

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

Functional Area - Physical Security & Technological Support

Title	Establish security control operations for monitoring the security systems of the organisation on site
Code	107658L5
Description	This unit of competency applies to security personnel at managerial level responsible for managing physical security and technological support of an organisation. It covers the abilities to establish security control operations to monitor the security systems and support physical security operations to achieve the desired level of security and meet the security needs and objectives of the organization.
Level	5
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about establishing security control operations to monitor the security systems of the organisation</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> <li>• Analyse the physical security plan of the organisation</li> <li>• Evaluate the physical environment of the organisation</li> <li>• Evaluate the security measures including electronic security systems and manpower resources deployed</li> <li>• Evaluate best practices in outsourcing and project management</li> <li>• Analyse the organisation's policies, procedures and guidelines for information security and information classification, transmission, storage and destruction</li> <li>• Analyse the application of the organisation's policies, procedures and guidelines in workplace monitoring and personal data privacy to physical security operations</li> </ul> <p>2. Plan and prepare for the security control operations</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> <li>• Define the functions of security control including but not limited to: <ul style="list-style-type: none"> <li>○ Serving as a communication hub to support frontline security personnel</li> <li>○ Serving as a duty reporting centre to coordinate deployment of security personnel including tele-protection for security personnel at remote sites</li> <li>○ Serving as a service centre to handle customer enquiries and complaints</li> <li>○ Serving as a centre for monitoring electronic security systems and key controls</li> <li>○ Serving as a centre for reporting and record-keeping of events and incidents</li> </ul> </li> <li>• Develop the security control operations plan: <ul style="list-style-type: none"> <li>○ Analyse the budget and resources available</li> <li>○ Analyse the security services plan of the organisation</li> <li>○ Define the functions, services as well as the service standard and quality expected of the security control</li> <li>○ Define the building infrastructure and physical security measures to perform the functions and meet the service standards</li> <li>○ Define the tasks and duties, shifts as well as manpower required to perform the functions and meet the service standards</li> <li>○ Present the security control operations plan in the prescribed format and confirm it with relevant stakeholders</li> </ul> </li> <li>• Manage the implementation of the security control operations plan: <ul style="list-style-type: none"> <li>○ Deploy the necessary manpower, systems and devices, and related resources</li> <li>○ Develop the necessary policies, procedures and guidelines</li> <li>○ Coordinate training and drills to familiarise security personnel, users and other parties with the operations</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"><li>○ Monitor operations to ensure that they comply with relevant policies, procedures and guidelines</li><li>● Carry out periodic reviews of the security control operations plans to ensure that they are relevant and effective</li></ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"><li>● Plan and manage the implementation of security control operations that support the effective monitoring of electronic security systems installed;</li><li>● Monitor operations to ensure that they comply with the requirements of relevant laws and regulations and laid-down policies, procedures and guidelines; and</li><li>● Carry out periodic reviews of security control operations for continuous improvement</li></ul>
Remark	