**

A deduction is the conclusion drawn by a person by means of his reasoning. It must be grounded on facts and must be logical. Different persons often make different deductions from the same facts. Enough facts must be submitted to enable the reader to make his own deductions. This must be included in the commentary section of the register and be indicated as such, so that the reader does not confuse the deductions with the facts.

- **OPINIONS**

An opinion is a point of view or conviction which a person forms regarding an incident. To carry any weight, an opinion should be based on facts, although this is not essential. The opinion of a security officer is of value to the reader provided the reader is in possession of all the facts. He will then form his own opinion which will often coincide with that of the security officer. The security officer must, however, clearly indicate that it is his opinion in order not to mislead his reader. Opinions are, therefore, usually raised in the commentary part of the register.

5.2. **COMPLETENESS**

A register can only be complete if it contains every fact that is applicable to the event. Accuracy of a register can be established by asking the following questions:

WHO

- ◆ Who is involved in the incident
- ◆ Who is the witness?
- ◆ Who is the victim (complainant)?
- ◆ Who discovered the incident?

WHAT

- ◆ What precisely took place? (Describe the events in accurate detail).
- ◆ What was done to obtain information?
- ◆ What was stolen?

WHERE

- ◆ Provide a complete description of the place, including the name of the building, the street name and number, and the name of the suburb.
- ◆ Where was the complainant?

WHEN

- ◆ Note the date and time of the incident.
- ◆ When was it reported?

WHY

- ◆ Describe in detail the events that led up to the incident.
- ◆ Why were certain items stolen, and others not?

HOW

- ◆ Describe in detail the actions that constitute the incident.

5.3. **CONCISENESS**

The word "concise" means brief, yet comprehensible, and to the point. In a register "concise", therefore, means that everything that has to be said is said in as few words as possible without omitting essential or relevant particulars.

5.4. OBJECTIVITY

To be objective means one must not be influenced by one's own emotions or prejudices. Personal feelings and prejudices of the security officer must not be reflected in the register.

The reader can easily be misled by the contents of a register if the security officer's reasoning was dominated by his emotions whilst writing the register.

5.5. COMPREHENSIBILITY

If a register can be read and understood easily by reading it once only, and if the reader can find a specific portion in which he is particularly interested without difficulty, the register will be comprehensive. From the security officer this requires:

- ◆ Good language usage,
- ◆ Proper construction of sentences,

5.6. HONESTY

To be honest in completing a register means to convey the truth without distorting the facts. It has already been said that the security officer must submit **ALL** the information and knowledge concerning the subject matter to the reader. This also means that unfavorable information, either to the reader, the writer or anybody else, may not be withheld. Withholding such information could cause an incorrect decision being made.

6. Requirements for accurate recording

The recording of information in a register can have detrimental effect on the validity of information.

Registers can be used for:

- ◆ Record keeping purposes
- ◆ Evidence during a court case

6.1 Record keeping purposes

By completing registers accurately can make enquiries much easier. It is important to note the necessity of completing registers and use the correct time, description and factual information. This will ensure that record keeping can be traced very quickly and recalling of information can be obtained for future reference.

6.2 Evidence during a court case.

The primary purpose of accurate recording of time and events is to use these information as facts and the manner in which it is recorded accurately, complete and clearly.

The appearance and accuracy of the information within the documentation are usually of decisive importance and for this reason it is essential that there should be no doubt in respect of the credibility of the information to be used as evidence.

The security officer will perform many tasks before he must one day give evidence in court. Notwithstanding this, the security officer must prepare himself properly for his testimony in the trial which can possibly take place months or even years after the event, during which time many other recordings of information may have taken place:

- ◆ It is important that registers contains all the facts.
- ◆ In order to refresh a security officer's memory, he/she must consult all written registers, notes, and any other recorded information.

For the same reasons as explained above it also applies to:

- Remedial action.
- Quality assurance.
- Forensic audits.
- Duty allocations.

STUDY UNIT 2

Duty preparation

LEARNING OUTCOMES

On completion of this study unit you will be able to....



- ◆ Explain the principles of duty preparation.
- ◆ Examine the work environment, resources and equipment when preparing for duty.
- ◆ Distinguish between delegation, authority and responsibility.
- ◆ Identify information that might affect the site for duty preparation and shift take over.
- ◆ Use various types of equipment when preparing for duty.
- ◆ Explain your understanding of professionalism and service excellence.
- ◆ Identify all resources necessary for usability.
- ◆ Demonstrate knowledge and skills to perform a maintenance check on all equipment on site.

1. Principles

In preparing for duty as a security officer there are certain values that you need to base your duty on. These values are known as principles.

The principles of security are:

- ◆ To be so designed that they can detect the persons who endanger the security of classified information and material, and provide for their exclusion and removal.
- ◆ To minimize access to assets and materials by unauthorized persons and to protect the interest of the organisation or client you work for.
- ◆ To be based on the principles that classified information should only be made known to those who really “need to know”. Outsiders should not know if a large amount of cash is kept on the premises etc.

When preparing to go on duty, check that you have all the necessary equipment, that your uniform is clean and tidy and that you are well rested. Refer to the unit on the use of basic security equipment.

It is a good idea to prepare well before the time so that you are not in a rush. If you are on the morning shift prepare your uniform the night before.

2. The working environment

The working environment you find yourself in when doing guarding or patrolling must at all times be clean and fit for its purpose. When you are doing static guarding at a specific guard post, make sure that the environment allows you to perform your duty effectively.

For instance:

- ◆ Check that the lighting is efficient and that all lights are working.
- ◆ Check all communication equipment such as telephones and radios.
- ◆ Check that you have the required stationary to execute the duty.
- ◆ Check that all registers are available and ready for use.
- ◆ Check electronic equipment.

3. Preparing for shift handover

When you prepare to hand over a shift it is necessary to understand that you have a responsibility towards the next shift, your employer and most importantly the client.

It is therefore important to communicate all information accurately and completely to the next shift.

Shift takeover should be done with the least amount of disruption to the client and to the next shift members.

