



National Occupational Standards

For

**Technical Surveillance Counter  
Measures**

Approved Version  
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## National Occupational Standards for Technical Surveillance Counter Measures

Unit	Title
<b>TSC 1</b> Obtain and establish information on clients' Technical Surveillance Counter Measures requirements	<b>TSC 1.1</b> Respond to clients who require Technical Surveillance Counter Measures services
	<b>TSC 1.2</b> Record details of clients' Technical Surveillance Counter Measures aims and objectives
	<b>TSC 1.3</b> Identify clients' potential Technical Surveillance Counter Measures requirements
<b>TSC 2</b> Determine technical surveillance risks to clients' assets	<b>TSC 2.1</b> Identify and evaluate clients' assets
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<b>TSC 3</b> Propose solutions to meet clients' Technical Surveillance Counter Measures requirements	<b>TSC 3.1</b> Research options to meet clients' Technical Surveillance Counter Measures requirements
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	<b>TSC 8.3</b> Contribute to Technical Surveillance Counter Measures technical knowledge within your organisation
<b>TSC 9</b> Develop Technical Surveillance Counter Measures techniques and practices	<b>TSC 9.1</b> Evaluate trends, technology, client needs and relevant legislation
	<b>TSC 9.2</b> Propose new techniques and practices to

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	maintain the security of information
<b>TSC 10</b> Maintain knowledge and understanding of legislation, regulation and codes of practice relevant to Technical Surveillance Counter Measures	<b>TSC 10.1</b> Apply new knowledge to Technical Surveillance Counter Measures practices <b>TSC 10.2</b> Contribute to the increase of knowledge of legislation, regulation and codes of practice among colleagues
<b>2J3</b> Present information to courts or other hearings (PCSO) (imported from Skills for Justice)	<b>2J3.1</b> Present information to courts or other hearings
<b>Unit 1</b> Protect yourself from the risk of violence at work (imported from Skills for Security common core NOS)	Protect yourself from the risk of violence at work (ENTO WRV2)
<b>Unit 2</b> Make sure your own actions reduce risks to health and safety (imported from Skills for Security common core NOS)	Make sure your own actions reduce risks to health and safety (ENTO HSS1)
<b>Unit 3</b> Promote a healthy and safe culture in the workplace (imported from Skills for Security common core NOS)	Promote a healthy and safe culture in the workplace
<b>Unit 4</b> Communicate effectively with others (imported from Skills for Security common core NOS)	<b>Unit 4.1</b> Develop and maintain communication with people
	<b>Unit 4.2</b> Maintain the security of information
<b>Unit 5</b> Give a positive image of yourself (imported from Skills for Security common core NOS)	Give a positive image of yourself
<b>Unit 6</b> Work effectively with other agencies (imported from Skills for Security common core NOS)	<b>Unit 6.1</b> Develop effective working with staff in other agencies
	<b>Unit 6.2</b> Sustain effective working with staff in other agencies
<b>Unit 9</b> Develop productive working relationships with colleagues and stakeholders (imported from Skills for Security common core NOS)	Develop productive working relationships with colleagues and stakeholders (MSC D2)
<b>Unit 10</b> Provide leadership for your team (imported from Skills for Security common core NOS)	Provide leadership for your team
<b>Unit 11</b> Ensure compliance with legal, regulatory ethical and social requirements (imported from Skills for Security common core NOS)	Ensure compliance with legal, regulatory ethical and social requirements (MSC B8)

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<p><b>Unit 13</b> Manage your own resources and professional development (imported from Skills for Security common core NOS)</p>	<p>Manage your own resources and professional development (MSC A2)</p>
<p><b>Unit 14</b> Promote equality and diversity (imported from Skills for Security common core NOS)</p>	<p>Promote equality and diversity</p>
<p><b>Unit 16</b> Assess and address risk to the environment (imported from Skills for Security Common core NOS)</p>	<p>Assess and address risk to the environment</p>

## **Unit TSC 1**

Obtain and establish information on clients' Technical Surveillance Counter Measures requirements

### Overview

This unit sets out the skills, knowledge and understanding for you to obtain information and respond to clients who require Technical Surveillance Counter Measures services.

This unit consists of three elements:

- Respond to clients who require Technical Surveillance Counter Measures services (Element TSC 1.1)
- Record details of clients' Technical Surveillance Counter Measures aims and objectives (Element TSC 1.2)
- Identify clients' potential Technical Surveillance Counter Measures requirements (Element TSC 1.3)

### **Unit: TSC 1**

Unit Title: Obtain and establish information on clients' Technical Surveillance Counter Measures requirements

### **Element: TSC 1.1**

Element Title: Respond to clients who require Technical Surveillance Counter Measures services

#### **Performance Criteria**

You must be able to –

- a. respond effectively and promptly to **clients**, using appropriate **methods of communication** that suit your clients
- b. confirm the authority and responsibility of the person seeking Technical Surveillance Counter Measures services
- c. confirm your understanding of your clients' **requirements**
- d. explain and confirm your clients understanding of the scope and limitations of the actions that you and your organisation can take
- e. maintain the security and confidentiality of information relevant to clients and their Technical Surveillance Counter Measures objectives

#### **Knowledge Criteria**

You must know and understand –

1. how and why it is important to communicate with clients securely and promptly
2. how, why and when to use different communication methods
3. current relevant legislation, regulations, codes of practice and guidelines relating to providing Technical Surveillance Counter Measures
4. the scope and limitations of actions that you and your organisation can take
5. how and why you should maintain the security and confidentiality of information

#### **Range Statement**

You must be competent to deal with the following types of:-

1. **clients**: commercial, not-for-profit entities, private, public sector
2. **methods of communication**: verbal, written, face to face
3. **requirements** : products, services, upgrades, personnel, advice

**Unit: TSC 1**

Unit Title: Obtain and establish information on clients' Technical Surveillance Counter Measures requirements

**Element: TSC 1.2**

Element Title: Record details of clients' Technical Surveillance Counter Measures aims and objectives

**Performance Criteria**

You must be able to –

- a. record details accurately and in a retrievable **format**
- b. record relevant information sufficient to develop **proposals** to meet the aims and objectives of clients' Technical Surveillance Counter Measures
- c. take prompt and appropriate action to deal with identified gaps of information
- d. maintain the security and confidentiality of information relevant to clients and their security objectives

**Knowledge Criteria**

You must know and understand –

- 1. how and why you should store accurate details of clients' requirements
- 2. where and how to access information from other sources when needed
- 3. how and why it is important to maintain the security and confidentiality of recorded information
- 4. current relevant legislation, regulations, codes of practice and guidelines relating to providing Technical Surveillance Counter Measures

**Range Statement**

You must be competent to deal with the following types of:-

- 1. **format:** text, graphic, electronic, photograph
- 2. **proposals:** plans, manuals, procedures, systems, cost estimates

### **Unit: TSC 1**

Unit Title: Obtain and establish information on clients' Technical Surveillance Counter Measures requirements

### **Element: TSC 1.3**

Element Title: Identify clients' potential Technical Surveillance Counter Measures requirements

#### **Performance Criteria**

You must be able to –

- a. liaise with appropriate persons to identify clients' Technical Surveillance Counter Measures requirements
- b. ensure that you have sufficient information to identify clients' potential Technical Surveillance Counter Measures requirements
- c. take account of potential **constraints** when identifying clients' Technical Surveillance Counter Measures requirements
- d. provide sufficient details and supporting information to your clients to enable them to make informed decisions about their Technical Surveillance Counter Measures requirements
- e. provide clients with advice on the implications of accepting, modifying or rejecting their Technical Surveillance Counter Measures
- f. maintain the security and confidentiality of information relevant to your clients and their Technical Surveillance Counter Measures objectives

#### **Knowledge Criteria**

You must know and understand –

1. current relevant legislation, regulations, codes of practice and guidelines relating to providing Technical Surveillance Counter Measures
2. how and why it is important to include clear and accurate details in your information whilst liaising with the appropriate person and within agreed timescales
3. how and why it is important to ensure that your information is sufficient to identify your clients' aims and objectives
4. typical constraints that might impact your information and how to address them
5. how and why it is important to provide clients with advice on accepting, modifying or rejecting their Technical Surveillance Counter Measures
6. how and why you should maintain the security and confidentiality of information

#### **Range Statement**

You must be competent to deal with the following types of:-

1. **proposals:** financial, constraints, timescales, resources, activities, outcomes
2. **constraints:** financial, timescales, resource requirements, legal



## **Unit TSC 2**

Determine technical surveillance risks to clients' assets

### Overview

This unit sets out the skills, knowledge and understanding for you to carry out Technical Surveillance Counter Measures risk assessment.

This unit consists of four elements:

- Identify and evaluate clients' assets (Element TSC 2.1)
- Identify and evaluate threats to clients' assets (Element TSC 2.2)
- Identify and evaluate technical surveillance vulnerabilities in clients' current security arrangements (Element TSC 2.3)
- Determine the risks to the clients' assets (Element TSC 2.4)

**Unit: TSC 2**

Unit title: Determine technical surveillance risks to clients' assets

**Element: TSC 2.1**

Element title: Identify and evaluate clients' assets

**Performance Criteria**

You must be able to –

- a. gather relevant **information** from different **sources** sufficiently to assist in identifying and evaluating clients' **assets**
- b. collate and take account of all relevant information to support the evaluation of assets
- c. use logical and systematic analysis of information to evaluate clients' assets
- d. determine the potential **impact** to your clients through the loss or compromise of identified assets
- e. prioritise the value of identified assets in accordance with service criteria agreed with your clients
- f. evaluate relevant information according to its usefulness
- g. maintain the security and confidentiality of information relevant to your clients' assets

**Knowledge Criteria**

You must know and understand –

1. current relevant legislation, regulations, codes of practice and guidelines relating to gathering, storing and maintaining information and providing security of assets
2. how to find information to evaluate clients' assets
3. why you need to have sufficient information regarding clients' assets and what to do if there are any gaps in this information
4. how and why it is important to evaluate information according to its relevance and significance to the security of clients' assets
5. how and why it is important to use systematic analysis methods when identifying and evaluating clients' assets
6. how to determine the potential impact to clients if an asset was to be lost or damaged
7. how and why it is important to take account of critical requirements that may impact on the security of clients' assets
8. how and why you should maintain the security and confidentiality of information
9. how to take account of critical requirements that could impact on the security of your clients' assets

**Please see next page for Range Statement**

## Range Statement

You must be competent to deal with the following types of:-

1. **information** about assets: nature, value, cost of replacement, potential impact to clients
2. **sources** of information: internal to the clients, external to the clients, publicly available, confidential or restricted
3. **assets**: people, property, premises, information, reputation, brand, financial
4. **impact**: financial, commerce, reputation, operational, business interruption

## Unit: TSC 2

Unit title: Determine technical surveillance risks to clients' assets

### Element: TSC 2.2

Element Title: Identify and evaluate threats to clients' assets

#### Performance Criteria

You must be able to –

- a. gather relevant **information** from different **sources** sufficiently to identify and evaluate threats to clients' **assets**
- b. collate and take account of all relevant information to support the evaluation of threats, including the **sources of threats**
- c. use logical and systematic analysis of information to evaluate threats to the security of clients' assets
- d. categorise possible threats and vulnerabilities on assets and potential security measures
- e. evaluate relevant information to determine its usefulness
- f. maintain the security and confidentiality of information relevant to threats to your clients' assets

