

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

Functional Area - Security Control Room

Title	Perform tele-protection duties
Code	107785L2
Description	This unit of competency applies to security personnel responsible for performing security control operations. It covers the abilities to provide tele-protection to frontline security personnel working at remote sites or guard posts according to laid-down procedures and guidelines.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about tele-protection:</p> <ul style="list-style-type: none"> • Understand the organisation's policies and guidelines regarding supervision and tele-protection • Understand the objectives and operational procedures of tele-protection • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Perform tele-protection duties according to laid-down procedures and guidelines</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Obtain the full list of remote sites and guard posts covered by tele-protection • Verify the identity of the security personnel, location and "no duress" during each tele-protection • Take appropriate actions in the event that a tele-protection is missed or failed • Take appropriate actions in response to abnormalities or emergencies detected • Communicate management instructions to be carried out at the remote site or guard post where relevant • Provide direction and support to reports or requests from the remote site or guard post where relevant • Refer issues to the appropriate management personnel for follow-up actions • Record all activities and response actions regarding tele-protection
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Perform tele-protection duties according to laid-down guidelines and procedures; and • Take appropriate actions to respond to abnormalities and emergencies identified.
Remark	