To ensure that the shift takeover is done smoothly it is important to understand the following critical concepts.

DELEGATION

The assignment of responsibility and accountability for specific outcomes or achievements to a specific individual or organisation unit. The delegation can be temporary or permanent.

Delegation is not the giving out of tasks or 'jobs to be done'. Normally, a delegated task takes more than a short time frame to complete. It does not involve telling people what to do, rather it involves explaining the outcomes and results they are expected to achieve. They are then expected to work out the 'how' and the steps involved.

AUTHORITY

Authority may be described as being responsible for issuing instructions for someone to execute a task, telling him/her how to do it, and where and when to do it. It includes the obligation to punish disobedience and to enforce accountability.

RESPONSIBILITY

Responsibility may be described as the duty of every person with delegated authority to see to it that the tasks entrusted to his or her subordinates are carried out properly in order to attain the objectives of the organization in particular and those of the community in general.

OBLIGATION

Obligation may be described as the fact that every employee, irrespective of his or her rank, is to be praised or punished for the way in which he/she carries out his/her daily tasks. In other words, every person is accountable for his/her own actions.

One may assume from the above discussion that authority and responsibility can be delegated, whereas obligation cannot. A shift supervisor may have the delegated authority to issue instructions within certain limitations, and he/she would then be responsible for seeing to it that these instructions are carried out. However, only the person who carries out these instructions can be held accountable for the quality of his/ her effort.

You should keep in mind that instructions differ from a command. A command refers to the duties listed in the employee's duty sheet and which he/she is obliged to carry out. In other words, a command has to be related to the specific job allocated to the particular employee.

4. Information affecting the site

It is important that the security office keep track of all events during his or her duty. For this purpose they use a pocket book or occurrence book, known in the industry as an "OB", and/or relevant incident documentation. The purpose of keeping track is to prepare the next control security officer and equip them for possible problems that might occur during their shift:

A broken metal detector or a possible threat. Therefore they can carry out their duties according to procedures.

A generic procedure that an security officers can follow is to have a checklist to assist them with the communication of the relevant information affecting the security of the site.

Example of a checklist used to communicate information during taking over a site (this is noted in your pocket/note book).

	Verbally confirm the following information affecting the security site	YES	NO
1.	Communicate all incidents noted in the occurrence book		
2.	Communicate all changes on site procedures		
3.	Communicate all equipment serviceability status		
4.	Communicate all information about the defects and or aspects that pose a threat		

.....
Signature handing over officer

.....
Signature taking over officer

.....
Date

This above example of a checklist will be adapted to your site-specific instructions. It is the security officer's responsibility to acquaint themselves with site-specific information that has to be communicated to the next shift. So the above checklist on the communication of site-specific information will differ from site to site and will be updated and adapted accordingly.

Making use of a checklist will in fact enhance continuity in shift takeovers and promote professionalism.

5. Professionalism and service excellence

David Maister states that professionalism is, "...believing passionately in what you do, never compromising your standards and values, and caring about your clients, your people, and your own career".

Service that exceeds the needs and expectations of the customer.

6. Resources

Check that all resources are in place and fit for use:

- ♦ If you use a vehicle, check that it is roadworthy and that the relevant documentation for use has been completed.
- ♦ If you use a dog when executing your duty make sure that it has been fed, have water and that you have a leash to control the dog.
- ♦ Use applicable registers as discussed. (Remember the use of registers will differ from company to company to address their specific needs).

- ◆ Make use of other security personnel if the situation demands it.
- ◆ Check that your equipment is in good working order. These include:
 - Communication equipment - two-way radio
 - Torch
 - Batons
 - Video equipment
 - Electronic equipment
 - Handcuffs
 - Security aids
 - Safety equipment
 - Offensive and defensive equipment
 - Bulletproof vest

7. Maintenance checks on equipment

Communication equipment - two-way radio

During hand over and takeover of shifts the officer needs to take note of the working conditions of the following:

- ◆ Antenna
- ◆ Battery
- ◆ On/Off switch
- ◆ Volume
- ◆ Squelch
- ◆ Radio number
- ◆ Condition of radio
- ◆ Channel



Torch

At least twice yearly, clean threads and O-rings with clean cloth and apply a thin coat of silicone-based grease or lubricant to both. If flashlight is used in wet environment, lubricate O-rings frequently to maintain watertight seal. After prolonged exposure to moisture, the bezel, lamp, and batteries should be removed, inspected, and dried if necessary.

Pre shift check

- ◆ Check the lamp
- ◆ Check the battery
- ◆ Check the general condition of the flashlight.