#### Knowledge Criteria

You must know and understand –

1. current relevant legislation, regulations, codes of practice and guidelines relating to gathering, storing and maintaining information and providing security of assets
2. how to find information to identify and evaluate threats to the security of clients' assets
3. why you need to have all the relevant information regarding the threat to the security of clients' assets and what to do if there are any gaps in this information
4. how and why it is important to evaluate information according to its relevance and significance to the security of clients' assets
5. how and why it is important to use systematic analysis methods when identifying and evaluating threats to clients' assets
6. how and why you should maintain the security and confidentiality of information

#### Range Statement

You must be competent to deal with the following types of:-

1. **information** about threats: sources, possibility and probability of attack, capability of source
2. **sources** of information: internal to the clients, external to the clients, publicly available, confidential or restricted
3. **assets**: people, property, premises, information, reputation, brand, financial
4. **sources of threats**: external to the clients, internal to the clients

## Unit: TSC 2

Unit Title: Determine technical surveillance risks to clients' assets

### Element: TSC 2.3

Element Title: Identify and evaluate technical surveillance vulnerabilities in clients' current security arrangements

#### Performance Criteria

You must be able to –

- a. gather relevant **information** from different **sources** sufficiently to identify and evaluate vulnerabilities in clients' security arrangements
- b. collate and take account of all relevant information to support the evaluation of vulnerabilities
- c. use logical and systematic analysis of information to identify and evaluate vulnerabilities in clients' security arrangements
- d. evaluate relevant information according to its usefulness
- e. identify actual and potential technical surveillance vulnerabilities in clients' technical surveillance security arrangements
- f. maintain the security and confidentiality of information relevant to the vulnerabilities in your clients' security arrangements

#### Knowledge Criteria

You must know and understand –

1. current relevant legislation, regulations, codes of practice and guidelines relating to gathering, storing and maintaining information and providing security of assets
2. how to identify and evaluate threats to clients' assets
3. why it is essential to have all the relevant information regarding the vulnerabilities in security arrangements and what to do if there are any gaps in this information
4. how and why it is important to evaluate information according to its relevance and significance to the security of clients' assets
5. how and why it is important to use systematic analysis methods when identifying and evaluating vulnerabilities in security arrangements
6. how and why you should maintain the security and confidentiality of information

#### Range Statement

You must be competent to deal with the following types of:-

1. **information** about threats: sources, possibility and probability of attack, capability of source
2. **sources** of information: internal to the clients, external to the clients, publicly available, confidential or restricted

**Unit: TSC 2**

Unit Title: Determine technical surveillance risks to clients' assets

**Element: TSC 2.4**

Element Title: Determine the risks to the clients' assets

**Performance Criteria**

You must be able to –

- a. take account of sufficient valid **information** to determine the **risks** to the protection of clients' **assets**
- b. determine the levels of actual and acceptable risk to clients' assets, based on systematic analysis and evaluation of threats and vulnerabilities
- c. inform clients promptly of situations where there are risks to assets
- d. record information in a suitable and retrievable format
- e. maintain the security and confidentiality of information relevant to risks to clients' assets

**Knowledge Criteria**

You must know and understand –

1. current relevant legislation, regulations, codes of practice and guidelines relating to gathering, storing and maintaining information and providing security of assets
2. how to take account of all relevant information to determine the risks to the protection of clients' assets
3. how and why it is important to use systematic analysis methods when determining risks to clients' assets
4. how and why it is important to produce accurate and complete details of analysis
5. the reason for recording information in a suitable and retrievable format
6. how and why you should maintain the security and confidentiality of information

**Range Statement**

You must be competent to deal with the following types of:-

1. **information** about: assets, threats, vulnerabilities, other relevant factors
2. **risks** to assets: very high, high, medium, low
3. **assets**: people, property, premises, information, reputation, brand, financial

### **Unit TSC 3**

Propose solutions to meet clients' Technical Surveillance Counter Measures requirements

#### Overview

This unit sets the skills, knowledge and understanding for you to address clients' requirements for Technical Surveillance Counter Measures services.

This unit consists of three elements:

- Research options to meet clients' Technical Surveillance Counter Measures requirements (Element TSC 3.1)
- Determine potential costs, benefits and effectiveness of options (Element TSC 3.2)
- Make recommendations to the clients for meeting their Technical Surveillance Counter Measures requirements (Element TSC 3.3)

### Unit: TSC 3

Unit Title: Propose solutions to meet clients' Technical Surveillance Counter Measures requirements

### Element: TSC 3.1

Element Title: Research options to meet clients' Technical Surveillance Counter Measures requirements

#### Performance Criteria

You must be able to –

- a. confirm that you have sufficient complete and accurate details of the Technical Surveillance Counter Measures requirements of your **clients**
- b. **research** relevant data required to meet clients' requirements based on the evaluation of risks
- c. consider options that are objective and that have no **bias**
- d. identify and record details of **constraints** that may have an impact on the proposed options
- e. maintain the security and confidentiality of information relating to your clients' data

#### Knowledge Criteria

You must know and understand –

1. current relevant legislation, regulations, codes of practice and guidelines relating to Technical Surveillance Counter Measures service provision
2. how and why it is important to determine requirements when researching options to meet clients' requirements
3. how to search and find vulnerabilities relating to the clients situation
4. how and why it is important to identify and record details of constraints that may impact on the proposed Technical Surveillance Counter Measures options
5. how and why it is important to maintain the technical security integrity
6. the importance of confirming that you have sufficient complete and accurate details of the Technical Surveillance Counter Measures requirements of your clients

#### Range Statement

You must be competent to deal with the following types of:-

1. **clients**: commercial, not-for-profit entities, private, public sector
2. **research** sources: industry, documentation, statistics, trends, surveys, reports, studies
3. **bias**: commercial, financial, conflict of interest
4. **constraints**: operational capabilities and limitations, financial, timescales, availability of resources



**Unit: TSC 3**

Unit Title: Propose solutions to meet clients' Technical Surveillance Counter Measures requirements

**Element: TSC 3.2**

Element Title: Determine potential costs, benefits and effectiveness of options

**Performance Criteria**

You must be able to –

- a. confirm you have sufficient accurate **information** on which to determine potential costs, benefits and effectiveness of proposed options, including possible **constraints**
- b. identify, assess and record the details of any areas of concern affecting the potential effectiveness of proposed options
- c. maintain the security and confidentiality of information relating to your proposals

**Knowledge Criteria**

You must know and understand –

1. current relevant legislation, regulations, codes of practice and guidelines relating to Technical Surveillance Counter Measures service provision
2. how and why it is important to confirm you have sufficient information to determine potential costs and benefits of proposed Technical Surveillance Counter Measures solutions
3. how and why it is important to identify the expected costs and resources needed to meet the proposed Technical Surveillance Counter Measures solutions
4. how and why it is important to identify and assess the impact of any areas of concern affecting the proposed options
5. how and why it is important to maintain the security and confidentiality relating to your proposals
6. how and why it is important to take account of constraints when identifying Technical Surveillance Counter Measures options

**Range Statement**

You must be competent to deal with the following types of:-

1. **information**: industry documentation, statistics, trends, survey, electronic, social economic, data, reports, studies
2. **constraints**: operational capabilities and limitations, financial, timescales, availability of resources

**Unit: TSC 3**

Unit Title: Propose solutions to meet clients' Technical Surveillance Counter Measures requirements

**Element: TSC 3.3**

Element Title: Make recommendations to the clients for meeting their Technical Surveillance Counter Measures requirements

**Performance Criteria**

You must be able to –

- a. prepare recommendations that have the potential to meet the Technical Surveillance Counter Measures requirements of your **clients**
- b. provide complete and accurate details of potential resource costs, benefits, effectiveness, limitations and **constraints** of recommendations
- c. provide recommendations of security options in the agreed **format** to the specified person within agreed timescales
- d. provide sufficient details and supporting information to your clients to enable them to make informed decisions about your recommendations
- e. provide the clients with considered advice on the implications of accepting, modifying or rejecting Technical Surveillance Counter Measures options
- f. provide the clients with information which has no **bias**
- g. take account of your clients' culture and nature of business
- h. maintain the security and confidentiality of information relating to your clients

**Knowledge Criteria**

You must know and understand –

1. current relevant legislation, regulations, codes of practice and guidelines relating to Technical Surveillance Counter Measures service provision
2. how and why it is important to consider the expected costs and resources needed to meet the Technical Surveillance Counter Measures requirements
3. why it is important to provide accurate advice on the implications of accepting, modifying or rejecting Technical Surveillance Counter Measures options
4. how and why it is important to present your recommendations in a clear and precise manner
5. how and why it is important to provide information which is unbiased
6. why it is important to take account of your clients' culture and nature of business
7. how and why it is important to maintain the security and confidentiality relating to your recommendation

**Please see next page for range Statement**

## Range Statement

You must be competent to deal with the following types of:-

1. **clients:** commercial, not-for-profit entities, private, public sector
2. **constraints:** operational capabilities and limitations, financial, timescales, availability of resources
3. **format:** text, graphic, electronic, photograph
4. **bias:** commercial, financial, conflict of interest

## **Unit TSC 4**

### Manage Technical Surveillance Counter Measures provision

#### Overview

This unit sets the skills, knowledge and understanding for you to administer the provision of the Technical Surveillance Counter Measures services to the clients.

This unit consists of three elements:

- Manage the provision of Technical Surveillance Counter Measures against agreed specifications (Element TSC 4.1)
- Manage Technical Surveillance Counter Measures against agreed operational requirements (Element TSC 4.2)
- Assess the effectiveness of implementing Technical Surveillance Counter Measures (Element TSC 4.3)

**Unit: TSC 4**

Unit Title: Manage Technical Surveillance Counter Measures provision

**Element: TSC 4.1**

Element Title: Manage the provision of Technical Surveillance Counter Measures against agreed specifications

**Performance Criteria**

You must be able to –

- a. confirm that **appropriate persons** responsible for implementation have and understand the requirements of relevant **specifications** before work is started
- b. confirm with appropriate persons clearly the responsibilities which individuals have for meeting the counter measure requirements
- c. agree with appropriate persons **arrangements** for inspecting and controlling the quality of work and recording the outcomes
- d. identify work which fails to meet the recommended variations and agree corrective action
- e. identify potential improvements and recommend to the client, highlighting **benefits** of the improvements
- f. negotiate and agree amendments to manage variation with the clients and accurately record relevant details
- g. maintain the security and confidentiality of information relevant to the clients and their security aims and objectives

**Knowledge Criteria**

You must know and understand –

1. current relevant legislation, regulations, codes of practice and guidelines relating to implementation of security measures
2. how and why it is important to confirm the responsibilities for meeting specifications to appropriate persons
3. how and why it is important to discuss with the clients significant variations in project implementation and to provide advice to assist decision making
4. how to identify and recommend potential improvements to the contract specification to your clients
5. how and why it is important to identify variation, which fails to meet specifications and to advise on corrective action option
6. how to ensure work conforms to design requirements and quality standards
7. how and why you should maintain the security and confidentiality of information

**Please see next page for Range Statement**

## Range Statement

You must be competent to deal with the following types of:-

1. **appropriate persons:** clients, contractors, consultants, sub-contractors, suppliers, workforce, agents
2. **specifications:** statutory requirements, project design, Industry Standards (BSI, ISO), Codes of Practice, organisational standards, contract
3. **arrangements** for inspections: visual inspection, design requirements, documentation, testing, reports, meetings
4. **benefits:** efficiency in implementation, effectiveness of measures, financial, operational

**Unit: TSC 4**

Unit Title: Manage Technical Surveillance Counter Measures provision

**Element: TSC 4.2**

Element Title: Manage Technical Surveillance Counter Measures against agreed operational requirements

