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

Functional Area - Security Control Room

Title	Respond to security incidents and emergencies from the security control
Code	107783L3
Description	This unit of competency applies to security personnel responsible for performing security control operations. It covers the abilities to monitor activities at the scene of a security incident or emergency from the security control, coordinate communications, provide support where needed and maintain complete and clear records of actions and decisions according to laid-down procedures and guidelines.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge about incident and emergency response 　　Be able to: • Describe the organisation's policies and guidelines in emergency management and business continuity management • Describe the organisation's policies and guidelines in media management • Describe the organisation's command and control structure relevant to emergency response • Describe the organisation's business continuity plan • Describe the organisation's incident response plans • Describe the organisation's media management plan • Describe the HK government's emergency response system and the operations of emergency services and related organisations • Describe the organisation's policies and guidelines in keeping complete and clear records of actions and decisions about incidents and emergencies • Describe the organisation's policies and guidelines about information security and document sensitivity classification, transmission, storage and destruction 2. Respond to security incidents and emergencies from the security control 　　Be able to: • Take prompt actions in response to reports of security incidents and emergencies 　○ Dispatch frontline security personnel to scene if not already present 　○ Evaluate the nature and severity of the incident based on initial reports 　○ Monitor activities at scene and provide support to requests from frontline security personnel, which may include: 　　▪ Dispatch additional manpower to scene 　　▪ Inform government emergency services 　　▪ Activate the building evacuation plan 　　▪ Inform senior management and/or activate the emergency response plan of the organisation 　○ Coordinate internal/external communications 　○ Handle enquiries from the media and public 　○ Continue the above activities until normal operation is restored • Keep complete and clear records of actions and decisions from start to end • Carry out follow-up actions: 　○ Produce an incident report in the prescribed format and style and within the timeline as required by the organisation 　○ Take further actions as directed by senior management 　○ Document the report and keep all relevant information and records according to laid-down policies and guidelines.

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Respond promptly to reports of security incidents and emergencies; • Handle security incidents and emergencies by coordinating communications and providing support to frontline security personnel; and • Maintain complete and clear records of actions and decisions according to laid-down policies and guidelines.
Remark	