

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

Functional Area - Security Control Room

Title	Develop procedures and guidelines for security control operations
Code	107770L5
Description	This unit of competency applies to security personnel at managerial level responsible for managing security control operations of an organisation. It covers the abilities to develop procedures and guidelines to support the effective and efficient operations of security control.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about security control operations:</p> <ul style="list-style-type: none"> • Understand the functions and scope of service of security control • Be familiar with the sites and electronic security systems and devices monitored at the security control • Be familiar with best practices about security control operations • Be familiar with legal and regulatory requirements relevant to security control operations • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Establish policies and procedures to facilitate security control operations::</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify operations requiring procedures and guidelines • Develop procedures and guidelines for a specific operation <ul style="list-style-type: none"> ○ Determine the objectives of the operation ○ Determine the requirements of relevant laws and regulations ○ Determine service level agreement where relevant ○ Determine performance standards and service quality ○ Determine systems and devices involved and how to operate them ○ Determine occupational safety and health issues ○ Determine dependencies with other operations and parties involved in the operation ○ Determine step-by-step actions to perform the specific operation ○ Determine contingencies ○ Determine management reporting requirements ○ Determine requirements for record-keeping • Document the procedures and guidelines in the prescribed format and style as required by the organisation • Consult with relevant parties to ensure their completeness and effectiveness • Obtain the endorsement of management and relevant stakeholders • Publish the endorsed procedures and guidelines according to the organisation's laid-down policies and guidelines • Train staff to ensure compliance with the procedures and guidelines • Monitor performance to ensure continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Develop procedures and guidelines that will support the efficient and effective operations of the security control;; • Ensure that the procedures and guidelines meet legal and regulatory requirements as well as the expected service standards and quality; and • Ensure that the procedures and guidelines will be complied with and continuously improved continuously.

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