SAFETY & SECURITY OFFICER

ON-THE-JOB TRAINING

Job Redesign Reskilling Programme for Hotel Industry

ON-THE-JOB TRAINING

Hotels are able to customise the **activities** (in *blue italic).* Any changes to **critical task** and **duration of training** will need to seek WSG's approval.

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO COMPLETED AFTER TRAINING)	
CATEGORY **Front Office** **Safety and Security Officer**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS	**POINTS TO OBSERVE**			
1. Check technological tools are in working order (as adopted by establishment): • *Smart cameras* • *Mobile dispatch app* • *IoT Sensors* • *Security systems* 2. Operate and manage security system • *Surveillance technology* • *Smart cameras* • *IoT sensors etc* 3. Apply basic troubleshooting techniques in event technological tools not working: • *Wiring* • *Power source* • *Rebooting* 4. Check operating equipment (Communications tools, logistics items): • *In working order*	• Practice good safety guidelines in accordance with organization guidelines	20 days		

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO COMPLETED AFTER TRAINING)	
CATEGORY **Front Office** **Safety and Security Officer**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS	**POINTS TO OBSERVE**			
• *Stored correctly*	• Practice good safety guidelines in accordance with organization guidelines			
5. Follow-up on suspicious activity identified by security system • *Deploy security equipment* • *Perform monitoring and reporting duties* • *Monitor and review security operations* • *Conduct interviews to collect information* • *Gather information and present evidence* • *Report serious breaches of security to supervisor* • *Review procedures and recommend improvement*	• Accurate identification of suspicious activities • Professional interview and evidence gathering	14 days		
6. Plan and implement crowd control measures • *Supervise / carry out crowd and traffic control activities* • *Take action to ensure orderly environment and adherence to crowd control measures*	• Safe management measures are adhered to	4 days		
7. Read and analyse security reports 8. Access reports • *Highlight key areas of laspes*	• Able to pick up key points and translate into insights	8 days		

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO COMPLETED AFTER TRAINING)	
CATEGORY **Front Office** **Safety and Security Officer**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS	**POINTS TO OBSERVE**			
• *Translate into actionable insights* • *Monitor follow up actions for adherance* 9. Prepare and present reports • *Understand available presentation tools*	• Clear presentations • Communication skills are demonstrated	8 days		