Post shift check

- ◆ The lamp
- ◆ Check the battery
- ◆ Check the general condition



Batons

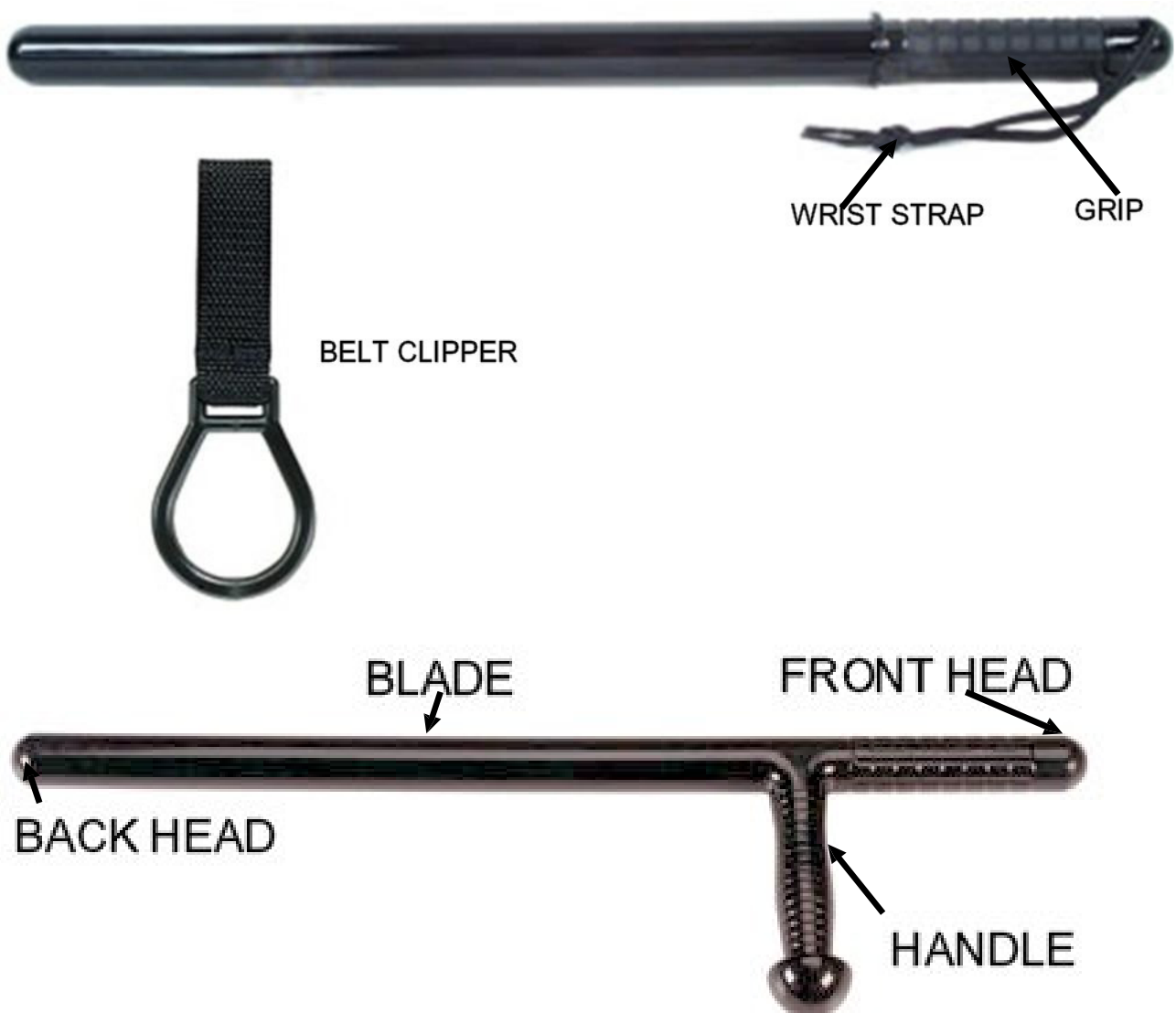
Pre-shift checks

Belt clip

- ◆ No tears or damage to the canvas material.
 - ◆ The metal rivets are securely in place
 - ◆ No cracks or breakages on the plastic ring.
-
- Batons are durable and do not need a lot of maintenance.
 - Check for visible signs of wear and tear, cracks and breakages.
 - Do not accept faulty equipment when starting your duty.

Post-shift checks

- Same as for pre-shift checks.



Video equipment/Electronic equipment

The security officer should do a check to ensure that all the VCR's are actually recording as they should be. A check should also be done to see that everything that should be on 'record' is in fact on 'record'.

Alarm checks:

On each shift the camera security officer should do an alarm check by checking all the alarms and panic buttons. This can be performed before assuming duty to ensure all the equipment is in good working condition.

The alarm check sheet needs to be checked, their location, their code number, the telephone number to phone when doing the check and a place to mark whether the alarm is working or not

Once completed, an OB entry should have been made stating the:

- ◆ time;
- ◆ which of the alarms are not working;
- ◆ and which of the alarms were not tested due to no personnel being present.

Ensure that all electronic equipment is in good working condition. This can be done by:

- ◆ Ensuring that each of the equipment can power on and off.
- ◆ Ensure that each of the equipment is still in working condition by authenticate the previous shifts recordings.



Handcuffs

Pre-shift checks

Pouch

- ◆ No tears in the canvas material.
- ◆ The metal rivets are securely in place with no tears in the material around them.

Handcuffs

- ◆ Handcuffs are durable and do not need much maintenance. Check for visible signs of wear and tear, cracks and breakages. Test the ratchet and locking mechanisms daily and oil them lightly from time to time.
- ◆ Ensure that the key unlocks the locking mechanism.
- ◆ Do not accept faulty equipment when signing on for duty.

Post-shift checks

- ◆ Same as for pre-shift checks.



CUFF CASE



HANDCUFF KEYS

THE CUFF



THE CONNECTOR

Offensive and defensive equipment

Pre and post shift checks

- Ensure that the safety seal, which indicates whether the trigger has been activated, is still in place.
- You should be issued with a pouch that holds the canister. Make sure that this pouch is not damaged in any way.
- Check for visible sign of damage to the canister, trigger and safety seal.
- As a rule of thumb, the weight of the canister will indicate if it is still full.
- If the seal has been broken, the trigger or pouch damaged or it feels very light, refuse to accept it and request a new canister.



Bulletproof vest.

Pre-shift checks

Vest/jacket

- No tears in the canvas material.
- The metal rivets are securely in place and have no tears around them.

Plates

- Check for visible signs of wear and tear, cracks and breakages.
- Do not re-use if it has been punctured by a bullet.
- Do not accept faulty equipment when signing on for duty.

Post-shift checks

- Same as for pre-shift checks.



Safety equipment

You must ensure that:

- ◆ The extinguisher is not blocked by equipment, coats or other objects that could interfere with access in an emergency.
- ◆ The pressure is at the recommended level. On extinguishers equipped with a gauge (such as that shown on the right), the needle should be in the green zone - not too high and not too low.
- ◆ The nozzle or other parts are not hindered in any way.
- ◆ The pin and tamper seal (if it has one) are intact.
- ◆ There are no dents, leaks, rust, chemical deposits and/or other signs of abuse/wear.
- ◆ Wipe off any corrosive chemicals, oil, gunk etc. that may have deposited on the extinguisher.



8. Equipment usage

Security officers will be using various types of equipment to execute their duties. Remember that you will receive information about the specific use of equipment in another training program.

