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

Functional Area - Security Control Room

Title	Develop procedures and guidelines for responding to intrusion alarm activations at the client's site from a Central Alarm Monitoring Station
Code	107774L5
Description	This unit of competency applies to security personnel at managerial level responsible for managing the operations of a Central Alarm Monitoring Station of a company holding a Type I security company license in Hong Kong. It covers the abilities to develop procedures and guidelines in order to ensure that effective and efficient actions will be taken in response to intrusion alarm activations at the client's site from the Central Alarm Monitoring Station.
Level	5
Credit	3

Competency	Performance Requirements
	1. Knowledge about intrusion alarm activations at the client's site:
	
	• Understand the laws and regulations relevant to guarding services, which should include but not limited to:
	   o Security and Guarding Services Ordinance, Cap 460
	   o Occupational Safety and Health Ordinance, Cap 509 and related regulations
	   o Personal Data (Privacy) Ordinance, Cap 486
	• Understand duty of care and third party responsibilities with regard to maintaining safety and security of the premises under protection
	• Understand the nature of business and mode of operations at the client's site
	• Understand the threats and risks against the client, the premises and businesses on site
	• Understand the physical environment and safety and security measures
	• Understand the function, operation and configuration of the intrusion alarm system on site
	• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts
	• Possess the people skills and communication skills to deal with others
	• Possess the literacy skills to clearly and accurately record information and activities
	2. Formulate procedures and guidelines for responding to intrusion alarm activations at the client's site
	
	   Be able to:
	• Identify scenarios requiring procedures and guidelines
	   o Time of alarm
	   o Types of alarm
	• Agree on processes and protocols for:
	   o False alarms
	   o Alarm validation
	   o On site inspection
	   o Report to police
	• Develop the procedures and guidelines for each scenario:
	   o Determine the desired outcome
	   o Determine the requirements of relevant laws and regulations
	   o Determine service level agreement where relevant
	   o Determine performance standards and service quality
	   o Determine systems involved and how to operate them
	   o Determine occupational safety and health issue
	   o Determine step-by-step actions to achieve the desired outcome
	   o Determine contingencies

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	o Determine management reporting requirements o Determine requirements for record-keeping • Document the procedures and guidelines in the prescribed format and style • Consult with the client and relevant stakeholders to ensure their completeness and effectiveness • Provide training to staff and relevant parties to ensure compliance with the procedures and guidelines • Carry out periodic reviews to ensure the relevance and effectiveness of the procedures and guidelines
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Develop procedures and guidelines that will support the efficient and effective response actions to intrusion alarm activations at the cleint's site; • 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.
Remark	