**Performance Criteria**

You must be able to –

- a. agree **arrangements** with **appropriate persons** to monitor and record the progress of the Technical Surveillance Counter Measures
- b. identify and determine the implications of any **deviations** from planned progress which have occurred
- c. agree with the appropriate persons and implement any action necessary to prevent disruption
- d. inform the clients at agreed intervals about progress, changes to the operational programme or **resource** needs and suggest any actions that could improve the implementation of security measures
- e. complete required **documentation** accurately and within agreed timescale
- f. maintain the security and confidentiality of information relevant to the clients and their security aims and objectives

**Knowledge Criteria**

You must know and understand –

1. current relevant legislation, regulations, codes of practice and guidelines relating to implementation of security measures
2. how to identify and quantify any deviations from planned progress
3. how to evaluate the implications of deviations from project plans
4. how and why you should identify deviations which may disrupt the project and agree and implement any necessary action
5. how to identify resource needs and alternative resources
6. how to identify and recommend improvements to your clients
7. how and why you should maintain the security and confidentiality of information

**Please see next page for Range Statement**

## Range Statement

You must be competent to deal with the following types of:-

1. **arrangements:** visual inspections, records, reports, meetings, payments
2. **appropriate persons:** clients, contractors, consultants, sub-contractors ,suppliers, workforce, agents
3. **deviations:** resource shortage, design problems, constraints, legal
4. **resource:** people, equipment materials, components finance, specialist services
5. **documentation:** progress reports, test results



**Unit: TSC 4**

Unit Title: Manage Technical Surveillance Counter Measures provision

**Element: TSC 4.3**

Element Title: Assess the effectiveness of implementing Technical Surveillance Counter Measures

**Performance Criteria**

You must be able to –

- a. set up and apply processes for monitoring the effectiveness of Technical Surveillance Counter Measures
- b. identify potential improvements to Technical Surveillance Counter Measures and recommend them to your clients, emphasising the benefits of the improvements
- c. maintain the security of **assets** whilst implementing new arrangements
- d. maintain the security and confidentiality of information relevant to your clients and their security aims and objectives

**Knowledge Criteria**

You must know and understand –

1. current relevant legislation, regulations, codes of practice and guidelines relating to implementation of security measures
2. how to investigate any variations from expected effectiveness and implement appropriate action which rectifies unacceptable variations
3. how to identify realistic opportunities for improving security measures and recommending them to your clients
4. why it is important to maintain the security of assets when implementing new arrangements
5. how and why you should maintain the security and confidentiality of information

**Range Statement**

You must be competent to deal with the following types of:-

1. **assets**: people, property, premises, information, reputation, brand, financial

**Unit : TSC 5**

Carry out technically assisted inspections of premises

Overview

This unit sets the skills, knowledge and understanding for you to organise and implement the technical element of Technical Surveillance Counter Measures inspections.

This unit consists of four elements:

- Prepare to carry out inspections (Element TSC 5.1)
- Carry out inspections (Element TSC 5.2)
- Complete inspections (Element TSC 5.3)
- Respond to finding devices (Element 5.4)

**Unit: TSC 5**

Unit Title : Carry out technically assisted inspections of premises

**Element: TSC 5.1**

Element Title: Prepare to carry out inspections

**Performance criteria**

You must be able to –

- a. confirm you have sufficient details and the necessary authority to carry out inspections
- b. confirm inspection activities with your **clients**, based on identified threats and vulnerabilities
- c. confirm that all necessary inspection equipment is available, functioning correctly and calibrated where necessary
- d. brief all relevant personnel and confirm their understanding of the purpose and process of inspection, prior to starting inspection activities
- e. take effective **measures** to avoid alerting potential attackers
- f. take effective measures to maintain the security and confidentiality of Technical Surveillance Counter Measures inspections and procedures
- g. provide advice and recommendations to clients to maintain the integrity of the **environment** following completion of inspection

**Knowledge criteria**

You must know and understand –

1. current relevant legislation, regulations, codes of practice and guidelines relating to carrying out inspections
2. the methods and techniques for carrying out technical inspections effectively and efficiently
3. the operation, capabilities and limitations of the different tools and equipment necessary for carrying out technical inspections and how to use them
4. typical information security counter measures
5. relevant health and safety regulations and requirements, and how to apply them
6. how to base inspection activities on the different typical threats to security of information
7. the typical surveillance technologies and systems that are currently available
8. the information technologies and systems that have inherent vulnerabilities to threat and how to minimise these vulnerabilities
9. why you should maintain the confidentiality and security of details of inspections

**Please see next page for Range Statement**

### **Range statement**

You must be competent to deal with different types of –

1. **clients:** commercial, not-for-profit entities, private, public sector
2. **measures** to avoid alerting attackers: audio masking, access control, visual screening
3. **environment:** commercial premises, private residences, vehicles, occupied premises, unoccupied premises, aircraft, watercraft

## Unit TSC 5

Unit Title: Carry out technically assisted inspections of premises

### Element: TSC 5.2

Element Title: Carry out inspections

#### Performance criteria

You must be able to –

- a. use equipment in line with best practice to achieve its Technical Surveillance Counter Measures purpose
- b. use the correct tools and equipment safely and effectively
- c. use a range of tools and methods to detect **devices** according to different threats and vulnerabilities
- d. use detection methods appropriate to the nature of immediate threat to your **clients**
- e. comply with relevant health and safety requirements
- f. obtain other specialist help and advice when required
- g. take appropriate and authorised action on discovering technical security vulnerabilities and other anomalies
- h. take effective measures to maintain the security and confidentiality of Technical Surveillance Counter Measures inspections and procedures

#### Knowledge criteria

You must know and understand –

1. current relevant legislation, regulations, codes of practice and guidelines relating to carrying out inspections
2. why it is important and how to confirm correct operation of detection equipment
3. the performance of typical detection equipment and how it reacts during technical inspections
4. methods of tracing to source of suspect signals
5. how to select the correct tools and equipment used to counter different technical threats
6. what specialist assistance is available
7. what actions you are authorised to take on discovering technical security vulnerabilities and other anomalies
8. why you should maintain the confidentiality and security of details of inspections

#### Range statement

You must be competent to deal with different types of –

- 1 **devices**: audio, video, optical, radio frequency, line
- 2 **clients**: commercial, not-for-profit entities, private, public sector

## Unit TSC 5

Unit Title: Carry out technically assisted inspections of premises

### Element TSC 5.3

Element Title: Complete inspections

#### Performance criteria

You must be able to –

- a. report inspection results to your clients within agreed timescale
- b. give your **clients** advice on further **action** to counter technical security vulnerabilities
- c. re-instate premises to pre-inspection state
- d. complete records of inspections in accordance with appropriate procedures
- e. carry out equipment check to confirm all present and correct
- f. preserve the integrity of evidence of suspicious or illicit surveillance devices
- g. take effective measures to maintain the security and confidentiality of Technical Surveillance Counter Measures inspections and procedures
- h. provide detailed record of all work carried out, results obtained and recommendations made to clients

#### Knowledge criteria

You must know and understand –

1. current relevant legislation, regulations, codes of practice and guidelines relating to carrying out inspections
2. why it is important and how to confirm all equipment is accounted for and functioning correctly after carrying out inspections
3. how to record necessary details of inspections and prepare relevant reports
4. how to give clients advice on further action
5. why it is important to re-instate premises after carrying out inspections
6. how to maintain the integrity of evidence of suspicious or illicit surveillance devices, and why this is important
7. why you should maintain the confidentiality and security of details of inspections
8. the procedure for and format of reports to be provided to clients

#### Range statement

You must be competent to deal with different types of –

- 1 **clients**: commercial, not-for-profit entities, private, public sector
- 2 **action**: technical, physical, procedural

## Unit: TSC 5

Unit Title: Carry out technically assisted inspections of premises

### Element TSC 5.4

Element Title: Respond to finding devices

#### Performance Criteria

You must be able to –

- a. identify correctly **devices** found during inspections
- b. act in line with clients' instructions upon discovering devices
- c. record and report the relevant **details** relating to the devices to the **appropriate persons**
- d. complete required reports and **documentation** relevant to the devices, legibly, accurately and within required timescales
- e. maintain the health, safety and welfare of yourself and others, while responding to finding devices

#### Knowledge Criteria

You must know and understand –

1. current relevant legislation, regulations, codes of practice and guidelines relating to carrying out inspections
2. your clients' and your organisation's policies, procedures and instructions you should follow when finding devices
3. interpersonal skills and how to use them when you find devices during inspections
4. how to retain devices safely so that they may be used as evidence if required
5. what you should do when you find devices, and to whom this should be reported, in line with your clients' and your organisation's policies and procedures

#### Range Statement

You must be competent to deal with the following types of:-

1. **devices**: audio, video, optical, radio frequency
2. **details** that you should record: description of devices, time, date, place of inspection,
3. **appropriate persons**: clients, contractors, consultants, sub-contractors ,suppliers, workforce, agents
4. **documentation**: reports, notebooks, statements, identification labels, inspection forms

## **Unit TSC 6**

### Carry out physical inspections of premises

#### Overview

This unit sets the skills, knowledge and understanding for you to organise and implement the physical element of the Technical Surveillance Counter Measures inspections

This unit consists of four elements:

- Prepare to carry out inspections ( Element TSC 6.1)
- Carry out inspections (Element TSC 6.2)
- Complete inspections (Element TSC 6.3)
- Respond to finding devices (Element 6.4)



**Unit: TSC 6**

Unit Title: Carry out physical inspections of premises

**Element TSC 6.1**

Element Title: Prepare to carry out inspections

**Performance criteria**

You must be able to –

- a. confirm you have sufficient details and the necessary authority to carry out inspections
- b. confirm inspections activities with your clients, based on identified threats and vulnerabilities
- c. confirm that all necessary inspection equipment is available and functioning correctly
- d. brief all relevant personnel and confirm the purpose and process of inspections, prior to starting inspection activities
- e. take effective **measures** to avoid alerting potential attackers
- f. take effective measures to maintain the security and confidentiality of Technical Surveillance Counter Measures inspections and procedures
- g. provide advice and recommendations to clients to maintain the integrity of the **environment** following completion of inspections

**Knowledge criteria**

You must know and understand –

1. current relevant legislation, regulations, codes of practice and guidelines relating to carrying out inspections
2. the methods and techniques for carrying out physical inspections effectively and efficiently
3. the operation, capabilities and limitations of the different tools and equipment necessary for carrying out inspections and how to use them
4. typical information security counter measures
5. relevant health and safety regulations and requirements, and how to apply them
6. how to base inspection activities on the different typical threats to information security
7. the typical surveillance technologies and systems that are currently available
8. the information technologies and systems that have inherent vulnerabilities to threat and how to minimise these vulnerabilities
9. why you should maintain the confidentiality and security of details of inspections

**Please see next page for Range Statement**

### **Range statement**

You must be competent to deal with different types of –

1. **measures** to avoid alerting attackers: audio masking, access control, visual screening
2. **environment**: commercial premises, private residences, vehicles, occupied premises, unoccupied premises, aircraft, watercraft

## Unit TSC 6

Unit Title: Carry out physical inspections of premises

### Element TSC 6.2

Element Title: Carry out inspections

#### Performance criteria

You must be able to –

- a. confirm the inspection equipment you use is functioning correctly
- b. use the correct tools and equipment safely and effectively
- c. use a range of inspection procedures to detect **devices** according to different threats and vulnerabilities
- d. use detection methods appropriate to the nature of immediate threat to your **clients**
- e. comply with relevant health and safety requirements
- f. recognise when other specialist assistance is required
- g. take appropriate and authorised action on discovering technical security vulnerabilities and other anomalies
- h. take effective measures to maintain the security and confidentiality of Technical Surveillance Counter Measures inspections and procedures
- i. use search patterns that are logical and effective

