

01. Consultation (15%) – This area assesses the candidate’s ability to provide recommendations about the installation and placement of alarm system components according to customer needs while taking into consideration the applicable laws and ordinances.

| <i>Job Tasks</i> | <i>Associated Knowledge Statements</i> |
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| <p>T1. Evaluate feasibility of alarm system needs with customer to develop system plans and specifications.</p> <p>T2. Designate locations for alarm system control panel and/or key pad(s) to be installed by alarm company personnel by consulting with customer.</p> <p>T3. Design alarm system plan by consulting with customer to determine points of protection (e.g., doors, windows, motion sensors, glass break sensors).</p> <p>T4. Instruct customer to obtain alarm system permit(s) if required by the city/county to be in compliance with local ordinances.</p> <p>T5. Complete contract with customer in accordance with laws and regulations prior to installation.</p> | <p>K1. Knowledge of advantages and disadvantages associated with types of alarm systems.</p> <p>K2. Knowledge of methods to assess customer’s needs and expectations regarding alarm systems.</p> <p>K3. Knowledge of laws related to the limitations of types of electronic systems that can be installed by alarm company operators.</p> <p>K4. Knowledge of factors that affect placement of detection devices.</p> <p>K5. Knowledge of factors that affect placement of alarm system keypad(s) and control equipment.</p> <p>K6. Knowledge of permits required for alarm system installation.</p> <p>K6. Knowledge of permits required for alarm system installation.</p> <p>K7. Knowledge of sources to obtain information about ordinances regarding alarm system operation within customer’s jurisdiction.</p> <p>K8. Knowledge of methods to identify cellular and radio signal strengths at alarm system location.</p> <p>K9. Knowledge of 3 Day Right of Rescission requirement in contract for residential customers.</p> <p>K10. Knowledge of laws pertaining to deposit allowed prior to installation on residential contracts.</p> <p>K11. Knowledge of laws and regulations related to alarm service contracts.</p> <p>K12. Knowledge of the factors that result in false alarms.</p> |

02. Installation (27%) – This area assesses the candidate’s ability to install alarm systems according to system design, code, manufacturer’s specifications, and educate the customer about alarm system functions.

| <i>Job Tasks</i> | <i>Associated Knowledge Statements</i> |
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| <p>T6. Install alarm system according to applicable codes.</p> <p>T7. Install alarm system control panel and/or keypad(s) in location designated by customer needs, alarm company personnel recommendations, and manufacturer’s specifications.</p> <p>T8. Install interior/perimeter detection devices (e.g., motion detector) in location(s) according to customer needs, alarm company personnel recommendations, and manufacturer’s specifications.</p> <p>T9. Connect alarm system communication transmission device(s) to remote monitoring facility to monitor alarm system activity.</p> <p>T10. Test alarm system communication transmission device(s) by activating each point of protection/zone to verify correct signal transmissions to monitoring facility.</p> <p>T11. Follow safety procedures while operating equipment and using tools during alarm system installation to protect personnel.</p> <p>T12. Explain alarm system functions to educate customer about the operation of the system.</p> | <p>K13. Knowledge of methods to test cellular and/or radio signal strength at alarm system location to determine the type of communication module (e.g., GSM, CDMA) to install.</p> <p>K14. Knowledge of the capabilities of wireless devices.</p> <p>K15. Knowledge of installation procedures for alarm system control panel unit (CPU).</p> <p>K16. Knowledge of installation procedures for alarm system keypad.</p> <p>K17. Knowledge of existing construction as it relates to alarm system installation.</p> <p>K18. Knowledge of installation procedures of alarm system interior/exterior detection devices.</p> <p>K19. Knowledge of equipment and tools required for installation of alarm protection devices.</p> <p>K20. Knowledge of alarm system design principles.</p> <p>K21. Knowledge of procedures for conduit/raceway installation in alarm systems.</p> <p>K22. Knowledge of conduit types related to alarm systems.</p> <p>K23. Knowledge of wiring methods (e.g., home run, series) related to alarm system installation.</p> <p>K24. Knowledge of types of wire used in alarm system installation.</p> <p>K25. Knowledge of methods to ground alarm system equipment.</p> <p>K26. Knowledge of electrical codes that apply to alarm system installation.</p> <p>K27. Knowledge of the use of hand and power tools in alarm system installations.</p> <p>K28. Knowledge of methods to connect communication transmission device with remote monitoring facility.</p> <p>K29. Knowledge of methods to install phone line interface devices (e.g. line seizure module).</p> <p>K30. Knowledge of effects of DSL internet connection on alarm system communication transmission.</p> <p>K31. Knowledge of methods to install DSL internet filters.</p> <p>K32. Knowledge of the use of protective and safety equipment during alarm system installation.</p> <p>K33. Knowledge of the operation of installed alarm systems.</p> <p>K34. Knowledge of methods to explain alarm system functions to customers.</p> <p>K35. Knowledge of installation procedures that minimize the occurrence of false alarms.</p> <p>K36. Knowledge of the monitoring process in the event of a triggered alarm.</p> |

03. Service and Repair (14%) – This area assesses the candidate’s ability to investigate reported alarm system problem(s), repair or service alarm systems, and verify that the repaired alarm system is operational.

