

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

Functional Area - Guarding Services

Title	Perform crowd control duties
Code	107732L2
Description	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to carry out crowd control duties to the desired outcome in accordance to laid-down policies, procedures and guidelines.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about crowd control duties:</p> <ul style="list-style-type: none"> • Understand the objective and desired outcome of crowd control duties • Be familiar with the physical environment, exit points, exit routes and signages as well as facilities for health and safety • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Be proficient in the operations of relevant systems, devices and equipment and in particular, those for communications • Possess the people skills to deal with others • Possess the communication skills to clearly and accurately report incidents • Possess the literacy skills to clearly and accurately record information and activities <p>2. Perform crowd control duties Be able to:</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role • Carry out effective crowd control duties in accordance to laid-down policies, procedures and guidelines: <ul style="list-style-type: none"> ○ Monitor the crowd closely to ensure that the capacity of the premises and/or areas under protection will not be exceeded ○ Take appropriate actions to keep the crowd within a safe size ○ Direct crowd movement, providing clear and precise information ○ Ensure that nobody in the crowd behaves in a manner that is disorderly, dangerous, and/or causes concerns to other people in the crowd ○ Assist those in need of help • Maintain close communications with other parties involved in crowd control • Operate the relevant systems, devices and equipment correctly and safely • Record and report all observations of irregular/abnormal activities or circumstances • Take appropriate and swift actions to handle incidents and emergencies • Handle people with tact and courtesy • Keep proper records of all activities and actions • Report incidents and issues requiring management attention clearly and accurately
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Perform effective crowd control duties to the desired outcome in accordance to laid-down policies, procedures and guidelines as well as contingency plans; and • Contribute to safety and security of the premises under protection
Remark	