#### Knowledge criteria

You must know and understand –

1. current relevant legislation, regulations, codes of practice and guidelines relating to carrying out inspections
2. why it is important and how to confirm correct operation of detection equipment
3. how to select the correct tools and equipment used to counter different technical threats
4. what specialist assistance is available
5. what actions you are authorised to take on discovering a technical security vulnerability and other anomalies
6. the appropriate reporting process to your clients
7. how to give clients constructive and helpful advice on further action
8. how to record necessary details of inspections and draft relevant reports
9. why you should maintain the confidentiality and security of details of inspections
10. likely methods of concealment
11. likely areas of exploitation
12. effective search patterns and methods

**Please see next page for Range Statement**

### **Range statement**

You must be competent to deal with different types of –

1. **devices:** audio, video, optical, radio frequency
2. **clients:** commercial, not-for-profit entities, private, public sector

## Unit TSC 6

Unit Title: Carry out physical inspections of premises

### Element TSC 6.3

Element Title: Complete inspections

#### Performance criteria

You must be able to –

- a. report inspection results to your clients within agreed timescale
- b. give your **clients** advice on further **action** to counter technical security vulnerabilities
- c. re-instate premises to pre-inspection state (blinds, furniture, access, etc)
- d. complete records of inspections in accordance with appropriate procedures
- e. carry out equipment check to confirm all present and correct
- f. preserve the integrity of evidence of suspicious or illicit surveillance devices
- g. take effective measures to maintain the security and confidentiality of Technical Surveillance Counter Measures inspections and procedures
- h. provide detailed record of all work carried out, results obtained and recommendations made to clients

#### Knowledge criteria

You must know and understand –

1. current relevant legislation, regulations, codes of practice and guidelines relating to carrying out inspections
2. why it is important and how to confirm all equipment is accounted for and functioning correctly after carrying out inspections
3. how to record necessary details of inspections and prepare relevant reports
4. how to give clients advice on further action
5. why it is important to re-instate premises after carrying out inspections
6. how to maintain the integrity of evidence of suspicious or illicit surveillance devices, and why this is important
7. why you should maintain the confidentiality and security of details of inspections
8. the procedure for and format of reports to be provided to clients

#### Range statement

You must be competent to deal with different types of –

1. **clients**: commercial, not-for-profit entities, private, public sector
2. further **action** that are: technical, physical, procedural

## Unit TSC 6

Unit Title: Carry out physical inspections of premises

### Element TSC 6.4

Element Title: Respond to finding devices

#### Performance Criteria

You must be able to –

- a. identify correctly **devices** found during inspections
- b. act in line with clients' instructions upon discovering devices
- c. record and report the relevant **details** relating to the devices to the **appropriate persons**
- d. complete required reports and **documentation** relevant to the devices, legibly, accurately and within required timescales
- e. maintain the health, safety and welfare of yourself and others, while responding to finding devices

#### Knowledge Criteria

You must know and understand –

1. current relevant legislation, regulations, codes of practice and guidelines relating to your authority to carry out inspections
2. your clients' and your organisation's policies, procedures and instructions you should follow when finding devices
3. interpersonal skills and how to use them during inspections, when you find devices
4. how to retain devices safely so that they may be used as evidence if required
5. what you should do when you find devices, and to whom this should be reported, in line with your clients' and your organisation's policies and procedures

#### Range Statement

You must be competent to deal with the following types of:-

1. **devices**: audio, video, optical, radio frequency
2. **details** that you should record: description of devices, time, date, place of inspection,
3. **appropriate persons**: clients, contractors, consultants, sub-contractors ,suppliers, workforce, agents
4. **documentation**: reports, notebooks, statements, identification labels, inspection forms

## **Unit TSC 7**

Provide post Technical Surveillance Counter Measures inspection support

### Overview

This unit sets the skills, knowledge and understanding for you to submit reports and provide ongoing Technical Surveillance Counter Measures support to the clients.

This unit consists of one element:

- Provide ongoing support to clients (Element TSC 7.1)

## Unit: TSC 7

Unit Title: Provide post Technical Surveillance Counter Measures inspection support

### Element: TSC 7.1

Element Title: Provide ongoing support to clients

#### Performance Criteria

You must be able to –

- a. provide clients with relevant and accurate information relating to the technical surveillance risk within agreed timescale
- b. provide recommendations to **address residual risk**
- c. communicate with your **clients** using appropriate **methods of communication**
- d. present information in a **style and format** that assists your clients to increase the awareness of risk associated with the loss of information and unauthorised surveillance
- e. assist in decisions about Technical Surveillance Counter Measures
- f. provide clients with information which has no **bias** in line with codes of practice
- g. maintain the security and confidentiality of information relating to Technical Surveillance Counter Measures services

#### Knowledge Criteria

You must know and understand –

1. current relevant legislation, regulations, codes of practice and guidelines relating to Technical Surveillance Counter Measures provision
2. how and why it is important to provide information which is unbiased
3. how and why it is important to communicate effectively and in a style and format suitable to your clients
4. how and why it is important to ensure that your clients are aware of all relevant information relating to the effectiveness of the Technical Surveillance Counter Measures
5. how and why it is important to maintain the security and confidentiality of information relating to security provision

#### Range Statement

You must be competent to deal with the following types of:-

1. **address residual risk:** accept, transfer, mitigate, cease the activity
2. **clients:** commercial, not-for-profit entities, private, public sector
3. **methods of communication:** verbal, written, face to face
4. **style and format:** formal, informal, written, verbal, visual
5. **bias:** commercial, financial, conflict of interest



## **Unit TSC 8**

### **Maintain knowledge and understanding of current Technical Surveillance Counter Measures development**

#### **Overview**

This unit sets the skills, knowledge and understanding for you to maintain and develop professional level of competence and skill by ongoing research and training.

This unit consists of three elements:

- Research and evaluate technical developments relevant to Technical Surveillance Counter Measures ( Element 8.1)
- Apply new knowledge to Technical Surveillance Counter Measures development (Element 8.2)
- Contribute to Technical Surveillance Counter Measures technical knowledge within your organisation (Element 8.3)

## Unit TSC 8

Unit Title: Maintain knowledge and understanding of current Technical Surveillance Counter Measures development

### Element TSC 8.1

Element Title: Research and evaluate technical developments relevant to Technical Surveillance Counter Measures

#### Performance criteria

You must be able to –

- a. identify emerging areas of technical developments relevant to your work
- b. identify and access appropriate **sources** of relevant information
- c. use research methods that are efficient and effective in obtaining relevant information
- d. evaluate the usefulness and relevance of technical developments to your work
- e. maintain the confidentiality of information appropriate to the source and sensitivity

#### Knowledge criteria

You must know and understand –

1. the need to maintain your technical knowledge and understanding of technical developments
2. the capabilities and limitations of Technical Surveillance Counter Measures equipment, procedures and techniques
3. how to carry out effective and efficient research
4. potential sources of information on technical developments relevant to your work
5. how to evaluate the usefulness of information
6. current relevant legislation, regulation, codes of practice and guidelines relevant to Technical Surveillance Counter Measures practices

#### Range statement

You must be competent to deal with different types of –

1. **sources** of information: informal, formal, published works, colleagues

## Unit TSC 8

Unit Title: Maintain knowledge and understanding of current Technical Surveillance Counter Measures development

### Element TSC 8.2

Element Title: Apply new knowledge to Technical Surveillance Counter Measures development

#### Performance criteria

You must be able to –

- a. confirm you have the **authority** to apply new knowledge
- b. determine the potential effects of applying new knowledge
- c. apply new knowledge to update Technical Surveillance Counter Measures procedures and techniques to confirm its efficiency
- d. confirm the application of new knowledge meets its intended **purpose**
- e. rectify any **undesirable effects** of the application of new knowledge
- f. obtain other specialist help and advice when required
- g. record accurate and full details of the results of applying new knowledge

#### Knowledge criteria

You must know and understand –

1. how to determine the likely consequences of applying new knowledge to Technical Surveillance Counter Measures procedures and techniques
2. how to determine the efficiency of applying new knowledge
3. when and how to get advice and guidance from other Technical Surveillance Counter Measures specialists
4. current relevant legislation, regulation, codes of practice and guidelines relevant to Technical Surveillance Counter Measures practices

#### Range statement

You must be competent to deal with different types of –

1. **authority**: legislation, regulation, clients, organisational
2. **purpose** of applying new knowledge: modification, update, develop
3. **undesirable effects**: reduced effectiveness of inspections, additional resources (people, finance, time, equipment),

## Unit TSC 8

Unit Title: Maintain knowledge and understanding of current Technical Surveillance Counter Measures development

### Element TSC 8.3

Element Title: Contribute to Technical Surveillance Counter Measures technical knowledge within your organisation

#### Performance criteria

You must be able to –

- a. confirm you have the authority to share new knowledge with others
- b. propose potential improvements in practices that contribute to the effectiveness of Technical Surveillance Counter Measures operations
- c. make sure your contributions comply with relevant legislation, regulation and codes of practice
- d. provide full and accurate details to support **new developments**, in formats and styles that aid understanding
- e. maintain the confidentiality of details of Technical Surveillance Counter Measures practices

#### Knowledge criteria

You must know and understand –

1. the capabilities and limitations of current Technical Surveillance Counter Measures equipment, procedures and techniques
2. the process of providing information to others with whom you are authorised to share the information
3. the formats in which information should be provided
4. current relevant legislation, regulation, codes of practice and guidelines relevant to Technical Surveillance Counter Measures practices
5. why it is important to maintain confidentiality of Technical Surveillance Counter Measures practices

#### Range statement

You must be competent to deal with different types of –

1. **new developments** in: equipment, procedures, techniques

## **Unit TSC 9**

### **Develop Technical Surveillance Counter Measures techniques and practices**

#### **Overview**

This unit sets the skills, knowledge and understanding for you to develop and advance professional level of competence and skill by ongoing research.

This unit consists of two elements:

- Evaluate trends, technology, clients needs and relevant legislation (Element 9.1)
- Propose new techniques and practices to maintain the security of information (Element 9.2)

## Unit TSC 9

Unit Title: Develop Technical Surveillance Counter Measures techniques and practices

### Element TSC 9.1

Element Title: Evaluate trends, technology, client needs and relevant legislation

#### Performance criteria

You must be able to –

- a. identify vulnerabilities in the security of information that could be susceptible to attacks
- b. determine the potential impact of clients' policies or procedures on security of information
- c. identify the **sources or causes** of threats to technical security
- d. recognise trends in attacks on technical security that have the potential to be a threat to security of information
- e. determine the possibility of treating vulnerabilities within current practices and legislation
- f. recognise when other specialist assistance is required

#### Knowledge criteria

You must know and understand –

1. the operating principles of counter measures and how they interact
2. the capabilities, limitations and vulnerabilities of communications technology concerning:
  - wireless
  - telephony
  - other facilities  
(e.g. PA systems, acoustic loops)
3. electrical distribution methods within buildings
4. structural methods in building construction
5. the attitudes and policies of the clients relevant to security of information
6. how to identify vulnerabilities in security of information
7. how to assess the severity of vulnerabilities within a risk-managed framework
8. current relevant legislation, regulation, codes of practice and guidelines relating to Technical Surveillance Counter Measures practices
9. what specialist assistance is available

#### Range statement

You must be competent to deal with different types of –

1. **sources or causes** associated with: technology, information management, storage media, organisational procedures, current legislation

## Unit TSC 9

Unit Title: Develop Technical Surveillance Counter Measures techniques and practices

### Element TSC 9.2

Element Title: Propose new techniques and practices to maintain the security of information

#### Performance criteria

You must be able to –

- a. propose new **techniques and practices** that have the potential to improve security of information
- b. ensure that your proposals conform to current legislation, regulation, guidelines and codes of practice relating to security of information
- c. inform relevant people of proposals as required
- d. provide **details** of your proposals in a language and format that aids understanding
- e. explain new techniques and practices to people who need to understand them
- f. maintain the confidentiality of details of Technical Surveillance Counter Measures techniques and practices

#### Knowledge criteria

You must know and understand –

1. current relevant legislation, regulation, codes of practice and guidelines relevant to Technical Surveillance Counter Measures practices
2. the operating principles of Technical Surveillance Counter Measures and how they interact
3. the capabilities, limitations and vulnerabilities of communications technology concerning:
  - wireless
  - telephony
  - other facilities(e.g. PA systems, acoustic loops)
4. the impact of Technical Surveillance Counter Measures on clients' behaviour
5. to whom details of proposals should be given, and the format in which they should be presented
6. why you should maintain the confidentiality and security of details of proposals

#### Range statement

You must be competent to deal with different types of –

1. **techniques and practices** that are: technical, physical
2. **details** of: technical considerations, impact on client attitudes (to security, technology, legislation)

### **Unit TSC 10**

Maintain knowledge and understanding of legislation, regulation and codes of practice relevant to Technical Surveillance Counter Measures

#### **Overview**

This unit sets the skills, knowledge and understanding for you to remain aware and comply with current UK law and codes of practice.

