

# Overview of Technical Skills and Competencies

## Technical Skills and Competencies (TSCs)

TSC Category	TSC Title		Proficiency Levels					
			1	2	3	4	5	6
Business Management	Contract Management	Manage contract creation, evaluation, negotiation, and tendering to fulfil contractual requirements for the bidding organisation			●	●		
	Innovation Management	Respond to external or internal opportunities and apply creativity to introduce new ideas, processes or technology			●	●	●	
	Financial Management	Manage organisation's short and long-term financial needs			●	●		
	Marketing Management	Manage organisation's marketing plans				●	●	
	Stakeholder Management	Monitor and maintain constructive relationships with stakeholders by influencing their expectations appropriately to help a business move toward its stated goals		●	●	●	●	
	Strategy Planning	Develop organisational strategic plans and provide directions to the organisation					●	●
Incident Management	Deterrent	Perform actions to deter undesired outcomes	●	●	●			
	First-Aid	Provide first-aid support and determine the situation for escalation	●					
	Incident Response	Establish procedures to manage and analyse incidents	●	●	●	●		
Information Management	Confidentiality Management	Develop a set of rules to control access to information			●	●	●	
	Documentation	Write clear, concise and readable reports supported by facts and evidence	●	●	●	●		
	Information Collection	Gather and measure data on topics targeted to answer relevant questions	●	●	●	●	●	
	Media Storage Record Maintenance	Record essential information identified to meet governance principles		●	●	●		
Observation	Environment Observation	Measure situations by discerning the environment	●	●	●	●		
	Person Observation	Measure behaviour by discerning a person's actions	●	●	●			
People Development	Capability Development	Provide personnel with support for professional development				●	●	●
	Conflict Resolution Management	Manage conflicts and disagreements efficiently to reach compromise and agreements			●	●	●	
	Performance Management	Manage the performance of personnel to achieve organisation's performance targets				●	●	

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Security Operation	Arrestation	Apply appropriate apprehension techniques on suspects during the committing of unlawful acts	●	●					
	Canine Handling	Deploy dogs for security patrols	●						
	Contingency Management	Manage resources to handle uncertain and emergency situations			●	●			
	Crowd and Traffic Control Management	Manage crowd and traffic flow	●	●					
	Executive Protection	Provide protection services to moderate risk security environment	●	●	●	●			
	Firearm Handling	Handle firearms in accordance to standard operating procedures	●						
	Guard and Patrol	Perform guard and patrol duties to ensure the security of guarded facilities and eliminate prevailing security threats	●	●	●	●			
	Manpower Planning	Manage human resources to meet organisation's goals and objectives			●	●	●		
	Security Escort	Perform security and cargo escorts from collection points to designated places safely	●	●	●				
	Security Event Management	Plan and coordinate security operations of specific events				●	●	●	
	Security Operation Compliance	Manage operations that comply with the relevant legal requirements in the security industry	●	●	●	●			
	Security Screening Management	Conduct security screening activities to ensure the security of guarded facilities and mitigate prevailing security threats	●	●	●	●			
	Self-defence	Apply appropriate physical intervention tactics and techniques during hostile situations	●	●					
Security Risk Management	Quality Assurance and Audit	Methodological approaches to carry out security audits				●	●		
	Security Risk Analysis	Methodological approaches to identify and solve security-related problems			●	●	●		
	Security Threat Research	Establish procedures for gathering, analysing and interpreting information about security threats and present findings to relevant stakeholders				●	●	●	
Security Technology Management	Access Control Management	Manage access points of entry for different levels of authorised entries		●	●	●			
	Alarm System Management	Detect alarm activations and respond appropriately		●	●	●			
	Robotics and Automation Application	Apply and integrate evaluated technologies into organisational operations or processes to achieve desired outcomes and reduce reliance on manual tasks		●	●	●	●		
	Security Surveillance Management	Obtain and record surveillance information accurately using appropriate surveillance equipment in accordance with relevant legal and organisational requirements	●	●	●	●	●		

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## General Description for Technical Skills and Competencies (TSCs)

Level	Responsibility (Degree of supervision and accountability)	Autonomy (Degree of decision-making)	Complexity (Degree of difficulty of situations and tasks)	Knowledge and Abilities (Required to support work as described under Responsibility, Autonomy and Complexity)
6	Accountable for significant area of work, strategy or overall direction	Empower to chart direction and practices within and outside of work (including professional field/ community), to achieve/ exceed work results	Complex	<ul style="list-style-type: none"> <li>• Synthesise knowledge issues in a field of work and the interface between different fields, and create new forms of knowledge</li> <li>• Employ advanced skills, to solve critical problems and formulate new structures, and/or to redefine existing knowledge or professional practice</li> <li>• Demonstrate exemplary ability to innovate, and formulate ideas and structures</li> </ul>
5	Accountable for achieving assigned objectives, decisions made by self and others	Provide leadership to achieve desired work results; Manage resources, set milestones and drive work	Complex	<ul style="list-style-type: none"> <li>• Evaluate factual and advanced conceptual knowledge within a field of work, involving critical understanding of theories and principles</li> <li>• Select and apply an advanced range of cognitive and technical skills, demonstrating mastery and innovation, to devise solutions to solve complex and unpredictable problems in a specialised field of work</li> <li>• Manage and drive complex work activities</li> </ul>
4	Work under broad direction  Hold accountability for performances of self and others	Exercise judgement; adapt and influence to achieve work performance	Less routine	<ul style="list-style-type: none"> <li>• Evaluate and develop factual and conceptual knowledge within a field of work</li> <li>• Select and apply a range of cognitive and technical skills to solve non-routine/ abstract problems</li> <li>• Manage work activities which may be unpredictable</li> <li>• Facilitate the implementation of innovation</li> </ul>
3	Work under broad direction  May hold some accountability for performance of others, in addition to self	Use discretion in identifying and responding to issues, work with others and contribute to work performance	Less routine	<ul style="list-style-type: none"> <li>• Apply relevant procedural and conceptual knowledge and skills to perform differentiated work activities and manage changes</li> <li>• Able to collaborate with others to identify value-adding opportunities</li> </ul>
2	Work with some supervision  Accountable for a broader set of tasks assigned	Use limited discretion in resolving issues or enquiries. Work without frequently looking to other for guidance	Routine	<ul style="list-style-type: none"> <li>• Understand and apply factual and procedural knowledge in a field of work</li> <li>• Apply basic cognitive and technical skills to carry out defined tasks and to solve routine problems using simple procedures and tools</li> <li>• Present ideas and improve work</li> </ul>
1	Work under direct supervision assigned  Accountable for tasks	Minimal discretion required. Expected to seek guidance	Routine	<ul style="list-style-type: none"> <li>• Recall factual and procedural knowledge</li> <li>• Apply basic skills to carry out defined tasks</li> <li>• Identify opportunities for minor adjustments to work tasks</li> </ul>