

Handover electronic security systems

Overview

This NOS sets out the skills, knowledge and understanding for you to hand over systems to customers.

This NOS covers the following activities:

1. Handover electronic security systems

Performance criteria

- You must be able to:*
- P1 confirm that the system is ready for handover to customers
 - P2 confirm that all relevant documents are complete and available before handover
 - P3 confirm handover arrangements with customers and third parties where necessary, that are mutually acceptable
 - P4 maintain the confidentiality of information, locations and systems in line with relevant codes of practice
 - P5 demonstrate and explain the features and operation of systems in a manner that helps users to become competent and confident in using the system
 - P6 encourage system users, positively and in a supporting manner, to demonstrate their ability to operate the system
 - P7 give instructions and training suitable to the abilities and authorities of intended users
 - P8 confirm that the customer is satisfied that the system complies with the specification
 - P9 confirm that all documentation has been completed in accordance with the specification and are available to the relevant persons
 - P10 confirm that the customer accepts handover for the system in accordance with your organisations policies and procedures
 - P11 maintain a positive and professional manner with customers at all times

Knowledge and understanding

- You need to know and understand:*
- K1 how to confirm that the system is ready for handover to customers
 - K2 how to confirm that all relevant documents are complete and available before handover
 - K3 how to confirm handover arrangements with customers and third parties where necessary, that are mutually acceptable
 - K4 how to maintain the confidentiality of information, locations and systems in line with relevant codes of practice
 - K5 how to demonstrate and explain the technical features and operation of systems in a manner that helps users to become competent and confident in using the system
 - K6 how to encourage system users, positively and in a supporting manner, to demonstrate their ability to operate the system
 - K7 how to give instructions and training suitable to the abilities and authorities of intended users including appropriate access credentials
 - K8 how to confirm that the customer is satisfied that the system complies with the specification
 - K9 how to confirm that all documentation has been completed in accordance with the specification and are available to the relevant persons
 - K10 how and why it is important to confirm that the customer accepts handover for the system in accordance with your organisations policies and procedures
 - K11 how and why it is important to maintain a positive and professional manner with customers at all times
 - K12 how to communicate and work with other people

Scope/range

Competency must be demonstrated in two of the seven areas including at least one of the core areas:

Core areas

- Intruder
- Fire Alarm
- CCTV
- Access Control

Other areas

- Nurse Call
- EAS Systems
- Cloud Based System

Glossary

In these National Occupational Standards;

Access credentials: codes, keys or other means that enable systems to be worked on, adjusted, edited, reprogrammed, reset.

Electronic security systems: a generic term that includes: intruder, fire, cctv, access, remote monitoring systems and other types of protective installations. It also encompasses the integration of existing and new systems.

specification: the specific detail containing design, installation, commissioning or maintenance requirements

systems: a set of components working together as an interconnecting network. For example (but not exhaustive) new installations; extensions; modifications

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