This unit consists of two elements:

- Apply new knowledge to Technical Surveillance Counter Measures practices (Element 10.1)
- Contribute to the increase of knowledge of legislation, regulation and codes of practice among colleagues (Element 10.2)



## Unit TSC 10

Unit title: Maintain knowledge and understanding of legislation, regulation and codes of practice relevant to Technical Surveillance Counter Measures

### Element TSC 10.1

Element Title: Apply new knowledge to Technical Surveillance Counter Measures practices

#### Performance criteria

You must be able to –

- a. confirm you have the **authority** to apply new knowledge
- b. determine accurately the potential **effects** of applying new knowledge
- c. apply new knowledge to update Technical Surveillance Counter Measures practices to confirm its efficiency
- d. confirm the application of new knowledge meets its intended purpose
- e. report any **undesirable effects** of the application of new knowledge to the appropriate authority
- f. identify other specialist help and advice when required
- g. record accurate and full details of the results of applying new knowledge

#### Knowledge criteria

You must know and understand –

1. the impact that current legislation, regulation and codes of practice have on Technical Surveillance Counter Measures practices
2. how to determine the likely impact of applying new knowledge to Technical Surveillance Counter Measures procedures and practices
3. how to determine the efficiency of applying new knowledge
4. to whom and how to report undesirable effects of new legislation, regulation or code of practice
5. when and how to get advice and guidance from other specialists when required

#### Range statement

You must be competent to deal with different types of –

1. **authority**: legislation, regulation, clients, organisational
2. **effects** of applying new knowledge on: practices, procedures, resources
3. **undesirable effects**: reduced effectiveness of inspections, additional resources (people, finance, time, equipment),

### **Unit TSC 10**

Unit title: Maintain knowledge and understanding of legislation, regulation and codes of practice relevant to Technical Surveillance Counter Measures

### **Element TSC 10.2**

Element title: Contribute to the increase of knowledge of legislation, regulation and codes of practice among colleagues

#### **Performance criteria**

You must be able to –

- a. confirm you have the authority to share new knowledge with others
- b. identify and explain fully the potential impact of legislation, regulation and codes of practice on Technical Surveillance Counter Measures practices
- c. propose potential improvements in practices that contribute to increased effectiveness of Technical Surveillance Counter Measures operations
- d. make sure your contributions comply with relevant legislation, regulation and codes of practice
- e. provide full and accurate details to support proposed improvements, in formats and styles that aid understanding

#### **Knowledge criteria**

You must know and understand –

1. the impact that current and new legislation, regulation and codes of practice has on Technical Surveillance Counter Measures practices
2. the process of providing information to others with whom you are authorised to share the information
3. the formats in which information should be provided
4. current relevant legislation, regulation, codes of practice and guidelines relating to Technical Surveillance Counter Measures that must be complied with

#### **Range statement**

**There is no range statement associated with this element**

## **Unit 2J3**

### Present information to courts or other hearings (PCSO)

#### Overview

This unit focuses on preparing and presenting information to courts and other hearings.

You must present information in an effective manner complying with the rules, procedures and acceptable professional standards. You must also ensure that all relevant aspects of community and race relations, diversity and human rights are adhered to.

This unit consists of one element:

- Present information to courts or other hearings (Element 2J3.1)

This unit has been imported from Skills for Justice suite of standards.

**Unit: 2J3**

Unit Title: Present information to courts or other hearings (PCSO)

**Element: 2J3.1**

Element Title: Present information to courts or other hearings

**Performance Criteria**

You must be able to –

- a. consider the information in advance of the hearing and ensure that you are in possession of the appropriate notes and materials
- b. present yourself at the venue in a timely manner and in possession of all necessary notes and materials
- c. ensure your appearance and behaviour conforms to acceptable professional standards at all times
- d. provide information and respond to questions in an **appropriate manner** with due regard for the rules and the procedures of the venue
- e. provide oral evidence that is consistent with any written materials provided by you as part of the case
- f. respond to all directions of the court or hearing promptly and appropriately
- g. report any breaches of court procedure or protocol that come to your attention promptly to the relevant authority

**Knowledge Criteria**

You must know and understand –

*Legal and organisational requirements*

1. current, relevant legislation, policies, procedures and codes of practice for presenting evidence to court and other hearings
2. current, relevant legislation and organisational requirements in relation to race, diversity and human rights
3. procedures and protocols in courts and at hearings
4. the legislation relevant to the case in question

*Preparing for court or other hearings*

5. how to prepare, and make available notes and materials in a manner that maintains their continuity and integrity
6. the importance of considering your evidence in advance
7. how and where to locate and obtain evidence, notes and materials for presentation
8. how to liaise with prosecuting authorities

*Presenting evidence at court or other hearings*

9. how to give evidence effectively in a

- court or hearing
10. how and when you can refer to any notes and materials in your possession
  11. techniques for maintaining control and composure under cross-examination
  12. the permitted liaison with victims, witnesses and defendants
  13. the support services (e.g. victim support, duty solicitor) available at court/hearing and their role and responsibilities
  14. the roles and responsibilities of court personnel
  15. what constitutes a breach of court protocol or procedure and to whom any breaches should be reported

### **Range Statement**

You must be competent to deal with the following types of:-

1. **appropriate manner**, truthfully, objectively, clearly, concisely

## **Unit 1**

### **Protect yourself from the risk of violence at work (ENTO WRV2)**

#### **Overview**

This standard is about calming a potentially dangerous situation by minimising actions or words that may trigger violent behaviour and by showing respect for people, their property and rights. It is about responding to a situation, trying to calm it down and, when appropriate, leaving a threatening situation safely. It is also about reviewing the incident for recording and monitoring purposes.

There is one element:

- 1 Protect yourself from the risk of violence at work

This standard is imported from the Employment NTO (ENTO) suite of standards.

Who this standard is for

This standard is for those who find themselves in a situation at work where they need to protect themselves.

## Unit: 1

Unit title: Protect yourself from the risk of violence at work

### Performance Criteria

You must be able to –

#### Help to diffuse a potentially violent situation

- a. maintain a calm, reassuring and professional attitude towards those presenting unacceptable behaviour
- b. maintain a safe distance and avoid physical contact if possible
- c. communicate with those presenting unacceptable behaviour in a way that:
  - shows respect for them, their property and their rights
  - is free from discrimination and oppressive behaviour
- d. keep the situation under review and act to reduce the risks to the safety of all those affected by the incident
- e. take action to calm the situation which will:
  - not make the situation worse
  - follow your organisation's policy and procedures and your legal responsibilities
  - minimise the risk of injury to you and other people
- f. where you are unable to calm the situation down, request assistance promptly as required by organisational procedures
- g. end contact with those presenting unacceptable behaviour and leave the situation if the threat to your own safety and that of other people cannot be effectively managed
- h. explain clearly to the people involved as appropriate:
  - what you will do

### Knowledge Criteria

You must know and understand –

1. your legal duties for ensuring your well-being, safety and health in the workplace as explained by relevant legislation for health and safety at work
2. your job role, responsibilities and limitations
3. your own capabilities and limitations in terms of protecting yourself in potentially violent situations
4. when it is appropriate and possible to maintain a safe distance and avoid physical contact
5. the importance of showing respect for people, their property and rights and how to do so
6. how to avoid behaviour or language that may indicate you are being discriminatory or oppressive
7. how to interpret simple body language and the importance of acknowledging other people's personal space
8. the importance of remaining alert to triggers of violent behaviour
9. the importance of planning how you will leave a situation if there is a physical risk including identifying where the nearest exit routes are
10. the main signs that a situation could escalate to violent behaviour and how to recognise these
11. when to leave the scene of the incident, seek help and safe techniques for leaving the situation
12. the types of action and behaviour you can

## National Occupational Standards for Technical Surveillance Counter Measures

- what they should do and
- the likely consequences if the present situation continues

### **review your involvement in the incident**

- i. review the sequence of events leading up to the incident
- j. discuss with relevant people whether organisational procedures helped or hindered the incident
- k. complete records in accordance with organisational requirements about:
  - your actions at the time of the incident
  - the circumstances and severity of the incident
  - the measures taken to protect you and other people
  - action taken to try to calm the situation down
- l. assess the organisation's and your own risk assessment relevant to your activities and establish their adequacy for dealing with similar incidents
- m. make recommendations to the relevant people for reducing the risk of further similar incidents
- n. identify areas where you would benefit from training
- o. contribute to good practice by sharing relevant non confidential information with other people in similar job roles which could help reduce incidents of violence
- p. make use of available support and advice to help prevent any incident-related health problems, where appropriate

take to calm situations

13. your organisation's procedures for dealing with violent behaviour
14. the importance of having the opportunity to talk to someone about the incident afterwards
15. the reports that have to be made and the records that have to be kept about a potential or actual incident of violence
16. methods of effective communication

### **Range Statement**

There is no range statement for this unit



## **Unit 2**

### **Make sure your own actions reduce risks to health and safety (ENTO HSS1)**

#### Overview

This standard addresses the health and safety responsibilities for everyone in your workplace. It describes the competences required to make sure that:  
your own actions do not create any health and safety hazards,  
you do not ignore significant risks in your workplace, and  
you take sensible action to put things right, including: reporting situations which pose a danger to people in the workplace and seeking advice.

Fundamental to this unit is an understanding of the terms "hazard", "risk" and "control".

There is one element:

- 2        Make sure your own actions reduce risks to health and safety

This standard is imported from the Employment NTO (ENTO) suite of standards.

Who this standard is for

This standard is for everyone at work (whether paid, unpaid, full or part-time). It is about having an appreciation of significant risks in your workplace, knowing how to identify and deal with them.