This equipment may include but is not limited to the following:

- ♦ Radio.
- ♦ Firearm and magazines (9mm pistol and rounds).
- ♦ Flashlight.
- ♦ Mobile telephone.
- ♦ Baton.
- ♦ Handcuffs.
- ♦ Bulletproof vest.
- ♦ Video equipment.
- ♦ Safety equipment.
- ♦ PSIRA identity card.
- ♦ RSA ID book.

STUDY UNIT 3

Assume Duty

LEARNING OUTCOMES

On completion of this study unit you will be able to....



- ♦ Apply applicable workplace procedures in the working environment.
- ♦ Explain preparation procedures when assuming duty.
- ♦ Explain standard operating procedure for handing over shift.
- ♦ Communicate changes in workplace procedures to colleagues and shift members.
- ♦ Identify and record non-conformances during shift take over.
- ♦ Apply procedures to assess the workplace for shift takeover.

1. Workplace procedures

Working as a security officer at different premises or for a specific company will determine what workplace procedures are used in their security system and in executing a specific security task.

They are seldom the same at every company. You have to adapt to these workplace procedures which will indicate how you should handle customers, your employer, how you should comply with labour legislation and so on and are determined by some of the following:

- ◆ The size of the company.
- ◆ The likelihood that certain risks will occur because of the nature of the company's business.
- ◆ The prior history of the company, in other words, the types of crimes and risks that the company has been exposed to or could expect.

Example of a workplace procedure for doing patrolling at a shopping centre:

Post:	Mall patrol
Shift:	Dayshift
Patrol times:	07h00 till 19h00

DUTIES:

- ◆ Observe all emergencies and irregularities and report this to the control room.
- ◆ Identify and report all suspicious persons loitering the centre, as well as suspicious move and act.
- ◆ Observe radio procedures and keep messages short, concise and intelligible.
- ◆ Carry out constant and visible patrols at all times in designated areas.
- ◆ Be neat and presentable at all times when on duty to project an image of professionalism.
- ◆ Be fully orientated with your specific area of responsibility including shops, lifts, escalators, emergency escapes and emergency equipment.
- ◆ Be helpful towards customers and clients remembering customer relations and care.

EXAMPLE

- ◆ Be able to handle all emergencies in an efficient manner until back-up support arrives as per emergency procedure.
- ◆ Be alert and monitor all communications in order to detect emergencies or irregularities that might affect your area of responsibility.
- ◆ Ensure that all essential services in your area of responsibility are intact when assuming duty and
- ◆ Ensure that the area of responsibility is clean and tidy when assuming duty and that hazards do not exist.
- ◆ Ensure that no unauthorized heavy building material or contractor equipment, that might endanger customer, be allowed in the mall without prior consent of centre management.
- ◆ Ensure that no hawkers operate in the mall.
- ◆ Areas of responsibility includes shops, lifts, escalators, emergency escape routes etc. and is designated to a position and call sign:

2. Assuming duty

Preparing to assume your duty means that you will have to prepare yourself in various areas. As a security officer you are often the first impression a visitor will get of your company because you are the first person they have dealings with.

So the image you present is extremely important.

You should be well groomed and wearing a clean, ironed uniform with polished shoes. Your appearance and attitude must be professional and businesslike. You also frequently come into fairly close contact with other people; so personal hygiene is very important to the image you project.

Personal hygiene includes basic health rules that everyone should try to follow in order to be fit and healthy.

2.1 Basic rules

- ◆ **Personal cleanliness:** We should aim for total cleanliness for our surroundings and ourselves. By keeping ourselves clean we are pleasant to be near and we remove germs that could cause sickness and disease.
- ◆ **The Skin:** The skin is a protective covering and has glands that eliminate waste products, water and certain impurities in the form of sweat. Exercise and activities such as foot patrolling increase sweating and therefore more waste matter must be removed.
- ◆ **Taking a bath,** or washing once a day is necessary to remove stale sweat that carries the bacteria that create an unpleasant smell. A good hard rub with a rough towel increases the flow of blood in the skin and keeps it healthy. If your duty is quite active you should consider also using a deodorant.
- ◆ **The hands:** The hands should always be washed before preparing and eating meals. There are several diseases that can be caused by infecting food with dirty hands, e.g. the infectious intestinal diseases like typhoid, gastro enteritis and diarrhoea.

- ♦ **Nails:** Nails should be kept short and clean. In the course of your duty your hands are often very obvious. Millions of germs can be carried in the dirt under fingernails, apart from the fact that dirty nails look unsightly, and are a sign of improper personal hygiene. Not only can you contaminate your, or someone else's food with dirty nails, but when scratching your skin with dirty nails, you can cause these germs to enter your skin which may result in rashes or other skin diseases.

Toenails should be straight, because if they are cut down at the sides they can become ingrown, which becomes quite painful. Toenails must also be kept short, or they can cause the toe to become sore after a long march by pressing tightly against the shoes. Long toenails also ruin your socks.

- ♦ **Care of the feet:** The feet must be kept clean by frequent washing. Socks should be washed every night if they are to be kept fit for marching. Dust and dirt penetrates boots and socks and settles on the feet. If the feet are not kept clean, germs will cause an irritation of the skin that can develop into an inflammation. When washing the feet, dry well between the toes, otherwise the skin can develop a wet rash that is unpleasant and unhealthy.
- ♦ **Socks:** Thick wool socks are the best to wear if much walking is done - for instance patrolling on foot. These socks are porous and allow air to reach the skin. They are also capable of absorbing more moisture than thinner socks. Sore feet or chafing are less likely to occur with wool socks than with thin socks.
- ♦ **Care of the teeth:** Healthy teeth and gums are a necessary part of general good health. These are mainly achieved by daily brushing with a good toothbrush and toothpaste. Brushing the teeth should be done last thing at night and in the morning before you leave for work. Neglecting to brush the teeth results in the accumulation of old food between the teeth that cause gum disease and bad teeth. It is also the cause of bad breath.

