

Incident Response (Perform Monitoring and Reporting Duties at Central Command Centre) Level 3



Approved
by SSG

Course Aim: This competency unit is sequenced to cover key points from a 'chronological' approach from preparing for security operations at command centre, to responding to security incidents at sites from command centre, to monitoring progress of corrective and preventive action and reporting incidents

Course contents:

LO1 Carry out takeover procedures in timely manner to ensure continuity of security monitoring according to organisational procedure - LO2 Check status and operation of security command centre and security systems in accordance with organisational procedures - LO3 Maintain communication with deployed security field personnel - LO4 Take appropriate action where contact cannot be established with deployed security field personnel - LO5 Record actions taken in relevant documentations - LO6 Identify and determine criticality of situation - LO7 Respond to situation - LO8 Update appropriate documents accurately and clearly - LO9 Communicate non-routine or outstanding issues and situations to incoming security personnel for follow-up within stipulated time ensuring continuity of security monitoring - LO10 Carry out handover procedures in timely manner to ensure continuity of security monitoring accordingly to organizational procedures

Target Audience:

Security Supervisor (SS) looking to be promoted to Senior Security Supervisor (SSS) on the Progressive Wage Model (PWM)
Learner's Profile: Learners must be 18 years and above. Learners of this module could be:

- Have skills & knowledge relevant to this unit through previous learning working experience as security officers for at least 6 months.
- Licensed Security Officers (obtained certification under National Skills Recognition Systems)
- Licensed Security Officers who wish to upgrade their skills at the supervisory level
- Licensed Security Officers who are inspired to become security supervisors

Assumed Skills and Knowledge: Learners who signed up for this module are assumed to have the following skills & knowledge:

- Have acquired skills and knowledge relevant to this module through previous learning or work experience as security officers
- Have at least a secondary education qualification
- Able to read, listen, speak and write in English at ESS Level 6

Medium of Instruction: English. Only participants with 100% attendance will be eligible to sit for the examination.

Dress code: Shirt (long or short sleeve), Pant (No jeans), Black shoe.

Course Duration: 10.5 hours (including 2 hours assessment conducted by POLWEL).

Kindly refer to our website for the latest schedule.

Course Fee: **\$213.92** (Inclusive of GST). Course code: TGS-2021010302

Please note that we will contact the trainees via email or phone to collect the feedback after the course completion

Student Registration form

Company Name				Company Reg. no.	
Company Address				Course Date	
Contact Person Name				Course Language	
Contact Person Email				Course Venue	
Contact Person Mobile		Tel no:		Fax no:	
Participant details					
Participant Name				NRIC / FIN	
Participant Email				Participant mobile no.	
Nationality		Date of Birth		Race	
Designation		Education		Gender	
Salary Range: (1 - Below \$1000, 2 - \$1000-\$1499, 3 - \$1500-\$1999, 4 - \$2000-\$2499, 5- \$2500-\$2999, 6 - \$3000-\$3499, 7 - \$3500 & above)					
Refund Policy: Requests for refund, change or cancellation of course registrations must be submitted in writing and are subject to our terms and conditions. Please refer to our website for our terms and conditions, before registering for the course.					
Absolute Kinetics Consultancy Pte Ltd Tel: 6690 5555				Company seal	
Website: www.sg-akc.com Registration Email: register@sg-akc.com					