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

Functional Area - Security Control Room

Title	Establish a Central Alarm Monitoring Station (CAMS) to provide off-site monitoring of intrusion alarm systems for clients
Code	107772L5
Description	This unit of competency applies to security personnel at managerial level responsible for managing the operations of a company holding a Type I security company license for the provision of security guarding services in Hong Kong. It covers the abilities to establish a Central Alarm Monitoring Station to provide off-site monitoring of intrusion alarm systems for clients.
Level	5
Credit	3

Competency	Performance Requirements
	1. Knowledge about a Central Alarm Monitoring Station:
	
	• Understand the requirements relevant to a "Central Alarm Monitoring Station" in "The matters to which the SGSIA shall have regard when determining an application for a security company license" (hereinafter called "The Matters") for a company holding a Type I security company license in Hong Kong
	• Be proficient in the organisation's policies and guidelines for information security and information classification, transmission, storage and destruction
	• Possess the people skills and communication skills to deal with others
	• Possess the literacy skills to clearly and accurately record information and activities
	2. Establish a Central Alarm Monitoring Station
	
	Be able to:
	• Design the Central Alarm Monitoring Station to meet requirements in security, fire safety, and health and safety as specified in The Matters.
	• Arrange for standby lighting and power for uninterrupted operation and communications in the event of a mains failure for not less than 12 hours.
	• Develop adequate policies, procedures and guidelines for its operations
	• Safe-keep specified records/data in relation to its operations, which should be available for inspection by the authority:
	    ○ Access control records of the Central Alarm Monitoring Station for a minimum period of 6 months
	    ○ Certain sensitive client information as specified in The Matters with proper back-up storage
	• Deploy a minimum of 2 security personnel to man the Central Alarm Monitoring Station 24 hours daily
	• Deploy a minimum of 2 telephones, with a minimum of 2 adequately protected lines (2 incoming and 1 hunting)

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Establish a Central Alarm Monitoring Station to provide off-site monitoring of client's intrusion alarm systems; and • Ensure that the construction, set-up and operations of the Central Alarm Monitoring Station meet the requirements as specified in The Matters.
Remark	