

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

Functional Area - Physical Security & Technological Support

Title	Monitor CCTV systems
Code	107682L3
Description	This unit of competency applies to security personnel responsible for performing security control operations. It covers the abilities to monitor CCTV systems and take appropriate actions in the event of abnormal conditions or other security situations according to laid-down policies, procedures and guidelines.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about the CCTV systems</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Describe the configuration and coverage of the CCTV systems • Describe the operations of the CCTV systems • Describe the policies, procedures and guidelines relevant to response actions to various abnormal conditions or security situations <p>2. Monitor CCTV systems</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Carry out the required tasks according to laid-down policies, procedures and guidelines <ul style="list-style-type: none"> ○ Observe the CCTV monitors for any abnormal conditions on site ○ Take prompt and appropriate actions in the event of abnormal conditions <ul style="list-style-type: none"> ▪ Dispatch frontline security personnel to scene to verify the situation ▪ Continue to monitor the area until the situation is resolved ▪ Ascertain the time and location of potential intrusion <ul style="list-style-type: none"> ▪ Check recorded footages ▪ Check intruder alarm activations (if any) ▪ Check door alarms and/or access records of the access control system (if any) ▪ Evaluate the situation and take further action as appropriate ▪ Reset the CCTV systems when the incident is over • Keep the CCTV systems in good working condition according to laid-down policies, procedures and guidelines <ul style="list-style-type: none"> ○ Confirm no loss of signal from each camera and controller ○ Confirm that the coverage of each camera is accurate and effective ○ Confirm that recordings are done and managed properly ○ Call out the service provider for servicing where necessary ○ Ensure that regular checks are carried out by the service provider
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Monitor the CCTV systems and take prompt and accurate actions to handle abnormal conditions or other security situations; and • Operate the CCTV systems correctly and keep them in good working condition.
Remark	Revised on Dec 2018