

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

Functional Area - Physical Security & Technological Support

Title	Monitor access control systems
Code	107684L3
Description	This unit of competency applies to security personnel responsible for performing security control operations. It covers the abilities to monitor the access control systems and take appropriate actions in the event of abnormal conditions or other security situations.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about the access control systems:</p> <ul style="list-style-type: none"> • Describe the configuration and coverage of the access control systems • Describe the operations of the access control systems • Describe the policies, procedures and guidelines relevant to response actions to various abnormal conditions or other security situations. <p>2. Monitor access control 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"> ○ Monitor the access control systems for abnormal conditions on site ○ Take prompt and appropriate actions in the event of abnormal conditions, including: <ul style="list-style-type: none"> ▪ Act promptly and accurately to door alarms such as door held open too long, access requests from unauthorised or deactivated cards, etc. ▪ Act promptly and accurately to access requests from holders of malfunctioned cards ▪ Continue to monitor the area until the situation is resolved ▪ Ascertain the situation and potential intrusion • Check access database and access records • Monitor the area through the CCTV systems and review recorded CCTV footages (if any) • Check alarm records of the intruder alarm system (if any) <ul style="list-style-type: none"> ○ Evaluate the situation and take further action as appropriate ○ Reset the CCTV systems when the situation is resolved • Keep the access control 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 device, reader and controller ○ Confirm that door alarms and access activities are recorded properly ○ Review access reports to confirm no access requests from unauthorised and deactivated access cards ○ Update regularly details about access cards, card holders, and access rights in the access database ○ 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 access control systems and take prompt and accurate actions to handle abnormal conditions and access requests; and • Operate the access control systems correctly and keep them in good working condition
Remark	