

Overview

This NOS sets out the skills, knowledge and understanding for you to prepare and provide quotations for electronic security systems and services, including determining the costs of the installation, maintenance and other services.

Electronic security systems is a generic term that includes: intruder, fire, cctv, access, remote monitoring systems and other types of protective installations. It also encompasses the integration of existing and new systems.

These standards are aimed at people who work with electronic security systems, this includes roles such as: surveyor, technical sales, system designer, installer, maintenance engineer, service engineer, commissioning engineer.

You must know and comply with the relevant legislation, regulations, standards and codes of practice that are relevant to calculating and providing quotations, in addition to those of your own organisation.

This NOS covers the following activities:

1. Determine cost of electronic security systems and their installation
2. Determine the cost of maintaining the performance of electronic security systems
3. Produce quotations for electronic security systems, their installation and their maintenance
4. Produce quotations for the takeover of electronic security systems

Performance criteria

You must be able to:

Determine cost of electronic security systems and their installation

P1 clarify any issues that appear in site or system information before calculating costs

P2 calculate costs based on information in the site survey, including any resources identified when assessing risks to health and safety

P3 record details of any deviations from original site survey clearly and accurately

P4 maintain the confidentiality of information, sites and systems in line with relevant legislation, codes of practice

Determine the cost of maintaining the performance of electronic security systems

P5 confirm the details of system performance site survey before calculating costs

P6 confirm that systems are capable of meeting performance specifications

P7 determine accurate details of activities and labour times required to maintain system performance, including the control of any risks identified

P8 base your calculations on agreed responsibilities, approved unit costs for labour, and profit margins

P9 calculate costs accurately, fully and in a way that can be confirmed

P10 take account of your organisation's abilities to maintain systems and contractual commitments where these exist

P11 record details of any deviations from customers' specification clearly and accurately

P12 maintain the confidentiality of information, sites and systems in line with relevant legislation, codes of practice

Produce quotations for electronic security systems, their

installation and their maintenance

P13 provide all the relevant information in your quotations that is required to meet the specification

P14 provide information clearly, completely and accurately in approved formats and within required timescales

P15 provide clear details of the responsibilities of your organisation, customers and third parties where these exist

P16 clarify any potential areas of misunderstanding or confusion in terms that your customers can understand

P17 produce quotations that take account of the type of contract involved

P18 maintain the confidentiality of information, sites and systems in line with relevant legislation, codes of practice

Knowledge and understanding

You need to know and understand:

Legal and Organisational requirements

K1 current relevant legislation, regulations, standards and codes of practice relating to providing quotations

K2 your organisation's policies and requirements for providing quotations

Determine cost of electronic security systems and their installation

K3 why it is important to clarify issues, and record deviations when you are calculating costs

K4 the information that you need to calculate the costs of providing systems and installations

K5 what system components are needed to provide systems that meet the specification

K6 how to select the best and safest option from a number of possibilities of components and system arrangement

K7 where to find costs of system components: suppliers' catalogues and price lists, labour rates and profit margins, company pricing list

Determine the cost of maintaining the performance of electronic security systems

K8 why it is important to confirm the requirements of customers and system performance when you are calculating costs

K9 the information that you need to calculate the costs of maintaining systems performance

K10 what consumable or replacement components are needed to maintain systems performance, their costs and availability

K11 how to select the best and safest option from a number of possibilities of arrangements to maintain system performance

K12 where to find details of labour rates and profit margins

K13 how to communicate and work with other people

Produce quotations for electronic security systems, their installation and their maintenance

K14 the processes and procedures involved in preparing quotations

K15 why you must provide specific details of variations, special system facilities, installation arrangements, or other factors that could affect quotations

K16 why you must maintain confidentiality of information, sites and systems

K17 the requirements and benefits of contract review

Documentation

K18 the different formats for calculating and presenting costings, and when to use them

Scope/range

Competency must be demonstrated in two of the seven areas including at least one of the core areas:

Core areas

- Intruder
- Fire Alarm
- CCTV
- Access Control

Other areas

- Nurse Call
- EAS Systems
- Cloud Based System

Glossary

In these National Occupational Standards;

Electronic security systems: a generic term that includes: intruder, fire, cctv, access, remote monitoring systems and other types of protective installations. It also encompasses the integration of existing and new systems.

sites: premises of installations. For example (but not exhaustive) commercial; industrial; retail; domestic; governmental

specification: the specific detail containing design, installation, commissioning or maintenance requirements

systems: a set of components working together as an interconnecting network. For example (but not exhaustive) new installations; extensions; modifications

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