As you are frequently in close contact with other people, bad breath is to be avoided.

- ♦ **The hair:** Your hair should be washed or cleaned often and as you are in uniform your hairstyle should be short or neatly done. Leave fancy hairstyles for weekends. The use of hair creams and grease blocks the pores of the skin and prevents the removal of waste material.
- ♦ **Clothing:** Your uniform must be clean and ironed and your shoes well polished. You must always wear the complete uniform according to your company's specifications.

Washing or cleaning your clothes regularly also make them last longer. Perspiration, dirt and germs from the skin, are absorbed into the clothing and make it unhealthy and unpleasant.

- ♦ **Mind and habits:** A clean mind and clean thoughts are essential, if you really wish to keep yourself fit. People, whose thoughts are governed by unclean sexual desires, are soon led to the risk of immoral infection and unnatural practices that not only undermine the character but involve other people as well.
- ♦ **Smoking:** If you smoke, you must know where you are allowed to smoke. Never smoke on duty. Also keep chewing gum handy to take away the smell of smoke on your breath. Although smoking is a common habit, it is harmful to the young, or to those undergoing training.
- ♦ **Spitting:** This is a filthy habit, and should be avoided. It is one of the causes of the spreading of tuberculosis.

- ♦ **Exercise:** Exercise of the voluntary muscles has an important bearing on the health and may be in the form of work, walking, climbing, riding, running, or any of the many sports.

Playing any social team sport such as soccer or rugby on your day off is great for exercising and a good way to unwind. The benefits of exercise are:

- The muscles are better nourished, stronger and are under the control of the will.
 - The heart's action is increased and the blood is better circulated through all parts of the body.
 - The action and size of the lungs is increased, more oxygen is inhaled while carbon dioxide is eliminated. Also the circulation of the blood through the lungs improves which increases stamina.
 - The functions of the skin are stimulated and perspiration is encouraged.
 - Increased circulation of the blood through the involuntary muscles carrying fresh nourishment to them and carrying away waste matter.
 - Indirect stimulation and aid to the digestive system.
 - Creates a general sense of well-being.
- ♦ **Sleep:** Sufficient sleep is essential for someone to function to the best of their ability. It is the only form of complete rest for the whole body and is necessary for the repair of both physical and mental tissues. The ideal number of hours to sleep for an adult is approximately 8 hours out of the 24 hours. If you are not getting enough sleep your concentration, judgment and reactions can become negatively affected and this can be quite dangerous for a security officer.



3. Handover procedures

Step 1: Book on duty in Occurrence Book.

Step 2: Prior to the changing of a shift, the hand-over between the guards must be written in the Occurrence Book and signed by both guards.

Step 3: Both guards must inspect all the entries in the Occurrence Book during the shift changing process and if there is anything still outstanding the guard that is taking over, must follow it up.

Step 4: The following must be written in Occurrence Book:

- ◆ Key word: **HANDING OVER:** Who hands over to whom?
- ◆ Specify all Office equipment
- ◆ Firearms with serial numbers: Magazine (Quantity), Ammunition (Quantity), Is it in a working condition?
- ◆ All material

- ◆ Assets

- ◆ Buildings

- ◆ Vehicles/Caravans/Trailers

- ◆ Etc.

Step 5: Do a physical inspection on all the entries in the Occurrence Book to ensure that it is correct.

Step 6: The guard that is taking over the shift must do a physical patrol with the guard that is going off duty to ensure that everything within the security controlled site, is in order.

Step 7: If found correct sign the **Handing-over**.

Step 8: If found incorrect, make an entry in Occurrence book regarding the abnormalities, co-sign it. Report it to your Supervisor.

Step 9: The guard that is going off duty must be booked "Off duty" in the Occurrence Book.

4. Changes to workplace procedures

Every site has specific site procedures, such as when and how access to premises is allowed, searching procedures and ratios, actions to be taken in various scenarios etc.

These instruction and procedures should be documented and the security officers must sign that they have received them and that they understand what is expected from them and what is to be done.

Under normal circumstances changes in any work/site procedure must be in writing and approved by the relevant senior or supervisor, and should be communicated to the security officer by their supervisor.

Example of changes in site procedures could be:

It is very important that the security officer takes note of any changes in workplace procedures. All such aspects must be communicated and noted when the handing over and taking over of shifts takes place.

EXAMPLE

INSTRUCTION

From: Mr. J. Ngobo
Security site manager

To: ACCESS CONTROL SITE

Re: Changes in time at main gate.

1. It is hereby brought to the attention of the duty personnel handing and taking over during the period 11th and 12th June 2004 that the procedure of opening or permitting access to the premises will be adapted from opening in the morning of 12 October at 0600 to 0500 as the managing director will be on site at 0500.
2. It is of utmost importance that access is not allowed to any other employee or person before 0600 of 12 October 2004 as the normal procedure permits.
3. Normal site procedures for access will re-commence on 13 June 2004. As stipulated in access procedure 3.2, opening or allowing access to site commences at 0600.

(Signed)

Mr. Jack Ngcobo
SECURITY SITE MANAGER

To communicate the changes in work place procedure is very important as mentioned previously, with regard to the consequences of a broken metal detector at an access control point during peak time or the effect of a broken fence to the access control of a site or premises.

5. Identify non-conformances

It is important to study each of the registers applicable to the site. The security officer needs to record all the required information in the registers accurately.

Any non-conformance will be identified either in the occurrence book or instruction register.

