

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

Functional Area - Security Control Room

Title	Track reports of defects, faults and malfunctions of facilities, systems, devices and equipment in the field
Code	107786L2
Description	This unit of competency applies to security personnel responsible for performing security control operations. It covers the abilities to track reports of defects, faults and malfunctions of facilities, systems, devices and equipment in the field and follow through until they are repaired, serviced or otherwise replaced in accordance to relevant policies, procedures and guidelines.
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge about facilities, systems, devices and equipment:</p> <ul style="list-style-type: none"> • Be familiar with the physical environment, building facilities as well as safety and security measures • Be proficient in the function and operation of all relevant systems, devices and equipment • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Possess the people skills to deal with others • Possess the communication skills to clearly and accurately report incidents • Possess the literacy skills to clearly and accurately record information and activities <p>2. Track reports of defects, faults and malfunctions of facilities, systems, devices and equipment in the field</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • Track reports of faults or malfunctions or otherwise any abnormal/irregular conditions about the facilities, systems, devices and equipment in the field • Ensure that immediate actions are taken to contain the situation from causing danger to people and/or damage to property • Assess the impact of the faults or malfunctions • Activate relevant contingency plans where necessary • Refer the issues to relevant internal/external parties for repair and maintenance and/or servicing • Follow through until the issues are resolved • Keep records about the issues and the subsequent actions and decisions
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Track reports of faults or malfunctions of the facilities, systems, devices and equipment in the field and ensure that the issues will be resolved in accordance to laid-down policies, procedures and guidelines; and • Contribute to safety and security of the premises under protection.
Remark	