

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

Functional Area - Guarding Services

Title	Handle emergency situations according to pre-established procedures (Note: extended basic training in addition to QASRS)
Code	107752L2
Description	This unit of competency applies to frontline security personnel responsible for performing guarding services at a premises and has accumulated a certain level of job experiences. It covers the abilities to decide and take appropriate actions at the outbreak of emergencies in accordance to laid-down policies, procedures and guidelines as well as contingency plans relevant to the premises.
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge about handling of emergency situations:</p> <ul style="list-style-type: none"> • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Be proficient in the function and operation of relevant systems, devices and equipment • Be proficient in the protocol and operation of systems, devices and equipment for effective communications with internal and external parties • Be proficient in the function and operation of government emergency services and relevant other non-government bodies • Possess the decision making skills to determine and respond to dynamic situations • Possess the people skills and communication skills to deal with other • Possess the literacy skills to clearly and accurately record information and activities <p>2. Handle emergency situations according to laid-down policies, procedures and guidelines as well as contingency plans</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify the types of emergency according to the situation • Determine the impact on life safety, property and business operations • Report swiftly and clearly to the security control and/or the supervisor of the situation • Seek assistance and support where necessary • Report (if not already done by the security control) swiftly and clearly to government emergency services such as the police, fire services and ambulance services and/or other relevant non-government bodies about what happened, the location and the assistance needed • Take appropriate actions to protect life and property • Provide support and assistance to government emergency services and other non-government agents upon their arrival • Work with internal and external parties to contain the situation and resume normal operations as soon as possible • Maintain close and effective communications with all internal and external parties at every stage • Keep security control and/or the supervisor updated of developments at all time • Record and report all the activities, decisions and actions
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Handle emergency situations promptly and effectively and maintain close communications and coordinated actions with all internal and external parties involved; and

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	<ul style="list-style-type: none">• Adhere to laid-down policies, procedures and guidelines as well as relevant contingency plans.
Remark	