6. Procedure to assess the workplace

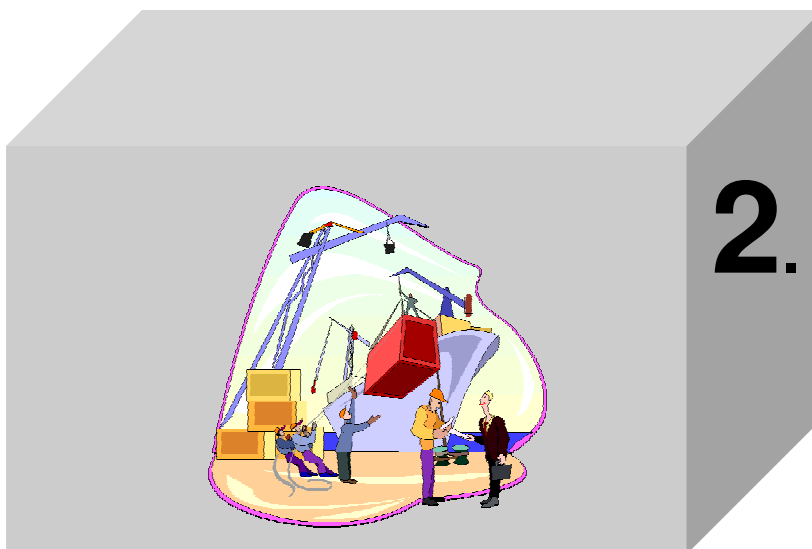
- ◆ Arrange for documentation
- ◆ Complete site inspection
- ◆ Complete the documentation
- ◆ Corrective actions as required
- ◆ Report non conformances and unsafe activities.
- ◆ Sign take over



Arrange for documentation

1.

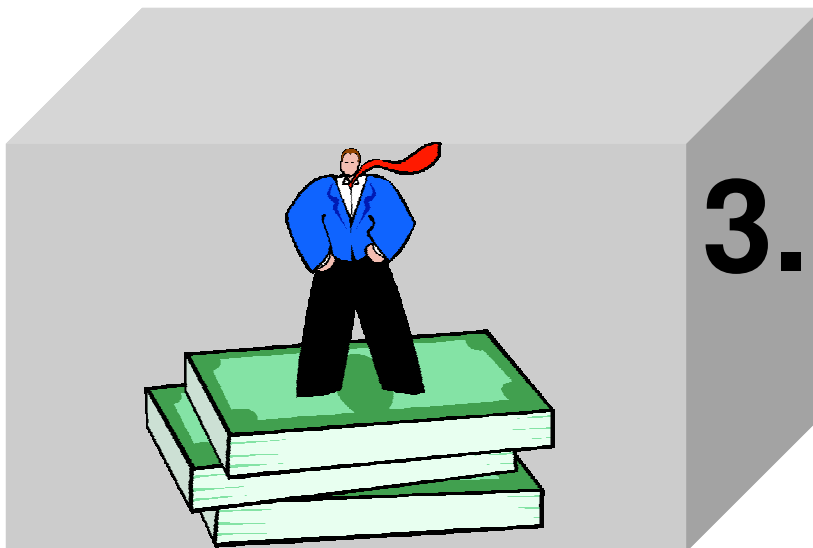
Make sure that all the registers and equipment as recorded in the inventory is in fact at the site.



Complete site inspection

2.

Make sure that the site is clean and ensure that all unsafe activities are recorded and reported.



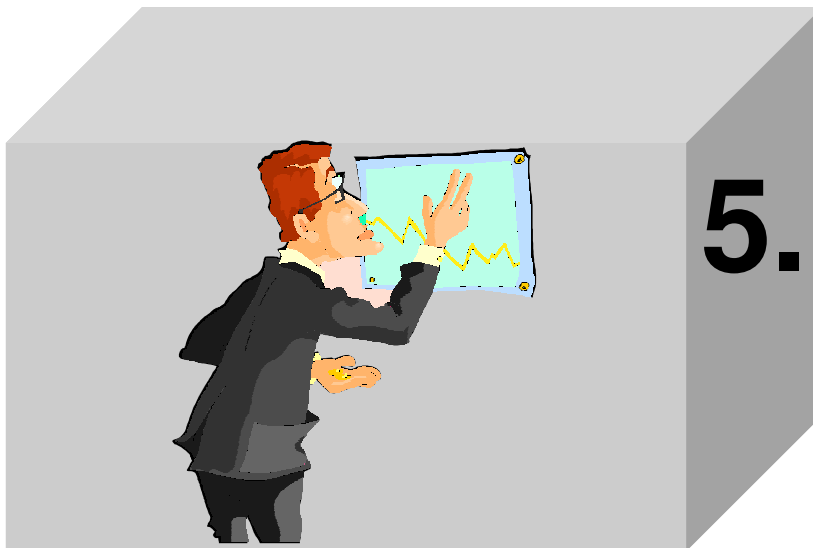
Complete the documentation

Make sure that all the information as recorded in the registers is understood. Ensure that all outstanding tasks is communicated to you and that all documentations is closed before signing take over.



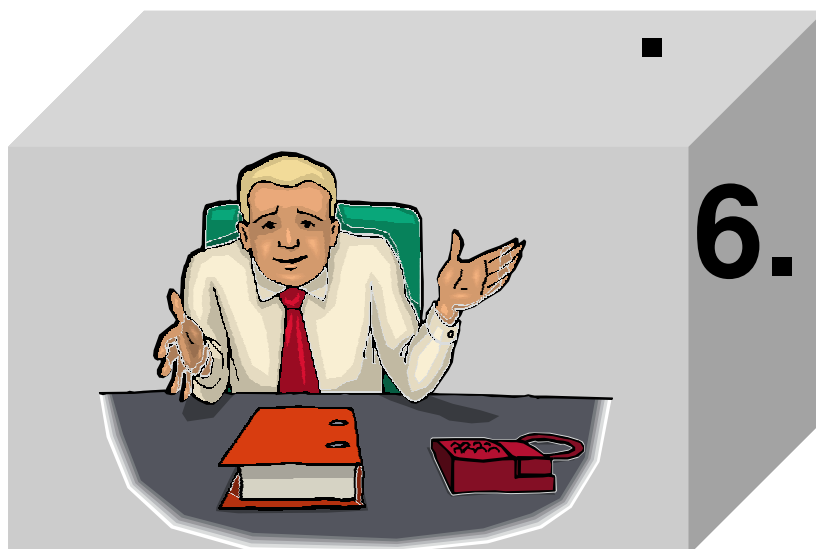
Corrective actions as required

Identify non conformances with regards to registers and equipment by insisting that the supervisor of the previous shift to rectify everything identified.



