

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

Functional Area - Security Control Room

Title	Investigate and report incidents
Code	107778L4
Description	This unit of competency applies to security personnel at supervisory level and above responsible for performing security control operations. It covers the abilities to review records of events and incidents about security services, carry out further investigation to clarify issues, and compile incident reports as the basis of management decisions and further actions.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about the investigation and reporting of incidents for security services</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Describe the organisation's policies and guidelines regarding record-keeping of information and activities about security services • Describe the organisation's policies and guidelines about reporting of issues and incidents to management • Describe the organisation's policies and guidelines about investigation and compilation of incident reports • Describe the organisation's policies and guidelines about information security and information classification, transmission, storage and destruction <p>2. Investigate and report incidents</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify and collate materials and information about the incident, which include: <ul style="list-style-type: none"> ○ Records kept at the security control ○ Reports from the electronic security systems relevant to the incident, e.g. Intrusion alarms, CCTV footages, and door alarms and access activities of the access control system, etc. ○ Any other facts and materials relevant to the incident, e.g. statements, notes, drawings and pictures, etc. about the incident, decisions and actions taken • Evaluate the relevance and reliability of the materials and information • Carry out further investigative actions to clarify facts and issues where necessary • Produce an incident report by stating clearly all the required information in the prescribed format and layout • Identify parties to be informed and provide them with the required information • Safe-keep the report with the appropriate security protection as required • Follow-up on issues and take further actions as directed by senior management
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Compile incident reports according to laid-down policies and guidelines of the organisation; and • Report to senior management and relevant stakeholders in the form of incident reports matters requiring their attention.
Remark	