

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

Functional Area - Security Control Room

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| Title | Develop and manage the security control operations plan |
| Code | 107775L5 |
| 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 assess the operations of the security control and develop and manage implementation of the plan to perform these operations. |
| Level | 5 |
| Credit | 3 |
| Competency | <p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will impact on security control operations</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • Evaluate relevant requirements in “The matters to which the SGSIA shall have regard when determining an application for a security company license” if the organisation is a licensed security company in Hong Kong • Analyse the organisation’s physical security plan • Analyse the organisation’s physical environment and security and safety measures • Analyse the organisation’s security services plan • Analyse the organisation’s security policies, procedures and guidelines • Analyse the organisation’s policies and guidelines for information security and information classification, transmission, storage and destruction <p>2. Develop and manage the security control operations plan</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • Identify the functions of security control including but not limited to: <ul style="list-style-type: none"> ○ Serving as a communication hub to support frontline security personnel ○ Serving as a duty reporting centre to coordinate deployment of security personnel including tele-protection for security personnel at remote sites ○ Serving as a service centre to handle customer enquiries and complaints ○ Serving as a centre for monitoring electronic security systems and key controls ○ Serving as a centre for reporting and record-keeping of events and incidents • Develop the security control operations plan: <ul style="list-style-type: none"> ○ Define the required setup and capacity of the security control based on the security functions and scope of services in the security services plan ○ Develop the functions, services as well as the service standard and quality expected of the security control ○ Develop building infrastructure and physical security measures to perform the functions and meet the service standards ○ Develop tasks and duties, shifts as well as manpower required to perform the functions and meet the service standards ○ Assess the resources and budget required ○ Present the security control operations plan and obtain the endorsement of relevant stakeholders • Manage the implementation of the security control operations plan: <ul style="list-style-type: none"> ○ Deploy the necessary manpower, systems and devices, and related resources ○ Develop the necessary policies, procedures and guidelines ○ Coordinate training and drills to ensure that security personnel, users and other parties comply with the laid-down policies, procedures and guidelines ○ Monitor performance to ensure that operations are carried out as required |

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| | <ul style="list-style-type: none">• Conduct periodic reviews of the security control operations plan to ensure that it remain relevant and effective in meeting the requirements of relevant laws and regulations as well as achieving the desired outcomes |
| Assessment Criteria | <p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none">• Develop and manage the implementation of the security control operations plan to ensure that it meets the requirements of relevant laws and regulations and agreed services;• Monitor performance to ensure that operations comply with the laid-down policies, procedures and guidelines; and• Conduct periodic reviews to ensure that the plan and operations remain relevant and effective in meeting requirements of relevant laws and regulations and the desired outcomes |
| Remark | |