Report non conformances and unsafe activities.

Identify non conformances with regards to registers and equipment by insisting that the supervisor of the previous shift to rectify everything identified.



Sign take over

Take over may only signed if you are satisfied that:

- ◆ The site is clean and appear to be safe
- ◆ All the information that is required is completed.
- ◆ All documentation/registers is signed off.
- ◆ Equipment at the site is available and in good working condition/safe.
- ◆ All equipment is recorded and available as per inventory register.

7. Conclusion

When a security officer assumes duty as a designated site, various checks must be made to ensure that everything that is needed to execute the duty effectively is in place. Various documents and registers must be prepared and ready for use such as an occurrence book to note all occurrences that take place during your duty.

Prepare yourself mentally and physically for the duty that lies ahead. This includes taking care of your body in order to project a professional image of the security services. Ensure that the working environment where you are to conduct this duty is prepared and ready. Make use of all available resources. And equipment to execute your duty and makes sure these resources and equipment are fit for the purpose and check that everything is in good working order and functional. Workplace procedures will vary from one company to the next and as a security officer you have to adapt to these workplace procedures, while always delivering a professional security service.

The standard operating procedures (SOP) will guide you when you assume duty at the designated site. You have to always adhere to these procedures to ensure that your guarding and patrolling function is effectively executed. Good luck with this all-important function of preparing for your duty at the area of responsibility.

Contact your employer, facilitator or supervisor for any assistance needed relating to learning unit 1 or for guidance for your on-the-job learning.

UNIT STANDARD

Perform hand over and take over responsibilities

SAQA US ID	UNIT STANDARD TITLE			
244181	Perform hand over and take over responsibilities			
ORIGINATOR		ORIGINATING PROVIDER		
SGB Security				
QUALITY ASSURING BODY				
-				
FIELD			SUBFIELD	
Field 08 - Law, Military Science and Security			Safety in Society	
ABET BAND	UNIT STANDARD TYPE	OLD NQF LEVEL	NEW NQF LEVEL	CREDITS
Undefined	Regular	Level 3	NQF Level 03	2
REGISTRATION STATUS		REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
Registered		2007-11-28	2010-11-28	SAQA 0474/07
LAST DATE FOR ENROLMENT		LAST DATE FOR ACHIEVEMENT		
2011-11-28		2014-11-28		

PURPOSE OF THE UNIT STANDARD

This unit standard will lead learners towards achieving knowledge, skills and attitudes that would enable them to prepare and conduct hand over and take over responsibilities when assuming or relinquishing duties. It will also enable them to assess areas of work whilst performing these duties for reporting and communication purposes. Fundamental to this unit standard is the learner's ability to understand the reasons why these responsibilities should be conducted and the eventual acceptance of responsibilities in area of work.

A person credited with this unit standard will be able to:

- Prepare for the handing over and taking over of responsibilities.
- Assume responsibility at area of work at area of work.
- Hand over responsibilities.

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

Communication at NQF Level 2 or equivalent.

UNIT STANDARD RANGE

- Area of work also refers to area of responsibility which may include but is not limited to:
> Safety and security aspects, workplace inventory, equipment functionality, general appearance and cleanliness.
- Safety aspects may include, but are not limited to unsafe acts, accidents, incidents and unsafe conditions.
- Recording the time may include, but is not limited to the manual signing of registers and the use of various electronic systems.

Specific Outcomes and Assessment Criteria:

SPECIFIC OUTCOME 1

Prepare for the handing over and taking over of responsibilities.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

Equipment needed for performing duties are identified in terms of their applications.

ASSESSMENT CRITERION RANGE

Equipment may refer to but is not limited to registers, documentation and dress.

ASSESSMENT CRITERION 2

Handing over and taking over duties are described in terms of continuity, delegation of authority and the sharing of information.

ASSESSMENT CRITERION 3

Hand-over preparations are made in order to promote professionalism, client satisfaction and service excellence.

SPECIFIC OUTCOME 2

Assume responsibility at area of work.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

Information that must be obtained from the person relinquishing responsibility is described in terms of current status of area, incidents, accidents and instructions issued.

ASSESSMENT CRITERION 2

Non-conformance during the shift hand-over with regards to area of work is identified for follow up actions.

ASSESSMENT CRITERION RANGE

Area of work may include but is not limited to a physical location, client requests and instructions and contractual obligations subject to the chain of command.

ASSESSMENT CRITERION 3

Standing operating procedures for the designated area of work are described in terms of their relevance to area of work.

ASSESSMENT CRITERION 4

The reasons for the recording of the time and events are described in terms of their effect on area of work.

ASSESSMENT CRITERION RANGE

Recording may refer to but is not limited to record keeping, evidence, remedial action, quality assurance, audit reports and duty allocation.

SPECIFIC OUTCOME 3

Hand over responsibilities at area of work.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

Information is examined in order to determine whether it is relevant for handing over purposes.

ASSESSMENT CRITERION RANGE

Information may refer to include but is not limited to brevity (briefness), accuracy, relevancy in safety and security of information.

ASSESSMENT CRITERION 2

Workplace is assessed to determine whether it is ready for hand-over.

ASSESSMENT CRITERION RANGE

Ready may refer to but is not limited to:

- A clean, secure and safe workplace.

ASSESSMENT CRITERION 3

Information is assessed in order to complete registers and occurrence book for hand-over purposes.

ASSESSMENT CRITERION RANGE

- Completed registers and occurrence books may be completed in manual or electronic format.
- Completed registers may include but are not limited to firearm registers, ammunition registers, attendance registers, incident reports, accident reports, evidence reports and vehicle registers.

ASSESSMENT CRITERION 4

Equipment is assessed to determine working condition for hand over purposes.

ASSESSMENT CRITERION RANGE

Equipment may include but is not limited to firearms, ammunition, body armour, firefighting equipment, first aid kit, hand-cuffs, vehicles, two-way radios, batons, keys and cellular telephones.

