

TSC Category	Incident Management					
TSC	Incident Response					
TSC Description	Establish procedures to manage and analyse incidents					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	SEC-ICM-1003-1.1	SEC-ICM-2003-1.1	SEC-ICM-3003-1.1	SEC-ICM-4003-1.1		
	Apply procedures appropriate to situations	Respond to situations and manage the impact of incidents	Supervise security activities through analysing of situations	Develop and review incident management procedures		
Knowledge	<ul style="list-style-type: none"> Operating environments Relevant legal and law institutional knowledge Organisational procedures for incident responses Principles of fire management Types of incident scenarios during events and security operations Types of Emergency Plans relevant to building evacuation Methods of incident notification Methods and procedures for handling crime-related incidents Types of relevant stakeholders Types of mobile interface and technology 	<ul style="list-style-type: none"> Operating environments Relevant legal and law institutional knowledge Types of incident scenarios during big-scale events and security operations Duties at scene incident Organisational procedures in handling related incidents Tell-tale indicators of crime related incidents Principles of Appreciation of Situation Protocols on conducting search on suspect Internal incident reporting requirements and protocols Types of relevant stakeholders 	<ul style="list-style-type: none"> Operating environments Relevant legal and law institutional knowledge Organisational procedures for assigned duties and incident responses Types of appropriate equipment Types of communication methods Incident investigation procedures and tools Methods of incident analysis and root cause analysis Types of incident corrective and preventative actions 	<ul style="list-style-type: none"> Operating environments Relevant legal and law institutional knowledge Internal protocols for notifying and engaging external agencies Methods to develop incident investigation and analysis processes Techniques for preserving evidences of investigation 		
Abilities	<ul style="list-style-type: none"> Handle crowd during incidents Inform relevant authorities about incidents Participate in the conduct of response drills in accordance with procedures Handle outbreak of fire in accordance with organisational procedures Take preventive action to minimise risk of injury 	<ul style="list-style-type: none"> Retrieve and study site security operations procedures Handle routine non-crime related incident in accordance to organisational procedure Handle routine crime related incident in accordance to organisational procedure Respond to bomb threat and blast 	<ul style="list-style-type: none"> Establish the various types of security incidents Monitor status of field personnel Conduct incident investigations to identify root causes of incidents Recommend corrective and preventative measures Prepare incident reports in accordance with legislative requirements Monitor and report progress of 	<ul style="list-style-type: none"> Verify measures taken with reference to Standard Operation Procedures (SOPs) or Crisis Response plans Make critical decisions beyond SOPs Approve deviation of SOPs from superiors with reference to situations Develop incident investigation, analysis and reporting processes 		

**SKILLS FRAMEWORK FOR SECURITY
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

	<p>to persons posed by damaged facilities or equipment</p> <ul style="list-style-type: none"> • Immediately deal with information received from complainant that criminal offence has been/is being committed in accordance with organisational procedures • Handle incidents of alleged offences in accordance with organisational procedures • Handle incident of specific bomb threats with location of suspicious item known in accordance with organisational procedures • Respond and report incidents in accordance to the appropriate procedures with the use of mobile devices • Make preparations including reference to relevant documents , records of incidents and seek any clarifications or doubts from appropriate person 	<ul style="list-style-type: none"> • Perform safety evacuations according to security operations procedures • Articulate risks relating to emergency response plans and suggest areas for improvements • Report incidents to relevant stakeholders 	<p>implementation of corrective and preventative actions</p> <ul style="list-style-type: none"> • Evaluate effectiveness of corrective and preventive actions implemented 	<ul style="list-style-type: none"> • Manage incident investigation and analysis processes • Advise on root causes of incidents based on information provided • Evaluate effectiveness of incident investigation procedures • Review incident investigation and analysis processes to recommend improvements • Collaborate with management and key stakeholders to form incident panel review committees 		
--	---	---	--	--	--	--