Overview

This NOS sets out the skills, knowledge and understanding for you to deal with potential risks.

The NOS covers the following activities:

1. Maintain cash and valuables in transit operational security and risk awareness
2. Respond to attacks and suspicious incidents
3. Deal with aggressive and abusive behaviour
4. Record details of attack and action taken
Deal with potential and actual attacks and suspicious incidents whilst transporting cash and valuables

Performance criteria

You must be able to:

P1 maintain environmental and situational awareness
P2 monitor and minimise patterns and habits to avoid predictability and the opportunity for attack on yourself or others
P3 record accurately the details of risks to security or safety, or other suspicious situations, in line with company requirements and within required timescales
P4 appear calm in difficult or stressful situations and act in line with your company procedures
P5 be alert and respond appropriately to any situation that increases the risk of security or safety of yourself or others
P6 comply with your organisation’s procedures and guidelines for the protection, security and confidentiality of information and assets at all times
P7 be alert, and respond appropriately and promptly to any signs of suspicious or unusual activity when travelling to and from your place of work
P8 maintain integrity and confidentiality when using social networking sites, the internet and mobile communication devices
P9 establish boundaries of confidentiality between yourself and members of your personal networks and where appropriate adhere to company guidelines for exchanging information and resources

Respond to attacks and suspicious incidents

You must be able to:

P10 activate emergency communication equipment, as soon as you are aware of an attack or suspicious incident, following your approved company procedures
P11 pass on information relating to the attack or suspicious incident, only to those who are authorised to receive it
P12 carry out instructions received from authorised sources, promptly and accurately
P13 ensure that any cash or valuables in transit, that are exposed to risk are secured as quickly as possible
P14 maintain the safety and security of yourself and others
P15 ensure that only authorised persons are allowed access to the vehicle during or after an attack or suspicious incident
P16 maintain communication with authorised sources, at agreed intervals, using your approved procedures and code words
P17 preserve the integrity of any evidence relating to the attack or suspicious incident, where this could be required by authorised...
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Deal with potential and actual attacks and suspicious incidents whilst transporting cash and valuables

P18 seek support and counselling at a time and from a source that you feel is appropriate to your situation

Deal with aggressive and abusive behaviour

You must be able to:

P19 recognise when a situation is leading to aggressive or abusive behaviour
P20 take constructive action, in line with training you have received and company procedures, to defuse aggressive and abusive behaviour which will not make the situation worse and is consistent with your company procedures, and your legal responsibilities
P21 ensure that any cash or valuables in transit, that are exposed to risk are secured as quickly as possible
P22 point out to the people concerned the likely consequences of their aggressive and abusive behaviour
P23 act in a way that is likely to promote calmness and reassurance
P24 physically break away if necessary, and leave situations in a way that minimises the risk of injury to yourself and others
P25 promptly and accurately report what has happened and complete all the necessary documentation

Record details of attack and action taken

You must be able to:

P26 record accurate details relating to the attack or suspicious incident as soon as possible
P27 provide accurate and clear information relating to the attack or suspicious incident
P28 use approved company documentation, where provided, to record details relating to the attack or suspicious incident
P29 submit information relating to the attack or suspicious incident to persons authorised to receive it
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### Knowledge and understanding

**You need to know and understand:**

**Maintain cash and valuables in transit operational security and risk awareness**

- **K1** the principles of confidentiality
- **K2** how to protect confidentiality when exchanging information between individuals and organisations
- **K3** how and why it is important to maintain environmental and situational awareness for the safety of yourself and others
- **K4** how to recognise signs of suspicious or unusual activity when travelling to and from your place of work, and the action that you should take
- **K5** what details you should record relating to risks to security or safety, or other suspicious situations
- **K6** how to identify potential risks and types of criminal activity associated with cash and valuables in transit
- **K7** how to maintain integrity and confidentiality when using social networking sites, the internet and mobile communication devices

**Respond to attacks and suspicious incidents**

- **K8** your company procedures for responding to attacks and suspicious incidents
- **K9** how to operate emergency communication devices, including the use of passwords and codes
- **K10** the importance of activating emergency communication equipment promptly
- **K11** the importance of collecting as much information as possible relating to the incident, and why you should do this as soon as possible after the event
- **K12** how to preserve the integrity of evidence relating to the incident
- **K13** who is authorised to be in receipt of information relating to the incident
- **K14** the importance of ensuring that only authorised persons receive information relating to the incident
- **K15** how to protect the safety and security of yourself, and others involved in the incident, including your company policy for the use of dummy containers and escape hatches
- **K16** the importance of the correct use of body language and non-aggressive behaviour
- **K17** how to access the support and counselling that you require

**Deal with aggressive and abusive behaviour**

- **K18** the types of constructive behaviour you can take to defuse situations
- **K19** your company procedures with regard to dealing with aggressive or abusive behaviour
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<table>
<thead>
<tr>
<th>K20</th>
<th>your legal responsibilities with regard to dealing with aggressive and abusive behaviour</th>
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<tbody>
<tr>
<td>K21</td>
<td>what the implications may be of someone becoming aggressive or abusive</td>
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<td>K22</td>
<td>safe break away techniques</td>
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<tr>
<td>K23</td>
<td>the reports that have to be made and records that have to be kept</td>
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<tr>
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<td>when someone becomes aggressive or abusive</td>
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**Record details of attack and action taken**

You need to know and understand:

<table>
<thead>
<tr>
<th>K24</th>
<th>what sort of detail you should obtain relating to the incident</th>
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<tr>
<td>K25</td>
<td>the importance of recording information as soon after the event as possible</td>
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<tr>
<td>K26</td>
<td>who is authorised to be in receipt of information relating to attacks and suspicious incidents</td>
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<tr>
<td>K27</td>
<td>why is it important to provide accurate, clear unambiguous information in your report</td>
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Glossary
In these National Occupational Standards;

**attack or suspicious incident:** could be across the pavement attack, duress attack, hostage situation, hijack situation, ambush
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Deal with potential and actual attacks and suspicious incidents whilst transporting cash and valuables

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<th>Skills for Security</th>
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