| <i>Job Tasks</i> | <i>Associated Knowledge Statements</i> |
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| <p>T13. Investigate reported alarm system problem(s) (e.g., alarm activity report, customer complaint) to identify equipment or devices that are defective to determine course of action.</p> <p>T14. Repair alarm system to restore to operating condition.</p> <p>T15. Test alarm system signals through monitoring station to verify signal transmission and sensors are operational following repair.</p> | <p>K37. Knowledge of techniques to test alarm system functioning.</p> <p>K38. Knowledge of basic trouble-shooting procedures.</p> <p>K39. Knowledge of relationship between problem symptom and problem cause.</p> <p>K40. Knowledge of methods used to interpret central monitoring activity reports.</p> <p>K41. Knowledge of methods used to analyze service history.</p> <p>K42. Knowledge of methods used to recognize problems with alarm system equipment.</p> <p>K43. Knowledge of methods to repair alarm systems according to manufacturer specifications.</p> <p>K44. Knowledge of compatibility of alarm system components for repair service.</p> |

04. Management (20%) – This area assesses the candidate’s ability to manage the operations of the alarm company in accordance with BSIS laws and regulations.

| <i>Job Tasks</i> | <i>Associated Knowledge Statements</i> |
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| T16. Develop standard contract for customers in regard to the installation, service, and monitoring of alarm systems. | K45. Knowledge of legal obligations regarding alarm system equipment and installation. |
| T17. Verify that alarm company employees (ACE) are in compliance with Bureau guidelines regarding registration requirements. | K46. Knowledge of legal requirements for contracts related to alarm system installation. |
| T18. Verify that alarm company employees (ACE) maintain their registration with the Bureau to meet legal obligations. | K47. Knowledge of BSIS requirements used during screening process for hiring alarm system personnel. |
| T19. Train alarm company employees (ACE) by following Bureau guidelines to meet legal obligations. | K48. Knowledge of laws related to record keeping of firearms. |
| T20. Maintain records of firearms possessed by and under the personal control of alarm company employees (ACE) according to legal guidelines. | K49. Knowledge of laws requiring the submission of deadly weapons report following the discharge of a firearm. |
| T21. Submit deadly weapon report of incidence(s) as required by law to the Bureau. | K50. Knowledge of laws regarding the use of a firearm as an alarm company operator. |
| T22. Identify methods to secure confidential customer information. | K51. Knowledge of fingerprinting requirements of alarm company personnel as mandated by the Alarm Company Act (BSIS). |
| T23. Adhere to laws and regulations regarding the advertisement of alarm company business. | K52. Knowledge of laws regarding powers of arrest training for alarm company personnel. |
| T24. Adhere to Bureau regulations regarding company and branch licensing. | K53. Knowledge of laws regarding nonlethal weapons training for alarm company personnel. |
| | K54. Knowledge of laws regarding firearms training for alarm company personnel. |
| | K55. Knowledge of registration, compliance, and renewal requirements related to alarm company personnel. |
| | K56. Knowledge of laws and regulations pertaining to the advertising of the alarm company business. |
| | K57. Knowledge of licensing requirements for alarm company and branch offices. |

05. Monitoring (8%) – This area assesses the candidate’s ability to establish and maintain the monitoring of installed alarm systems in accordance with BSIS laws and regulations.

| <i>Job Tasks</i> | <i>Associated Knowledge Statements</i> |
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| <p>T25. Provide monitoring services to alarm system customers in accordance with Bureau guidelines.</p> <p>T26. Verify that alarm signals received from protected premises match information on file provided by installation.</p> <p>T27. Contact responsible parties according to established procedures and customer special instructions to determine if dispatch is required.</p> <p>T28. Maintain an up-to-date emergency call list of Responsible Parties.</p> | <p>K58. Knowledge of laws related to the use of third party monitoring services by alarm company operators.</p> <p>K59. Knowledge of laws regarding alarm company monitoring services.</p> <p>K60. Knowledge of monitoring agreement criteria for contracts between alarm company operator and monitoring service provider.</p> <p>K61. Knowledge of system programming regarding types of signals (e.g., contact ID, SIA, 4x2 format) transmitted by alarm systems.</p> <p>K62. Knowledge of communication methods (e.g., digital, radio) used to transmit alarm system activity.</p> <p>K63. Knowledge of methods used to verify recorded event history.</p> <p>K64. Knowledge of methods to obtain updated contact information from client.</p> <p>K65. Knowledge of methods used to verify that points of protection, panel programming, and monitoring station data base correspond.</p> |

06. False Alarms (16%) – This area assesses the candidate’s ability to identify and correct the situations that lead to false alarms as well as educate the customer about false alarm prevention.

| <i>Job Tasks</i> | <i>Associated Knowledge Statements</i> |
|---|---|
| <p>T29. Minimize false alarm occurrences by educating customer(s)/user(s) on false alarm prevention procedures.</p> <p>T30. Maintain/Repair alarm system according to manufacturer’s specifications to prevent or correct false alarms.</p> <p>T31. Verify alarm system has been programmed correctly to rule out as cause of false alarms.</p> <p>T32. Identify source of false alarm activity to determine corrective action.</p> | <p>K66. Knowledge of customer/user(s) responsibility regarding false alarm prevention.</p> <p>K67. Knowledge of causes of false alarms.</p> <p>K68. Knowledge of methods to obtain information about local ordinances (e.g., fines, nonresponse) related to false alarms.</p> <p>K69. Knowledge of alarm system equipment use as related to false alarm prevention.</p> <p>K70. Knowledge of programming options for alarm systems as related to false alarm prevention</p> <p>K71. Knowledge of alarm industry standards related to alarm verification prior to dispatch.</p> <p>K72. Knowledge of methods used to determine source (e.g., user, equipment) of false alarm activity.</p> |