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

Functional Area - Security Control Room

Title	Work with government / non-government services to handle security incidents
Code	107780L3
Description	This unit of competency applies to security personnel responsible for performing security control operations. It covers the abilities to effectively communicate and liaise with government and non-government services in order to support frontline security personnel in handling security incidents.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge about liaison with government / non-government services: - Understand the functions and operations of government and non-government services relevant to handling of security incidents, which may include: - The Hong Kong Police - The Fire Services Department - The Health Department - Utilities companies for power supply and gas supply, etc. - Understand relevant laws and regulations - Understand the organisation's relevant guidelines and procedures - Possess the people skills and communication skills to deal with others - Possess the literacy skills to clearly and accurately record information and activities 2. Work with various government / non-government services Be able to: - Determine when and how to seek assistance from various government / non-government services - Follow laid-down guidelines and procedures to call out and work with these services in the event of a security incident requiring their attendance - Notify them swiftly and clearly about - What has happened - The address of the facility at risk - What is at risk - What support is needed - Identify contact details of personnel attending scene and convey the same to frontline security personnel at scene (if not already known) - Deploy security personnel to support their operations - Coordinate actions according to requests from frontline security personnel in consultation with personnel of these services at scene - Arrange for adequate support to any routine visits and check-up of government / non-government services at the facility - Follow-up on findings of non-compliance or defects, referring them to other appropriate parties of the organisation where relevant - Record all contacts with and visits by these services according to laid-down guidelines and procedures of the organisation - Report to senior management issues requiring their attention
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: Maintain good working relationship with various government and non-government services; and

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	• Work effectively with them to handle security incidents of the organisation according to laid-down policies and guidelines.
Remark	