

Marking Scheme for Model Question of Class 10th Level 2: -

Ser No	Answer	Marks
1.	Duties and responsibilities: Some of the important duties performed by the Unarmed Security Guard are as follows. 1. Observing and reporting. 2. Safeguarding people and property 3. Traffic management Or Hazards: A hazard refers to a situation that is dangerous or has the potential of causing damage to life or property. It is different from a disaster, which is sudden and unexpected in nature. Hazard is often used interchangeably with the term 'risk'. A risk is characterized by the probability that a person will be harmed or experience an adverse health effect, if exposed to a hazard. Types of hazard Hazard may broadly be classified into natural and manmade.	5
2.	RACE formula The Unarmed Security Guard must follow the RACE (Rescue, Alarm, Confine or Contain and Evacuate) formula in order to tackle fire emergencies effectively. <i>R — Rescue:</i> Carrying out search and rescue operations requires trained staff, effective planning and teamwork. When a minor fire is detected, the Unarmed Security Guard must stay calm and assist in rescuing people. But one must not endanger one's own life. In case of major fires, the guard must immediately inform the nearest fire station and seek help. <i>A — Alarm:</i> The Unarmed Security Guard must sound the alarm by pulling the lever of the firebox and calling out from a safe distance. <i>C — Confine and Contain:</i> One must ask the habitants of a building to close all doors, windows and other openings to prevent the fire from engulfing their houses or offices. The guard must try to contain the fire by putting non-combustible barriers, such as a heap of sand in the way. <i>E — Evacuate:</i> The Unarmed Security Guard must help people evacuate the affected building immediately. However, one must take all necessary precautions while entering the area. One must always use the stairs to evacuate the building and never the lift or escalator. In case someone is left trapped inside, the guard must immediately alert the fire personnel and not try to enter the building oneself. Or Documents for access control: 1. Employee identity card 2. Temporary employee entry pass 3. Contractor worker photo pass 4. Visitor's pass 5. Visitor vehicle pass 6. Visitor vehicle pass 7. Contractor and vendor vehicle pass 8. Material gate passes (in and out) 9. Returnable material gate pass	5
3.	Professional qualities: Professionalism is the ability to accomplish a task efficiently and effectively. Apart from providing security services to people and property, the Unarmed Security Guard has to perform a number of other duties as Well. The person's professionalism depends on how effectively and proficiently one performs various functions attached to the job role. Professionalism comes with knowing the goals and objectives of the occupation and working towards achieving them.	5

	Or Emergency management: An emergency management programme helps protect life and property from hazards and disasters. A comprehensive emergency management programme includes the following • Mitigation • Preparedness • Response • Recovery ‘Mitigation’ can be done only after identifying the risks. It may be done either before or after an emergency. Mitigation includes steps carried out to eliminate or reduce the probability or severity of a risk, such as framing building codes (a set of rules that specify the minimum acceptable level of safety for constructed objects like buildings and non-building structures), conducting vulnerability analysis (using remote sensing system to assess the disastrous effects a hazard may cause), carrying out zoning and land use management (the practice of designating permitted use of land on the basis of mapped zones that separate one set of land use from another), adopting preventive health care and public education practices.	
4.	Who is a visitor: A visitor is neither an employee, nor a permanent resident of a site, where the Unarmed Security Guard is deployed. Visitors can broadly be classified into following. • Staff and employees of different organizations, including e-commerce companies • Contractors and their staff • Persons with or without an appointment • Government officials like administrators or delegates • Labour union leaders and workers • Vendors • Representatives of essential service providers like water, electricity, Liquified Petroleum Gas (LPG) and maintenance companies, or contractors • Sanitation workers • Emergency service personnel like fire brigade, police and ambulance	3
5.	Telephone etiquettes: According to the Advanced Oxford Learner’s Dictionary, etiquette refers to “rules of correct or polite behavior in society or among members of a particular profession”. The different elements of etiquette are to do with a person’s appearance, choice of words and body language. The Unarmed Security Guard must take care of the following while talking on the walkie-talkie or phone • Try to answer the phone by the third ring. • Greet the caller. Some words that one may use to greet the caller are ‘hello’, ‘good morning’, ‘good afternoon’, ‘good evening’, etc. • Identify oneself right at the beginning of the conversation. • If the caller does not introduce oneself, then politely ask: “May I know who is on the line?” • In case the caller does not say who one wants to speak with, ask: “May I know whom would you like to talk to?” • Speak clearly. Use short, crisp and concise sentences. As two-way radio allows only one person to speak at a time, it is important to keep the conversation short, clear and to-the-point. • In case the person with whom the caller wants to speak with is not available, the guard must say: “I am sorry, Mr/ Ms XYZ is busy at the moment. May I please take down your name, message and contact number? I would request Mr/ Ms XYZ to call back once free?” • Always write the name, phone number, time the caller had called and the	3