UNIT STANDARD ACCREDITATION AND MODERATION OPTIONS

- An individual wishing to be assessed (including through RPL) against this unit standard may apply to an assessment agency, assessor or provider institution accredited by the relevant ETQA.
- Anyone assessing a learner against this unit standard must be registered as an assessor with the relevant ETQA.
- Any institution offering learning that will enable achievement of this unit standard or assessing this unit standard must be accredited as a provider with the relevant ETQA.
- Moderation of assessment will be conducted by the relevant ETQA at its discretion.

UNIT STANDARD ESSENTIAL EMBEDDED KNOWLEDGE

Refer to the specific outcomes and the assessment criteria contained in this unit standard and specifically to:

- An understanding of company policy and workplace procedures.
- Code of conduct.
- The concept of service excellence.
- Job description/role description.
- The concept of good housekeeping.
- Safe firearm practices.
- Safe and secure firearm and ammunition practices.
- Evidence practices.

UNIT STANDARD DEVELOPMENTAL OUTCOME

N/A

UNIT STANDARD LINKAGES

N/A

Critical Cross-field Outcomes (CCFO):

UNIT STANDARD CCFO IDENTIFYING

Identify and solve problems related to the process of handing over and taking over responsibilities in a security environment.

UNIT STANDARD CCFO WORKING

Work effectively with others to ensure the smooth and effective hand over or take over of responsibilities.

UNIT STANDARD CCFO ORGANISING

Organise oneself and one's activities so that one is ready to hand over and take over security related responsibilities.

UNIT STANDARD CCFO COLLECTING

Collect, analyse, organise and critically evaluate information related to the whole process of handing over and taking over responsibilities.

UNIT STANDARD CCFO COMMUNICATING

Communicate effectively with all role-players when handing over or taking over responsibilities.

UNIT STANDARD CCFO DEMONSTRATING

Demonstrate an understanding of the world as a set of related systems where the incorrect handing over and taking over of responsibilities could lead to serious consequences for all role-players.

LEARNER WORKBOOK SECTION

FORMATIVE ASSESSMENT (OPEN BOOK EXAM)

PERFORM HAND OVER AND TAKE OVER RESPONSIBILITIES

UNIT STANDARD 244181

Full Name and Surname: _____

ID Number: _____ Date of Assessment: _____

Name of Assessor: _____

Learner Signature: _____ Assessor Signature: _____

Pass mark is 70% (73 out of 105)

Competent:

☐

Not Yet Competent:

☐

SKILLS PROGRAM 1

BOOK 5



1. Fill in the missing words: **(5 Marks)**

In order for a security system to operate _____ and for you to carry out your duties as a security officer efficiently, certain _____ must be performed. These include maintaining and completing various _____ and _____ during your duty shift as security officer.

2. List 5 (five) of the documents that you may have to complete during your shift. **(5 Marks)**

3. List 8 examples of information that you could record in the occurrence book. **(8 Marks)**

4. Fill in the missing words: **(3 Marks)**

To be inspected and signed by Security Supervisor _____ a month and once a month by the contract Manager. Alternatively your company will determine otherwise. Occurrence Book that is completed in full must be handed over to the Manager for _____. The record keeping period for an Occurrence Book is _____.

5. It is 10:30 on the 21 October 2010 and you are doing security rounds. You find a suspicious looking packet. As you move closer to the packet you can hear a ticking sound. You radio the control room and they instruct you to cordon off the area. 10 minutes later the bomb disposal unit arrives and Sergeant Charles Shabalala checks the packet. It is a hoax; someone has placed an alarm clock in a packet.

Draw up an example of your occurrence book and write a written report of the incident in the occurrence book. **(5 Marks)**

Occurrence book

Date and day: _____ 21 October 2010

No.	Time	Nature of Occurrence
299		-

6. List 4 (four) reasons for keeping the pocket book. **(4 Marks)**

7. Fill in the missing words: **(4 Marks)**

In a register you complete information necessary for _____. It can also be a _____ document due to its _____ function.

8. List the 10 (ten) rules regarding security registers and documentation. **(10 Marks)**

9. List the information to be included in the “Found property and exhibit register”.
(5 Marks)

10. The access and egress control security officer has to make sure of 2 (two) things when a company vehicle enters or exists the area. Name them. **(2 Marks)**

11. You are working as a security officer at a guard post. Explain how you would use a “firearm control register” to control the movement of firearms. **(3 Marks)**

12. List the 6 (six) general requirements for completing registers and security related documents. **(6 Marks)**

13. Name 2 (two) uses for registers. **(2 Marks)**

14. List the 3 (three) principles of security. **(3 Marks)**

15. Fill in the missing words: **(6 Marks)**

The working _____ you find yourself in when doing _____ or patrolling must at all times be _____ and fit for its _____. When you are doing _____ guarding at a specific guard post, make sure that the environment allows you to perform your duty _____.

16. Fill in the missing words: **(6 Marks)**

When you prepare to _____ a shift it is necessary to understand that you have a _____ towards the next _____, your employer and most importantly the _____. Shift takeover should be done with the least amount of _____ to the client and to the next shift members.

17. When preparing for duty /takeover of shift you need to check that all resources are in place and fit for purposes. List the resources that you need to check. **(5 Marks)**

18. List 2 (two) post shift checks on the flashlight. **(2 Marks)**

POST

19. List 2 (two) pre-shift checks on the baton. **(2 Marks)**

PRE

20. List 2 (two) pre and 2 (two) post shift checks on the handcuffs. **(4 Marks)**

PRE

POST

21. List 2 (two) pre and 2 (two) post shift checks on the bullet proof vest. **(4 Marks)**

PRE

POST

22. List 10 (ten) basic rules you must follow regarding person hygiene. **(10 Marks)**

23. List the 9 (nine) steps of handover procedure. **(9 Marks)**

24. List the 6 (six) procedures to assess the workplace. **(6 Marks)**

25. List the 5 (five) points you have to be satisfied with before signing off a takeover.
(5 Marks)

TOTAL MARKS: _____
105