Specification of Competency Standards
for the Security Services Industry
Unit of Competency

Functional Area - Security Management

Title	Manage counter surveillance operations
Code	107648L4
Description	This unit of competency applies to security personnel at supervisory level and above responsible for managing security services of an organisation. It covers the abilities to properly deploy manpower and resources for counter surveillance and ensure that its operations are effective and efficient and meet the needs and objectives of the organization.
Level	4
Credit	2

Competency	Performance Requirements
	1. Analyse relevant information to identify critical requirements for managing counter surveillance operations:
	
	• Analyse the security strategy and the desired level of security to be achieved
	• Analyse the security management plan
	• Analyse the organisation's security policies, procedures and guidelines
	• Analyse the security risks facing the organisation
	• Analyse the organisation's information security policies and guidelines
	• Analyse the organization's workplace monitoring policies and guidelines
	• Evaluate best practices for counter surveillance operations
	• Evaluate the concepts and techniques for resource planning and budgeting
	2. Manage counter surveillance operations
	
	Be able to:
	• Formulate adequate policies, procedures and guidelines to guide counter surveillance operations
	• Establish the counter surveillance program, which should include:
	   o Identify venues/facilities for regular counter surveillance operations
	   o Define corporate events for pre-event counter surveillance operations
	   o Develop the scope and standard of the counter surveillance operations
	   o Establish the schedule of counter surveillance operations
	• Deploy sufficient manpower resources to perform counter surveillance operations as stipulated in the program
	• Deploy adequate equipment to support counter surveillance operations and monitor their performance to ensure that they are maintained in good working condition
	• Deploy trained personnel for counter surveillance operations and monitor their performance to ensure that they are properly trained for their roles and tasks
	• Monitor counter surveillance operations to ensure that they comply with relevant policies, procedures and guidelines
	• Review records of each operation to ensure that proper records are maintained and gaps and failures identified are followed through
	• Monitor expenditures of counter surveillance operations to ensure that they are managed within the approved budgets
	• Conduct periodic reviews of counter surveillance through trend analysis, security risks and intelligence analysis and cost/benefit analysis to ensure that they meet the organisation's needs and objectives

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Establish a counter surveillance program that complies with the organisation's policies, procedures and guidelines and meets its needs and objectives; and

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	• Monitor the counter surveillance operations to ensure that they are effective and efficient and achieve the desired outcomes
Remark	