## **Unit: 2**

Unit Title: Make sure your own actions reduce the risks to health and safety

### **Performance Criteria**

You must be able to –

#### **Identify the hazards and evaluate the risks in your workplace**

- a. identify which workplace instructions are relevant to your job
- b. identify those working practices in your job which could harm you or others
- c. identify those aspects of your workplace which could harm you or others
- d. check which of the potentially harmful working practices and aspects of your workplace present the highest risks to you or to others
- e. deal with hazards in accordance with workplace instructions and legal requirements
- f. correctly name and locate the people responsible for health and safety in your workplace
- g. report to the people responsible for health and safety in your workplace those hazards which present the highest risks

#### **Reduce the risks to health and safety in your workplace**

- h. carry out your work in accordance with your level of competence, workplace instructions, suppliers or manufacturers instructions and legal requirements
- i. control those health and safety risks within your capability and job responsibilities
- j. pass on suggestions for reducing risks to health and safety to the responsible people
- k. make sure your behaviour does not

### **Knowledge Criteria**

You must know and understand –

1. what “hazards” and “risks” are
2. your responsibilities and legal duties for health and safety in the workplace
3. your responsibilities for health and safety as required by the law covering your job role
4. the hazards which exist in your workplace and the safe working practices which you must follow
5. the particular health and safety hazards which may be present in your own job and the precautions you must take
6. the importance of remaining alert to the presence of hazards in the whole workplace
7. the importance of dealing with, or promptly reporting, risks
8. the responsibilities for health and safety in your job description
9. the safe working practices for your own job
10. the responsible people you should report health and safety matters to
11. where and when to get additional health and safety assistance
12. your scope and responsibility for controlling risks
13. workplace instructions for managing risks which you are unable to deal with
14. suppliers’ and manufacturers’ instructions for the safe use of equipment, materials and products which you must follow
15. the importance of personal presentation in maintaining health and safety in your

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- endanger the health and safety of you or others in your workplace
- workplace
- l. follow the workplace instructions and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
  - m. report any differences between workplace instructions and suppliers' or manufacturers' instructions
  - n. make sure that your personal presentation and behaviour at work:
    - protects the health and safety of you and others
    - meets any legal responsibilities, and
    - is in accordance with workplace instructions
  - o. make sure you follow environmentally-friendly working practices
16. the importance of personal behaviour in maintaining the health and safety of you and others
17. the risks to the environment which may be present in your workplace and/or in your own job

### **Range Statement**

There is no range statement for this unit

### **Unit 3**

#### **Promote a healthy and safe culture in the workplace**

##### **Overview**

This standard is about undertaking the research and planning that is necessary to develop a positive health and safety culture and involving others through consultation, communication and presentations. It is also about encouraging a culture where changes, which may impact on health and safety instructions, are discussed and resolved with the people responsible for health and safety matters.

There is one element:

3 Promote a healthy and safe culture in the workplace

This standard is imported from the Employment NTO (ENTO) suite of standards.

Who this standard is for

This standard is for those who have responsibility for encouraging others to become aware of the importance of following health and safety instructions by promoting the benefits of doing so.

### **Unit: 3**

Unit Title: Promote a healthy and safe culture in the workplace

#### **Performance Criteria**

You must be able to –

##### **Develop plans to promote a health and safety culture in the workplace**

- a. accurately identify where improvements and changes may be necessary using current sources of information available in the workplace
- b. find out how information on health and safety instructions and regulations is currently communicated within the workplace
- c. find out the current level of understanding of, and support for, health and safety instructions and procedures by people at the workplace
- d. base your improvement plans on your findings
- e. concisely describe in your plans those resources which are necessary to improve the current health and safety culture
- f. include suitable performance measures and review dates in your plans

##### **Implement plans to promote a health and safety culture in the workplace**

- g. present your plans for promoting a health and safety culture to the appropriate people in a clear and effective manner
- h. identify those people in the workplace who will require information and advice about the plans to promote a health and safety culture in the workplace
- i. check that relevant information and advice is provided at an appropriate time, level and pace
- j. make sure your plans include promoting the advantages and legal necessities of

#### **Knowledge Criteria**

You must know and understand –

1. the employers' and employees' main legal responsibilities for health and safety in the workplace
2. your responsibilities for health and safety as defined by any specific legislation covering your job role
3. how to interpret workplace health and safety data, kept at the workplace on risk assessment, incidents and complaints, as an indication of the level of understanding of health and safety within the workplace
4. the organisation structure and lines of communication
5. workplace instructions for communicating and consulting with colleagues and others in the workplace
6. what hazards may exist in your workplace
7. the particular health and safety risks which may be present in your own job role
8. the particular health and safety risks which may be present in other job roles
9. the importance of remaining alert to the presence of hazards in the whole workplace
10. the importance of dealing with, or promptly reporting, risks
11. the work areas and job roles where you are reviewing the current working practices
12. workplace requirements for conducting a review of current working practices
13. your own capabilities and the scope of your job role
14. the work areas and people who work there

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- following health and safety procedures
  - k. provide practical opportunities for regular consultation on health and safety issues and ways of encouraging ideas on good practice
  - l. regularly monitor the effectiveness of your plans against agreed performance measures
  - m. identify and review opportunities for further improvements to the health and safety culture in the workplace
- 15. the information needs of those people in the workplace affected by the plans
  - 16. the available information sources on health and safety within the workplace
  - 17. the importance of keeping people regularly informed and discussing their involvement

### **Range Statement**

There is no range statement for this unit

## **Unit 4**

### **Communicate effectively with others**

#### **Overview**

This standard is about communicating effectively with others – orally, in writing, using electronic and/or telecommunication and using non-verbal forms of communication.

The term 'others' is used broadly to cover any child, adult, group, community or agency that workers come into contact with, either directly or indirectly. It includes members of the public, individuals who are clients of the security sector, and colleagues in the workplace.

There are two elements:

- 4.1 Develop and maintain communication with people
- 4.2 Maintain the security of information

This standard has been informed by the Skills for Justice unit, SFJ AB1 '*Communicate effectively with people*'.

Who this standard is for

This standard is designed to be applicable to everyone who works in the security sector.

## Unit: 4

Unit Title: Communicate effectively with others

### Element: 4.1

Element Title: Develop and maintain communication with people

#### Performance Criteria

You must be able to –

- a. communicate in a manner that is consistent with relevant legislation, policies and procedures
- b. communicate with people in a form and manner and using language that:
  - is open and respectful of them as individuals
  - is consistent with their level of understanding, culture, background and preferred ways of communicating
  - is appropriate to the context in which the **communication** is taking place
  - promotes equality and values diversity
- c. give people opportunities to check their understanding of the information you have given them and ask questions
- d. take the appropriate action to reduce any **barriers to effective communication**
- e. make records that are accurate, legible and complete, contain only the information necessary for the record's purpose, and are free from labelling and discrimination
- f. seek support when you are having difficulty communicating effectively

#### Knowledge Criteria

You must know and understand –

The knowledge which you need to perform this element is listed at the end of unit 4.2

#### Range Statement

You must be competent to deal with the following types of:-

1. **communication**; non-verbal, oral, written, electronic and telecommunication
2. **barriers to effective communication**, environmental (e.g. noise, lack of privacy), personal (e.g. language differences, gender differences, ethnic differences, age differences, religious beliefs, health and wellbeing of the individuals involved, literacy levels, personal experiences etc), social (e.g. violent and abusive situations)



**Unit: 4**

Unit Title: Communicate effectively with others

**Element: 4.2**

Element Title: Maintain the security of information

**Performance Criteria**

You must be able to –

- a. comply with legislation, policies and procedures related to the security of information
- b. disclose information only to those who have the right and need to know it
- c. take the appropriate precautions when communicating confidential or sensitive information
- d. maintain the security of records when handling and storing them
- e. alert the appropriate person when you think the security of information is not being maintained or information is being misused

**Knowledge Criteria**

You must know and understand –

The knowledge which you need to perform this element is listed at the end of this unit

**Range Statement**

You must be competent to deal with the following types of:

- 1. **appropriate precautions** in relation to; who might overhear or oversee the information, who might access the information

## Knowledge Criteria

You must know and understand-

- 1 the legislation, organisational policies and procedures that apply to communication and particularly the security and management of information
- 2 the nature of effective communication (including when you feel confident communicating and when you do not)
- 3 the reasons for effective communication being an essential aspect of work in the security sector
- 4 the barriers to effective communication including:
  - a. those related to personal differences in: culture, language, gender, literacy levels, experience, health/illness
  - b. environmental barriers
  - c. social barriers
- 5 how to modify communication so that the differences between you and the people you are communicating with are minimised
- 6 how to communicate with people in ways which are open to them, show respect and promote equality and value diversity (non-verbally, orally, in writing and electronically)
- 7 how the context in which communication takes place can affect people's ability to understand and communicate
- 8 the reasons for checking with people to ensure that they understand the information you are giving them and allowing them to ask questions
- 9 the actions that can be taken to reduce barriers to communication and how to put them into practice
- 10 the nature and purpose of the records you make
- 11 the nature of information that might be sensitive and/or confidential and the subtleties of this
- 12 the reasons for records only containing the information that is necessary for the record's purpose and being free from labelling and discrimination
- 13 the reasons for only disclosing information to those people who have the right and need to know it and how you identify these people
- 14 what the appropriate precautions might be when communicating information
- 15 how to handle and store information securely and safely
- 16 the reasons for alerting an appropriate person when you have concerns about the handling of/misuse of information and who that person might be on different occasions and in different circumstances

## **Unit 5**

### **Give a positive image of yourself**

#### **Overview**

This standard is about communicating with customers and giving a positive impression of yourself whenever you deal with a customer. By doing this you will also be giving a positive impression of your organisation and the customer service it provides.

There is one element:

5 Give a positive image of yourself

This standard is informed from the Institute of Customer Service (ICS) suite of standards.

Who this standard is for

This standard is for those whose work within customer service involves creating the right impression, responding to others and providing good information.

## **Unit: 5**

Unit Title: Give a positive image of yourself

### **Performance Criteria**

You must be able to –

#### **Establish effective rapport with customers**

- a. meet your organisation's standards of appearance and behaviour
- b. greet your customer respectfully and in a friendly manner
- c. communicate with your customer in a way that makes them feel valued and respected
- d. identify and confirm your customer's expectations
- e. treat your customer courteously and helpfully at all times
- f. keep your customer informed and reassured
- g. adapt your behaviour to respond effectively to different customer behaviour

#### **Respond appropriately to customers**

- h. respond promptly to a customer seeking assistance
- i. select the most appropriate way of communicating with your customer
- j. check with your customer that you have fully understood their expectations
- k. respond promptly and positively to your customers' questions and comments
- l. allow your customer time to consider your response and give further explanation when appropriate

#### **Communicate information to customers**

- m. quickly locate information that will help your customer

### **Knowledge Criteria**

You must know and understand –

1. your organisation's standards for appearance and behaviour
2. your organisation's guidelines for how to recognise what your customer wants and respond appropriately
3. your organisation's rules and procedures regarding the methods of communication you use
4. how to recognise when a customer is angry or confused
5. your organisation's standards for timeliness in responding to customer questions and requests for information

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- n. give your customer the information they need about the services or products offered by your organisation
- o. recognise information that your customer might find complicated and check whether they fully understand
- p. explain clearly to your customer any reasons why their needs or expectations cannot be met

### **Range Statement**

There is no range statement for this unit

## **Unit 6**

### Work effectively with other agencies

#### Overview

This standard is about developing and sustaining effective working relationships with staff in other agencies.

There are two elements:

- 6.1 Develop effective working with staff in other agencies
- 6.2 Sustain effective working with staff in other agencies

This standard has been informed by the Skills for Justice Unit SFJ AD1 *'Develop and sustain effective working with staff from other agencies'*.

