

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

Functional Area - Security Control Room

Title	Provide logistical support to frontline security personnel
Code	107782L3
Description	This unit of competency applies to security personnel responsible for performing security control operations. It covers the abilities to provide timely support to frontline security personnel in order to maintain the effectiveness of the security service.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about the work of frontline security personnel at various posts:</p> <ul style="list-style-type: none"> <li>• Understand the protocols, reporting and communication requirements with frontline security personnel</li> <li>• Understand deployment details of frontline security personnel</li> <li>• Understand the nature of operation and the types of support required of frontline security personnel at each post</li> <li>• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts</li> <li>• Possess the people skills and communication skills to deal with others</li> <li>• Possess the literacy skills to clearly and accurately record information and activities</li> </ul> <p>2. Provide logistical support to frontline security personnel</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Maintain close contact with frontline security personnel, e.g.: <ul style="list-style-type: none"> <li>○ Confirm deployment at each post at the beginning of each shift</li> <li>○ Continue to closely monitor the activities of each post via electronic security systems or other means of communication</li> <li>○ Perform tele-protection checks on remote sites</li> </ul> </li> <li>• Take prompt actions to support the work of frontline security personnel, which may include: <ul style="list-style-type: none"> <li>○ Deploy manpower to take over the post or as a temporary replacement in the event of needs</li> <li>○ Deploy additional manpower to support in the event of security incidents or emergencies</li> <li>○ Arrange for supervisory visits in the event of needs or any abnormalities be observed</li> <li>○ Coordinate urgent supply of materials and equipment as needed</li> <li>○ Coordinate communications with internal/external parties</li> </ul> </li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Provide timely logistical support to frontline security personnel; and</li> <li>• Ensure the effective operations of the security service.</li> </ul>
Remark	