

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

Functional Area - Security Control Room

Title	Establish protocols with sites and guard posts monitored by the security control
Code	107776L4
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 set rules and develop procedures and guidelines for reporting and communication between the security control and frontline security personnel and other sites monitored by it.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about effective reporting and communication:</p> <ul style="list-style-type: none"> • Understand the functions of the security control in the overall security services plan of the organisation • Understand the reporting structure and roles and responsibilities of various security units • Understand the call signs and terminologies commonly used • Be familiar with the communications systems and equipment used • Be familiar with the organisation's policies and guidelines for information security and document sensitivity classification, transmission, storage and destruction • Possess the people skills and communication skills to deal with others • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the literacy skills to clearly and accurately record information and activities <p>2. Establish protocols between the security control and frontline security personnel and other sites monitored by it</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Establish the communication channels: <ul style="list-style-type: none"> ○ Identify the means and ways of communication and transmission; and ○ Ensure that equipment and devices are kept in good working condition. . • Develop the procedures and guidelines for reporting and communication: <ul style="list-style-type: none"> ○ Consider the functions of the security control ○ Set the rules for routine reporting, e.g. When? By whom? About what? How? ○ Set the rules for communication about issues and incidents, e.g. What needs to be communicated? When? By whom? About what? How? ○ Ensure that security control is to provide support and coordinate actions and not meant to replace frontline security managers/supervisors. ○ Mandate that all verbal and written communications follow the prescribed means and process as well as language and format of the organisation ○ Encourage open communication and active listening and questioning to clarify information and messages ○ Document the procedures and guidelines in the prescribed format and style as required by the organisation ○ Obtain the endorsement of management as well as other stakeholders ○ Training security personnel about the requirements as well as how to operate the communications systems and equipment ○ Monitor performance and ensure continuous improvement
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

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	<ul style="list-style-type: none">• Develop procedures and guidelines to facilitate effective reporting and communication between the security control and frontline security personnel and other sites monitored by it; and• Ensure that reporting and communication conform with the function of the security control as well as relevant policies and guidelines of the organisation.
Remark	