Who this standard is for

This standard is to be applicable to most people who work in the security sector and who routinely work with people from other agencies

## Unit: 6

Unit Title: Work effectively with other agencies

### Element: 6.1

Element Title: Develop effective working with staff in other agencies

#### Performance Criteria

You must be able to –

- a. understand the **roles and responsibilities** of the different people and agencies you will be working with
- b. agree and record arrangements for joint working that are:
  - appropriate to the nature and purpose of the work
  - likely to be effective in achieving their aims
- c. agree the information that needs to be shared, the reasons for this and how to maintain the security of information
- d. discuss and agree how and when the joint work will be monitored and reviewed

#### Knowledge Criteria

You must know and understand –

1. the relevant legislation, organisational policies and procedures that apply to joint working and how they must affect what you need to do
2. the nature and purpose of the sector
3. the roles and functions of the main agencies within the sector and their broad structures, methods of communication and decision making processes
4. how agency structure and culture can affect joint working
5. the principles and benefits of joint working between different agencies
6. the factors likely to hinder joint working (such as stereotyping, discrimination)
7. the reasons for reaching agreement on how joint working is to take place when different individuals become involved and in clarifying roles and responsibilities
8. your own competence in joint working and when to seek further support

#### Range Statement

You must be competent to deal with the following types of:-

1. **roles and responsibilities**; the worker in the joint working, individuals with whom the arrangements are being made, other people within the agencies involved in the joint working

**Unit: 6**

Unit Title: Working effectively with other agencies

**Element: 6.2**

Element Title: Sustain effective working with staff in other agencies

**Performance Criteria**

You must be able to –

- a. undertake your role in the joint working in a way that is consistent with agreements made, your own job role and relevant policies and standards
- b. interact with people in the other agency in ways which:
  - encourage effective relationships and participation
  - respect their views, roles and responsibilities
  - promote equality and value diversity
  - acknowledge the value of joint working
- c. represent your agency's views and policies in a clear and constructive way
- d. identify any tensions and issues in the joint working and seek to address them with the people involved
- e. seek appropriate support when you are having difficulty working effectively with staff in other agencies

**Knowledge Criteria**

You must know and understand –

1. the relevant legislation, organisational policies and procedures that apply to joint working and how they must affect what you need to do
2. the nature and purpose of the sector
3. the roles and functions of the main agencies within the sector and their broad structures, methods and communication and decision making processes
4. how agency structure and culture can affect joint working
5. the factors likely to hinder joint working (such as stereotyping, discrimination)
6. effective methods of identifying and resolving tensions and issues
7. methods of reviewing the effectiveness of joint working relationships
8. your own competence in joint working and when to seek further support

**Range Statement**

There is no range statement for this element



## Unit 9

### Develop productive working relationships with colleagues and stakeholders (MSC D2)

#### Overview

This standard is about developing productive working relationships with colleagues, within your own organisation and within other organisations with which your organisation works, and with identified stakeholders.

It involves being aware of the roles, responsibilities, interests and concerns of colleagues and stakeholders and working with and supporting them in various ways. The need to monitor and review the effectiveness of working relationships with colleagues and stakeholders is also a key requirement of this unit.

'Colleagues' are any people you are expected to work with, whether they are at a similar position or in other positions in terms of level of responsibility.

For the purpose of this unit, 'Stakeholders' refers to individuals or organisations that have a material, legal or political interest in or who may be affected by the activities and performance of your organisation.

There is one element:

#### 9 Develop productive working relationships with colleagues and stakeholders

This standard is imported from the Management Standards Centre (MSC) suite of standards.

Who this standard is for

This standard is recommended for middle managers and senior managers.

## **Unit: 9**

Unit Title: Develop productive working relationships with colleagues and stakeholders

### **Performance Criteria**

You must be able to –

- a. identify stakeholders and the background to and nature of their interest in the activities and performance of the organisation
- b. establish working relationships with relevant colleagues and stakeholders
- c. recognise and respect the roles, responsibilities, interests and concerns of colleagues and stakeholders
- d. provide colleagues and stakeholders with appropriate information to enable them to perform effectively
- e. consult colleagues and stakeholders in relation to key decisions and activities and take account of their views, including their priorities, expectations and attitudes to potential risks
- f. fulfil agreements made with colleagues and stakeholders and let them know
- g. advise colleagues and stakeholders promptly of any difficulties or where it will be impossible to fulfil agreements
- h. identify and sort out conflicts of interest and disagreements with colleagues and stakeholders in ways that minimise damage to work and activities and to the individuals and organisations involved
- i. monitor and review the effectiveness of working relationships with colleagues and stakeholders, seeking and providing feedback, in order to identify areas for improvement
- j. monitor wider developments in order to identify issues of potential interest or

### **Knowledge Criteria**

You must know and understand –

#### **General knowledge and understanding**

1. the benefits of developing productive working relationships with colleagues and stakeholders
2. different types of stakeholders and key principles which underpin the 'stakeholder' concept
3. how to identify your organisation's stakeholders, including background information and the nature of their interest in your organisation
4. principles of effective communication and how to apply them in order to communicate effectively with colleagues and stakeholders
5. why it is important to recognise and respect the roles, responsibilities, interests and concerns of colleagues and stakeholders
6. how to identify and meet the information needs of colleagues and stakeholders
7. what information it is appropriate to provide to colleagues and stakeholders and the factors that need to be taken into consideration
8. how to consult with colleagues and stakeholders in relation to key decisions and activities
9. the importance of taking account, and being seen to take account, of the views of colleagues and stakeholders, particularly in relation to their priorities, expectations and attitudes to potential risks
10. why communication with colleagues and stakeholders on fulfilment of agreements or any problems affecting or preventing fulfilment is important

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concern to stakeholders in the future  
and to identify new stakeholders

11. how to identify conflicts of interest with colleagues and stakeholders and the techniques that can be used to manage or remove them
12. how to identify disagreements with colleagues and stakeholders and the techniques for sorting them out
13. the damage with conflicts of interest and disagreements with colleagues and stakeholders can cause to individuals and organisations
14. how to take account of diversity issues when developing working relationships with colleagues and stakeholders
15. how to recognise and take account of political issues when dealing with colleagues and stakeholders
16. how to manage the expectations of colleagues and stakeholders
17. how to monitor and review the effectiveness of working relationships with colleagues and stakeholders
18. how to get and make effective use of feedback on the effectiveness of working relationships from colleagues and stakeholders
19. how to provide colleagues and stakeholders with useful feedback on the effectiveness of working relationships
20. the importance of monitoring wider developments in relation to stakeholders and how to do so effectively

### **Security specific knowledge and understanding**

21. current and emerging political, economic, social, technological, environmental and legal developments in your area within security
22. legislation, regulations, guidelines and codes of practice relevant to your area of security
23. standards of behaviour and performance in your area of security
24. the culture of your area of security
25. developments, issues and concerns of

importance to stakeholders in your area of security

**Context specific knowledge and understanding**

26. the vision, values, objectives, plans, structure and culture of your organisation
27. relevant colleagues, their work roles and responsibilities
28. identified stakeholders, their background and interest in the activities and performance of the organisation
29. agreements with colleagues and stakeholders
30. the identified information needs of colleagues and stakeholders
31. mechanisms for consulting with colleagues and stakeholders on key decisions and activities
32. the organisation's planning and decision making processes
33. mechanisms for communicating with colleagues and stakeholders
34. power, influence and politics within the organisation
35. standards of behaviour and performance that are expected in the organisation
36. mechanisms in place for monitoring and reviewing the effectiveness of working relationships with colleagues and stakeholders

**Please see next page for Behaviours**

## **Behaviours**

You demonstrate that you:

1. present information clearly, concisely, accurately and in ways that promote understanding
2. show respect for the views and actions of others
3. seek to understand people's needs and motivations
4. comply with and ensure others comply with legal requirements, industry regulations, organisational policies and professional codes
5. create a sense of common purpose
6. work towards win-win solutions
7. show sensitivity to internal and external politics that impact on your area of work
8. keep promises and honour commitments
9. consider the impact of your own actions on others
10. use communication styles that are appropriate to different people and situations
11. work to develop an atmosphere of professionalism and mutual support

## **Unit 10**

Provide leadership for your team (MSC B5)

### Overview

This standard is about providing direction to the members of your team and motivating and supporting them to achieve the objectives of the team and their personal work objectives.

There is one element:

10 Provide leadership for your team

This standard is imported from the Management Standards Centre (MSC) suite of standards.

Who this standard is for

This standard is recommended for team leaders.

## **Unit: 10**

Unit Title: Provide leadership for your team (MSC B5)

### **performance criteria**

you must be able to –

- a. set out and positively communicate the purpose and objectives of the team to all members
- b. involve members in planning how the team will achieve its objectives
- c. ensure that each member of the team has personal work objectives and understands how achieving these will contribute to achievement of the team's objectives
- d. encourage and support team members to achieve their personal work objectives and those of the team and provide recognition when objectives have been achieved
- e. win, through your performance, the trust and support of the team for your leadership
- f. steer the team successfully through difficulties and challenges, including conflict within the team
- g. encourage and recognise creativity and innovation within the team
- h. give team members support and advice when they need it especially during periods of setback and change
- i. motivate team members to present their own ideas and listen to what they say
- j. encourage team members to take the lead when they have the knowledge and expertise and show willingness to follow this lead
- k. monitor activities and progress across the team without interfering

### **Knowledge Criteria**

You must know and understand –

#### **General knowledge and understanding**

1. different ways of communicating effectively with members of a team
2. how to set objectives which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound)
3. how to plan the achievement of team objectives and the importance of involving team members in this process
4. the importance of and being able to show team members how personal work objectives contribute to achievement of team objectives
5. that different styles of leadership exist
6. how to select and successfully apply a limited range of different methods for motivating, supporting and encouraging team members and recognising their achievements
7. types of difficulties and challenges that may arise, including conflict within the team, and ways of identifying and overcoming them
8. the importance of encouraging others to take the lead and ways in which this can be achieved
9. the benefits of and how to encourage and recognise creativity and innovation within a team

#### **Security specific knowledge and understanding**

10. legal, regulatory and ethical requirements in security

#### **Context specific knowledge and understanding**

11. the members, purpose, objectives and plans of your team

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12. the personal work objectives of members of your team
13. the types of support and advice that team members are likely to need and how to respond to these
14. standards of performance for the work of your team

### **Behaviours**

You demonstrate that you:

1. create a sense of common purpose
2. take personal responsibility for making things happen
3. encourage and support others to take decisions autonomously
4. act within the limits of your authority
5. make time available to support others
6. show integrity, fairness and consistency in decision-making
7. seek to understand people's needs and motivations
8. model behaviour that shows respect, helpfulness and co-operation



## **Unit 11**

### **Ensure compliance with legal, regulatory, ethical and social requirements (MSC B8)**

#### **Overview**

Organisations must show that they act responsibly in relation to their staff, customers, investors and the communities in which they work. All types of organisations must obey the law in key areas such as health and safety, employment, finance and company law. Many organisations also have to work within specific regulations for their industry and ethical frameworks. Organisations who want to maintain a good reputation also have to take account of the views of people in their communities on a whole range of issues such as the environment and other ways in which the organisation affects people's quality of life.

There is one element:

11      Ensure compliance with legal, regulatory, ethical and social requirements

This standard is imported from the Management Standards Centre (MSC) suite of standards.

Who this standard is for

The standard is recommended for middle managers and senior managers.

