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

Functional Area - Security Control Room

Title	Coordinate training of security personnel for security control operations
Code	107791L3
Description	This unit of competency applies to security personnel at managerial level responsible for managing security control operations of an organisation. It covers the abilities to co-ordinate training of security personnel in order to ensure that they deliver effective and efficient security control services to the organisation in accordance to the policies, procedures and guidelines as well as relevant laws and regulations.
Level	3
Credit	2
Competency	Performance Requirements 1. Knowledge about training for security control operations: • Understand the scope of services of security control operations • Understand the job roles and tasks involved in security control operations • Understand the qualifications, skills and experiences required for performing the job roles and tasks • Be proficient in best practices for adult training and learning • Be proficient in training resources for security control operations • 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 2. Co-ordinate training of security personnel for security control operations Be able to: • Identify training needs of various roles/tasks • Determine training budgets available • Identify internal and external training resources available • Evaluate the quality of various training resources • Develop the training programs for various roles/tasks • Obtain the endorsement of management and stakeholders about the training programs and budget approvals • Publish the training programs and specify mandatory and optional training for various roles/tasks • Monitor and maintain records about the enrolment, attendance, completion and certification of training of the security personnel • Conduct periodic reviews to ensure relevance of the training programs and training effectiveness using various means and techniques of evaluation • Control and ensure the effective and efficient use of the training budgets
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Establish training programs to meet the training needs and objectives relevant to security control operations; • Ensure that training is effective and efficient and achieve the desired outcomes; and • Conduct periodic reviews for continuous improvement
Remark	Revised on Dec 2018