

PLRD COMPETENCY-BASED ASSESSMENT FRAMEWORK (As of 30 Jul 20)

Possible Functions, Competencies and Enabler

Functions	Access Control	Patrol & Surveillance	Incident Management
Competencies	Training	Process	Command, Control and Communications (C3)
Enabler	Technology		

Note: These are examples to illustrate some possible competencies and should not be interpreted as decisions already taken.

Definition of types of competencies

Core	Competencies that all SAs <u>must have</u> in order to perform the basic functions of access control, patrol & surveillance and incident management.
Elective	Competencies that SAs <u>could have</u> that would enhance their core competencies. In the longer term, as SAs mature and professionalise further, some of these Electives could evolve to be Core.
Niche	Competencies that are good to have. These will be independently accredited by external bodies, not under the competency-based assessment framework.

1. Training: Proposed Core and Elective Competencies

Competency	Core	Elective
Pre-deployment Training	SA has an induction training program to prepare SOs for site deployment before they are deployed	
Continuous Professional Development	<p>SA has a <u>basic</u> continuous training program covering the 4 components from end to end (life-cycle audit):</p> <ul style="list-style-type: none"> • Training Development & Review of SOPs • Training Delivery • Training Assessment • Training Analysis <p>In basic training program, the training must cover the three basic functions for SOs:</p> <ol style="list-style-type: none"> i. Access Control ii. Patrol & Surveillance iii. Incident Management 	<p>1) SA has an <u>advanced</u> continuous training program covering the 4 components from end to end (life-cycle audit):</p> <ul style="list-style-type: none"> • Training Development & Review of SOPs • Training Delivery • Training Assessment • Training Analysis <p>In the advanced training program, the training must prepare SOs to adopt new technologies in their work. These new technologies must include technologies illustrated in Stage 2 and Stage 3 of the Security Industry Digital Roadmap as follows:</p> <p>Stage 2: Clustered Security Guarding, Risk/Threat Prediction & Detection and Wearable Security Technology</p> <p>Stage 3: Surveillance Robots and Security Collaboration Platform</p>

		2) SA has an organic in-house training capability which includes dedicated training personnel to develop training curriculum and deliver the lesson plans.
Reality Training		SA adopts Immersive Technology (either in-house or outsourced) when training its SOs
Conduct of Exercise (Routine)	SA has the ability to: <ul style="list-style-type: none"> • plan and carry out a training exercise • conduct an AAR • document the lesson(s) learnt and corrective measures 	
Conduct of Exercise (Red-Teaming)	SA has the ability to: <ul style="list-style-type: none"> • plan and carry out a red-teaming exercise • conduct an AAR • document the lesson(s) learnt and corrective measures 	

2. Process: Proposed Core and Elective Competencies

<u>Competency</u>	<u>Core</u>	<u>Elective</u>
Job Redesign		SA has capabilities to perform job redesign of an SO's job through improvement in work processes or incorporating new technology to enhance productivity.
Business Continuity Plan (BCP)	<p>SA has a business continuity plan and SA's plan should include how business operations can recover and resume in a contingency to meet the service level agreement with clients.</p> <p>The plan shall be reviewed annually.</p> <p>SA staff (both security and non-security staff) should be au fait with the BCP and when asked (eg interview by assessor), staff can articulate their respective roles when the Plan is activated.</p>	<p>SA has built-in redundancies to ensure availability of infrastructure and information processing facilities during a crisis or disaster.</p> <p>For example, SA has an alternate site for its 24-hour Command Centre or Ops Room or a back-up server for information / data security controls. Note: these examples are illustrative and <u>not</u> mandatory.</p>

3. C3: Proposed Core and Elective Competencies

<u>Competency</u>	<u>Core</u>	<u>Elective</u>
24-hour Command Centre or Ops Room	SA has a physical 24-hour Command Centre or Ops Room to oversee all its operations with dedicated personnel/team present to monitor the SA's operations	
Supervision	SA has a system to ensure that supervisory checks are duly carried out based on a supervisory check roster	SA has a system which enables remote supervision of its SOs
Tracking		SA has a blue force tracking system to identify and locate its SOs
Wireless Communications		SA has an independent 2-way wireless voice communications system (i.e. not dependent on telco's 3G/4G network) to support/control its ground operations
Video Analytics		SA has video analytics capabilities.

4. Process & C3: Proposed Core and Elective Competencies

Competency	Core	Elective
Incident Management	SA and its SOs have the ability to respond and manage a security incident covering the following (life-cycle audit): <ul style="list-style-type: none"> • SO can handle the given scenario, including executing the appropriate procedures as prescribed by the SA's SOP • SA's wireless communications system can support 2-way communications between the SO and Command Centre e.g. mobile phones • SA's Command Centre can provide direction and support to the SO during the incident • SA's Command Centre can capture the relevant information using an electronic Incident Management System • the electronic Incident Management System allows users to search for any past incident based on date, time, place and/or person(s) involved 	
Access Control		SA has capabilities to provide automated visitor management system to manage access control

Screening		SA has the capabilities to provide and operate bag scanning and metal detection system.
Technology Enabled Patrol		SA has a technology enabled platform to carry out patrol (e.g. autonomous robot or drone patrol, or virtual patrol supported by a network of CCTV cameras) which can stream back live video footages to the Command Centre
Electronic SOP Repository		SA has an electronic repository which allows its SOs to access any of its SOPs at anytime, from anywhere, by using a mobile device
Technology Enabled Guarding		SA has clustered security guarding capabilities.

5. Training, Process & C3: Proposed Elective Competencies

Competency	Core	Elective
Overall Service Delivery		SA has delivered quality security services to its clients (based on clients' feedback)