	message delivered by the caller legibly and accurately. • Do not make the caller wait for more than two minutes. It is better to return a call than to keep someone waiting on the call for long. Do not forget to return the call. • At the end of the waiting period, one must thank the caller for being patient.	
6.	Uniform: A security agency specifies the uniform and badge to be worn by its security personnel. The uniform must be clean and ironed. The uniform worn by a private security guard is different than that of officials of the Army, Navy, Air Force or police. According to the Private Security Agencies (Regulation) Act 2005, if a private security guard wears the uniform of the Army, Navy, Air Force or police, then the guard and the proprietor of the security agency are liable to punishment with one-year imprisonment, or a fine, or both. According to the Private Security Agencies (Regulation) Act 2005, the uniform of a private security guard must include the following. • An arm badge, depicting the agency's name for which one is working • Shoulder or chest badge to indicate one's position in the organization • Whistle attached to the whistle cord in the left pocket • Shoes with eyelets and laces • Headgear that may also carry the agency stamp	3
7.	Classification of hazards: 1. Biological hazards 2. Hydrological hazards 3. Geological hazards 4. Meteorological hazards 5. Chemical hazards 6. Ergonomic hazards	3
8.	Classes of Fire: Fire may be divided into five classes — A, B, C, D and K — on the basis of the substance that fuels them. Or Some of the advantages of conducting drills are as follows. • Drills allow a team to respond quickly and effectively in case of an emergency. • These help an individual or a group to become familiar with the standard operating procedures of an equipment or a weapon. • Such activities make the teammates confident and train them to perform various activities efficiently and effectively.	3
9.	Three important Parts of Communication: 1. Transmitting, 2. Listening, 3. Feedback Or Type of Verbal Communication: 1. Interpersonal Communication 2. Written Communication 3. Small Group Communication 4. Public Communication	3
10.	Types of traffic control: The basic types of traffic control that the Unarmed Security Guard must be aware of are as follows. Pedestrian control and Vehicular control	2
11.	Importance of Non-verbal Communication: In our day-to-day communication • 55% communication is done using body movements, face, arms, etc. • 38% communication is done using voice, tone, pauses, etc. • only 7% communication is done using words. Around 93% of our communication is non-verbal. Certain examples of communicating with tone of voice and body language	2
12.	Supporting Parts of Speech Types:	2

	Articles (a, an, the) Interjection (wow, oh no etc.) Conjunction (and, but etc.) Preposition (in, on, etc.)	
13.	1. Mitigation, 2. Recovery, 3. Preparedness, 4. Response	2
14.	Trojan Horse: A Trojan Horse disguises itself i.e., it appears to be a useful software program but once it reaches a computer it starts behaving like a virus and destroying data. Or Disadvantages of Verbal Communication: Since verbal communication depends on written or spoken words, sometimes the meanings can be confusing and difficult to understand if the right words are not used.	2
15.	Manage Stress: 1. Be aware that you are stressed 2. Identify what is causing you stress. 3. Apply stress management methods. Or Method of Communication: 1. Transmitting, 2. Listening, 3. Feedback	2
16.	2005	1
17.	Registration	1
18.	Well Groomed	1
19.	Toxin Property	1
20.	PASS	1
21.	(C) Fire Department	1
22.	(A) Ergonomic	1
23.	(D) Time	1
24.	(B) Solar Energy	1
25.	(A) 17	
26.	(B) Three	1
27.	(D) Expired	1
28.	(C) E- Mail	1
29.	Closed Circuit Television	1
30.	Automated Teller Machine	1