

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

Functional Area - Physical Security & Technological Support

Title	Maintain the effective operation of the systems and equipment for security control
Code	107678L3
Description	This unit of competency applies to security personnel responsible for security control operations. It covers the abilities to maintain the effective operation of the systems and equipment installed at the security control.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about the systems and equipment at the security control:</p> <ul style="list-style-type: none"> • Understand the configuration and function of the systems and equipment at the security control • Be familiar with how to operate these systems and equipment • Be familiar with their normal and abnormal working conditions • Be familiar with the service level agreement with the suppliers about servicing of these systems and equipment <p>2. Maintain the effective operation of the systems and equipment for security control</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Perform daily checks to confirm their working condition <ul style="list-style-type: none"> ○ Confirm that the systems and equipment are in normal working condition ○ Confirm that the systems and equipment are operated correctly ○ Confirm that there is no loss of signal at any point between the frontline security personnel or any of the field device and the security control • Review performance reports to identify faults and malfunctions, e.g. <ul style="list-style-type: none"> ○ False alarm reports of the intrusion alarm systems ○ Door alarms of the access control systems ○ Quality and coverage of footages of the CCTV systems • Ensure that the systems and equipment are routinely checked and serviced according to the service level agreement • Follow-up with faults and malfunctions identified until the issues are resolved, referring to senior management or other appropriate parties for resolutions where necessary • Maintain detailed records of the above activities
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Maintain the effective operation of the systems and equipment of the security control at all time; • Follow through with faults and malfunctions until the issues are resolved; and • Keep detailed records about the performance and repair and maintenance of the systems and equipment at the security control
Remark	