

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

Functional Area - Guarding Services

Title	Handle an intrusion alarm activation
Code	107736L2
Description	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to handle an intrusion alarm activation to the desired outcome in accordance to laid-down policies, procedures and guidelines as well as contingency plans
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about an intrusion alarm activation:</p> <ul style="list-style-type: none"> • Understand the objective and desired outcome of handling an intrusion alarm activation • Be familiar with the physical environment and security measures • Be familiar with the protocols and procedures for responding to an intrusion alarm activation • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Be proficient in the operations of relevant systems, devices and equipment • 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. Handle an intrusion alarm activation</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 • Take appropriate and swift actions in response to an intrusion alarm activation in accordance to laid-down policies, procedures and guidelines: <ul style="list-style-type: none"> ○ Observe the external perimeter of the alarmed area to identify any signs of break-in or abnormal/suspicious circumstances ○ Inform the key-holder of the alarmed area about the intrusion alarm activation (if not already done by the security control) ○ Inform the police about the intrusion alarm activation (if not already done by the security control) ○ Guard the alarmed area and seek further assistance and/or backup where necessary ○ Enter the alarmed area with the key-holder and police upon their arrival ○ Ascertain the cause of the alarm activation ○ Take appropriate actions to resolve the issues until normal operation is resumed • Maintain close communications with security control and/or the supervisor at every stage • Operate relevant systems, devices and equipment correctly and safely • Record and report all observations of irregular/abnormal activities or circumstances • 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	The integrated outcome requirements of this UoC are the abilities to:

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	<ul style="list-style-type: none">• Take appropriate and swift actions in response to an intrusion alarm activation and achieve 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	