## **Unit: 11**

Unit Title: Ensure compliance with legal, regulatory, ethical and social requirements

### **Performance Criteria**

You must be able to –

- a. monitor the relevant legal, regulatory, ethical and social requirements and the effect they have on your area of responsibility, including what will happen if you don't meet them
- b. develop effective policies and procedures to make sure your organisation meets all the necessary requirements
- c. make sure relevant people have a clear understanding of the policies and procedures and the importance of putting them into practice
- d. monitor the way policies and procedures are put into practice and provide support
- e. encourage a climate of openness about meeting and not meeting the requirements
- f. identify and correct any failures to meet the requirements
- g. identify reasons for not meeting requirements and adjust the policies and procedures to reduce the likelihood of failures in the future
- h. provide full reports about any failures to meet the requirements to the relevant stakeholders

### **Knowledge Criteria**

You must know and understand –

#### **General knowledge and understanding**

1. the importance of having an ethical and value-based approach to governance and how to put this into practice
2. relevant legal requirements governing the running of organisations
3. current and emerging social attitudes to management and leadership practice and the importance of being sensitive to these

#### **Security specific knowledge and understanding**

4. legal, regulatory and ethical requirements in your sector
5. procedures to follow if you do not meet the requirements
6. particular current and emerging social concerns and expectations that are relevant to your sector
7. ways in which other organisations deal with current and emerging social concerns and expectations

#### **Context specific knowledge and understanding**

8. the culture and values of your organisation and what effect they have on corporate governance
9. policies and procedures that make sure people meet the requirements
10. the processes for maintaining the relevant policies and procedures and making sure they continue to be effective
11. the different ways in which people may not meet the requirements and the risks of these actually happening

12. the procedures for dealing with people who do not meet the requirements, including requirements for reporting

## **Behaviours**

You demonstrate that you:

1. recognise changes in circumstances promptly and adjust plans and activities accordingly
2. make time available to support others
3. give feedback to others to help them improve their performance
4. identify and raise ethical concerns
5. are vigilant for potential risks
6. make appropriate information and knowledge available promptly to those who need it and have a right to it
7. encourage others to share information and knowledge within the constraints of confidentiality
8. show sensitivity to stakeholders' needs and manage these effectively

## **Unit 13**

### **Manage your own resources and professional development (MSC A2)**

#### **Overview**

This standard is about managing your personal resources (particularly knowledge, understanding, skills, experience and time) and your professional development in order to achieve your work objectives and your career and personal goals.

You need to understand your work role and how it fits into the overall vision and objectives of the organisation whilst also understanding what is driving you in terms of your values and your career and wider personal aspirations.

Identifying and addressing gaps in your skills and knowledge and understanding is an essential aspect of this standard.

There is one element:

13      Manage your own resources and professional development

This standard is imported from the Management Standards Centre (MSC) suite of standards.

The standard is recommended for first line managers, middle managers and senior managers.

### **Unit: 13**

Unit Title: Manage your own resources and professional development

#### **Performance Criteria**

You must be able to –

- a. evaluate, at appropriate intervals, the current and future requirements of your work-role taking account of the vision and objectives of your organisation
- b. consider your values and your career and personal goals and identify information which is relevant to your work role and professional development
- c. discuss and agree personal work objectives with those you report to and how you will measure progress
- d. identify the learning styles which work best for you and ensure that you take these into account in identifying and undertaking development activities
- e. identify any gaps between the current and future requirements of your work-role and your current knowledge, understanding and skills
- f. discuss and agree, with those you report to, a development plan to address any identified gaps in your current knowledge, understanding and skills and support your own career and personal goals
- g. undertake the activities identified in your development plan and evaluate their contribution to your performance
- h. review and update your personal work objectives and development plan in the light of performance, any development activities undertaken and any wider changes
- i. get regular and useful feedback on your performance from those who are in a good position to judge it and provide objective and valid feedback

#### **Knowledge Criteria**

You must know and understand –

##### **General knowledge and understanding**

1. the principles which underpin professional development
2. the importance of considering your values and career and personal goals and how to relate them to your job role and professional development
3. how to evaluate the current requirements of a work role and how the requirements may evolve in the future
4. how to set objectives which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound)
5. how to identify development needs to address any identified gaps between the requirements of your work-role and your current knowledge, understanding and skills
6. what an effective development plan should contain and the length of time that it should cover
7. the range of different learning style(s) and how to identify the style(s) which work(s) best for you
8. the type of development activities which can be undertaken to address identified gaps in your knowledge, understanding and skills
9. how to identify whether/how development activities have contributed to your performance
10. how to update work objectives and development plans in the light of performance, feedback received, any development activities undertaken and any wider changes
11. monitoring the quality of your work and your

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- j. ensure that your performance consistently meets or goes beyond agreed requirements

progress against requirements and plans

- 12. how to evaluate your performance against the requirements of your work-role
- 13. how to identify and use good sources of feedback on your performance

### **Security specific knowledge and understanding**

- 14. requirements for the development or maintenance of knowledge, skills and understanding and continuing professional development within the security industry

### **Context specific knowledge and understanding**

- 15. the requirements of your work-role including the limits of your responsibilities
- 16. the vision and objectives of your organisation
- 17. your own values and career and personal goals
- 18. your personal work objective
- 19. your preferred learning style(s)
- 20. your current knowledge, understanding and skills
- 21. identified gaps in your current knowledge, understanding and skills
- 22. your personal development plan
- 23. available development opportunities and resources in your organisation
- 24. your organisation's policy and procedures in terms of personal development
- 25. reporting lines in your organisation
- 26. possible sources of feedback in your organisation

**Please see next page for Behaviours**

## **Behaviours**

You demonstrate that you:

1. address multiple demands without losing focus or energy
2. recognise changes in circumstances promptly and adjust plans and activities accordingly
3. prioritise objectives and plan work to make best use of time and resources
4. take personal responsibility for making things happen
5. take pride in delivering high quality work
6. show an awareness of your own values, motivations and emotions
7. agree achievable objectives for yourself and give a consistent and reliable performance
8. recognise your own strengths and limitations, play to your strengths and use alternative strategies to minimise the impact of your limitations
9. make best use of available resources and proactively seek new sources of support when necessary
10. reflect regularly on your own experiences and use these to inform future action

## **Unit 14**

### Promote equality and value diversity

#### Overview

This standard is about promoting equality and valuing the diversity of people. This is an essential aspect of all jobs in the security sector and is appropriate to people working at all levels and in all posts. It should form the basis of everything that any worker in the sector does.

The term 'people' is used broadly to cover any child, adult, group, community or agency that workers come into contact with, either directly or indirectly. It includes members of the public, individuals who are clients of the security sector, and colleagues in the workplace.

There is one element:

#### 14 Promote equality and value diversity

This standard has been informed by the Skills for Justice unit SFJ AA1 '*Promote equality and value diversity*'.

This standard is designed to be applicable to everyone who works in the security sector at every level of work.



## Unit: 14

Unit Title: Promote equality and value diversity

### Performance Criteria

You must be able to –

- a. act in accordance with legislation, employment regulations and policies, and codes of practice related to promoting equality and valuing diversity
- b. act in ways that:
  - acknowledge and recognise individuals' background and beliefs
  - respect diversity
  - value people as individuals
  - do not discriminate against people
- c. provide individuals with the information they need to make informed decisions about exercising their rights
- d. provide information in a format appropriate to the individual
- e. take account of how your behaviour affects individuals and their experience of your organisation's culture and approach
- f. seek feedback from individuals on your behaviour and use this to improve what you do in the future
- g. challenge people when they are not promoting equality and valuing diversity
- h. actively **help others** to promote equality and value diversity
- i. seek support from appropriate sources when you are having difficulty understanding how to promote equality and value diversity

### Knowledge Criteria

You must know and understand –

1. the legislation, employment regulations and policies, and codes of practice that apply to the promotion of equality and diversity and how you need to apply these
2. the benefits of diversity and the promotion of equality
3. the wide variety of forms that discrimination may take and how these manifest themselves
4. how inequality and discrimination affects individuals, groups and communities and society as a whole
5. why the promotion of equality and valuing of diversity is of vital importance if you are to work effectively in the security sector
6. what the promotion of equality and valuing of diversity means to you in your day-to-day work
7. how you can promote equality and diversity whilst protecting people from the risk of harm
8. your own areas for personal growth in relation to promoting equality and valuing diversity and how this will benefit you as an individual
9. the effect of cultural differences on verbal and non-verbal communication
10. how to behave and communicate in ways that:
  - support equality and diversity
  - do not exclude or offend people
  - challenge discrimination effectively
  - respect individuals' differences
  - do not abuse the status and power that you have

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11. how your behaviour contributes to your organisation's culture and your responsibility for developing a positive culture for all
12. how joint working with other agencies and workers can help in the promotion of diversity
13. how to provide the information that individuals are entitled to receive and ensure it is clear and helpful
14. the actions (yours and other's) that undermine equality and diversity and what to do about this (including when these people are senior to you)
15. what to do about systems and structures when they do not promote equality and value diversity
16. the actions you can take to help other people promote equality and value diversity and how to do this effectively
17. the actions you can take to value the people you are interacting with and enable them to interact with you
18. why you should seek support when you are having difficulty promoting equality and valuing diversity, where this support can be gained and how to use it effectively

### Range Statement

You must be competent to deal with the following types of:-

1. **help others** by; supporting them when they are promoting equality and valuing diversity, sharing information about how to promote equality and value diversity

## **Unit 16**

### **Assess and address risk to the environment**

#### **Overview**

This standard addresses the responsibilities of everyone at work for minimising risks to the environment as a result of work activities. It describes the competences required to make sure that:

- your own actions do not increase risk to the environment
- you do not ignore significant risks to the environment and
- you take sensible action to put things right, including reporting risks, and seeking advice

There is one element:

#### 16 Assess and address risk to the environment

This standard is informed from the Employment NTO (ENTO) suite of standards.

#### **Who this standard is for**

This standard is for everyone at work (whether paid, unpaid, full or part-time). It is about maintaining good practice in day to day work activities by identifying the risks, minimising the risks and using resources responsibly.

## Unit: 16

Unit Title: Assess and address risk to the environment (ENTO HSS7)

### Performance Criteria

You must be able to –

#### Identify the risks to the environment arising as a result of workplace activities

- a. identify the people in the workplace to whom you should report environmental matters
- b. make sure you are up-to-date on environmentally-friendly working practices which are relevant to your workplace
- c. identify any current working practices in your job role which could cause harm to the environment
- d. identify any materials, products or equipment used in any part of your job role which could cause harm to the environment
- e. report any differences between legal regulations and workplace instructions and the actual use of materials or products hazardous to the environment
- f. promptly report to the people responsible for environmental matters the hazards which present high risks

#### Minimise risks to the environment arising as a result of workplace activities

- g. follow the relevant legal requirements and workplace environmental instructions for your job role
- h. within your capability and the scope of your job responsibilities, control the environmental hazards
- i. promptly report risks to the environment that you are unable to deal with
- j. pass on any suggestions for limiting risks to the environment to the responsible person
- k. follow suppliers', manufacturers' and

### Knowledge Criteria

You must know and understand –

1. the legislation relating to environmental matters which affect your workplace
2. your responsibilities for the environment as defined by any specific legislation covering your job role
3. the particular risks to the environment which may be present in your workplace and/or in your own job role
4. how to use resources and materials effectively and efficiently
5. the importance of remaining alert to the presence of hazards to the environment in the whole work place
6. the importance of dealing with, or promptly reporting, risks to the environment
7. the substances and processes categorised as hazardous to the environment
8. workplace instructions, precautions and procedures relating to the control of risks to the environment
9. the responsibilities for items (materials/equipment) which can be hazardous to the environment detailed in your job description
10. the responsible people to whom to report environmental matters
11. the specific workplace environmental instructions covering your job role
12. suppliers', manufacturers' and workplace instructions for the use of equipment, materials and products which can be hazardous to the environment

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- workplace instructions for the safe use and storage of materials, products and equipment
- l. follow the correct instructions for handling materials and products which can be hazardous to the environment
  - m. follow the correct instructions for disposing of materials and products which can be hazardous to the environment
- 13. working practices for your own job role
  - 14. correct handling instructions for materials which can be hazardous to the environment
  - 15. your responsibility for controlling hazards to the environment
  - 16. workplace instructions for handling hazards to the environment which you are unable to deal with

### **Range Statement**

There is no range statement for this element