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

Functional Area - Emergency Management

Title	Manage emergency communications
Code	107832L4
Description	This unit of competency applies to security personnel responsible for emergency planning and response. It covers the abilities to plan for the necessary measures, equipment and procedures for emergency communications.
Level	4
Credit	3

Competency	Performance Requirements
	1. Knowledge about emergency management and emergency communications:
	
	• Understand the organisation's policies and guidelines in emergency management and business continuity management
	• Be proficient in the organisation's business continuity plan
	• Be proficient in the organisation's incident response plans
	• Understand the organisation's policy and guidelines in media management
	• Be proficient in the media management plan for different events/incidents
	• Be familiar with the latest technologies and equipment for communications
	• Possess the people skills and communication skills for dealing with others
	2. Plan for emergency communications
	
	Be able to:
	• Plan for adequate systems and equipment for emergency communications:
	  o Determine communication needs during an emergency
	    ▪ Notification of the emergency, e.g. internal reporting and external reporting to government emergency services
	    ▪ Warning people of the emergency, e.g. notifications about evacuation in response to fire alarms
	    ▪ Inform staff and customers and suppliers of the emergency in order to coordinate actions for business continuity
	    ▪ Inform internal and external parties with a need-to-know such as families and the media about the incident and its development
	  o Determine communication needs for emergency response, e.g.
	    ▪ Between internal and external responders at the scene, such as the IMC and government emergency services
	    ▪ Between the EOC and internal and external responders at the scene
	    ▪ Between the EOC and staff and their families
	    ▪ Between the EOC and customers and suppliers, and other parties with a need-to-know, e.g. the media
	  o Assess the impact should there be a breakdown in communication at any point or stage during the emergency
	  o Determine the different methods of communication, e.g. messenger, telephone, 2-way radio, satellite, etc.
	  o Deploy systems and means with adequate capacity to support the communication needs
	  o Make backup arrangements
	• Plan for emergency communications, e.g.
	  o Procedures for staff to report and notify staff of an emergency
	  o Procedures to notify government emergency services
	  o Announcements for use over the public address systems

Functional Area - Emergency Management

	- o System and procedures for warning people of an emergency, including those with disabilities, customers, contractors, visitors, etc. - o Call trees of key personnel involved in emergency response and tests and drills to ensure they are kept up-to-date - o Plans and procedures for communicating with staff, their families and others with a need-to-know - Carry out training, tests and exercises to ensure staff awareness of their roles and responsibilities and the effectiveness of the warning systems and PA systems in an emergency
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Establish the systems, equipment, plans and procedures for emergency communications; and - Ensure effective and efficient communications in an emergency.
Remark	