

Security Services Industry

Specification of Competency Standards

Version 1

June 2017

**Security Services Industry
Training Advisory Committee**

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Chapter 1

Security Services in Hong Kong

Section 1.1 Introduction

Security services refer to services provided by security personnel and security companies in the private sector for ensuring the safety and security of the livelihood and operations of the people and organisations that they serve.

The Security Services Industry in Hong Kong is sizeable with over 294,000 valid Security Personnel Permit (“SPP”) holders on the records of the SGSIA¹ as at the end of 2015. The industry is closely connected with every walk of life. Security guards, intrusion alarm systems, CCTV systems and access control systems are abundant in most domestic, commercial and industrial premises. Body guards are seen providing close protection to VIPs and celebrities during their public appearances and uniformed guards are seen providing services such as guarding, access control and crowd control in most major events. Armed guards are often seen moving cash and high-value assets and replenishing cash for ATM machines around Hong Kong. Most corporations and institutions involved in higher risk operations such as banks, ports, the airport, railways, theme parks, hospitals and universities, etc. also engage security personnel to help them manage the safety and security of their staff, property and operation. Above all, the Hong Kong Government is the biggest procurer of private security services in Hong Kong.

Hence, the range of private security services in Hong Kong is wide and varied and may include but not limited to:

- Security management
- Physical security and technological support
- Guarding
- Close protection
- Armoured transportation
- Security control operations
- Emergency management
- Investigation

The Security Services Industry has been regulated by the Hong Kong Government since 1956 under the Watchmen Ordinance when all personnel involved in guarding services are required to register with the police. The Watchmen Ordinance was replaced by the Security and Guarding Services Ordinance (“SGSO”) (Cap 460) in 1994 when the Security and Guarding Services Authority (“SGSIA”) was established to oversee the licensing scheme. At the same time, the licensing scheme was expanded to cover three functional areas of the industry, namely, Security Guarding, Armoured Transportation,

¹ Table 1 : Age Distribution of Valid Permit Holders 1995 – 2015
(<http://www.sb.gov.hk/eng/links/sgsia/pdf/age%201995-2012.pdf>)

and Security Systems Design / Installation / Maintenance / Repair. Companies and individuals engaged in security work of these three functional areas are required to hold valid security company license and valid Security Personnel Permit for providing the respective security services for reward.

In 1998, the Security Services Training Board (“SSTB”) was set up under the Vocational Training Council (“VTC”) with the aim to enhancing the service quality of the industry. The SSTB is comprised of representatives from the SGSIA, the Police, the Security Services Industry as well as various training institutions and has primarily focused its work on manpower survey and training for the three regulated functional areas of the industry.

In January 2013, the Security Services Industry Training Advisory Committee (“Security Services ITAC”) was established under the Qualifications Framework of the Education Bureau. The ultimate aim of the Security Services ITAC is to develop the qualifications framework for the Security Services Industry in Hong Kong. Through the establishment of the work-based competency standards, it is hoped that a clearer career pathway will be available for in-service personnel and training standards will be defined and the relevance and quality of training programs will be assured. In turn, the overall image and service standards of the industry will be improved.

Current Status of the Security Services Industry

Although Hong Kong has over 294,000 valid SPP holders as at the end of 2015, not all of them are serving in the industry. According to the “2015 Manpower Survey Report – Security Services”² published by the VTC SSTB, around 115,026 of them are employed in the three regulated functional areas of the industry as at 30 June 2015. Around the same time, there are 1,011 licensed security companies on the records of the SGSIA.

Ever since the enactment of the SGSO in 1994, the service quality and performance standards of the Security Services Industry have made marked improvements. Before then, there was no age limit to those joining the industry or performing security work as well as no specific requirements over training, condition of work and work hours. With the introduction of the SGSO and the licensing scheme, conditions ranging from age, fitness, proficiency in security work to good character were introduced. Today, security personnel must only perform the type of security work as specified in the SPP that they hold, must not work over 372 hours per month and not normally over 12 hours per day. The upper age limit for those applying for a SPP is 70 for Category B guarding work, the performance of which does not require the carrying of arms and ammunition and 55 for Category C guarding work, the performance of which requires the carrying of arms and ammunition.

² 2015 Manpower Survey of Security Services - Page 2 Manpower Situation
(http://www.vtc.edu.hk/uploads/files/publications/security_services_training_board/en/2015_SSTB_MPS_Report_full_version_13_July_2016.pdf)

Statistics maintained by the SGSIA³ show that the number of SPP holders has increased by 5-folds from 48,367 in 1996 to 294,411 in 2015. The increase in workforce mainly occurred before 2005 when the number of SPP holders was 266,863 at the end of that year. The same statistics show that age distribution of the workforce has been relatively steady with the age group of 41 to 60 as the main source of manpower (taking up 55 - 60% of the workforce), and followed by the age group of 18 to 40 (taking up around 25% of the workforce).

The number of employees in the three regulated functional areas of the industry was 98,041 in May 2005⁴ and 115,027 in June 2015⁵, showing an increase of 13%. Comparing this against the 10% increase in SPP holders⁶ for the same period, there was an increase of SPP holders joining the industry during the period. This increase has been due to many social and economic factors. Improvements in the condition of work and salary due to the introduction of the Occupational Safety and Health Ordinance (Cap 509) and related regulations as well as the Minimum Wage Ordinance (Cap 608) are but two of the factors at play.

Security services, particularly the guarding services, have traditionally been perceived as hardship jobs with a low social status which people would go for only when they do not have other better options. This is reflected in the consistently high turnover of security personnel in the past few years. Of the 26,081 employees leaving the industry in the 12 months before the 2015 Manpower Survey of the Security Services⁷, 23,899 were at the Security Guard/Technician level which took up around 23.5% of the total number of jobs at the same level. It is projected in the same report that a total of 13,018 additional security personnel will be required in 2016 with 59 at Managerial/Professional level, 1,195 at Supervisory level, and 11,764 at Security Guard/Technician level.

The following table shows the ratios of employees by job level between the Security Services Industry and other industries such as the Retail Trade and Catering which also have a large number of employees at the lower skill job level. The figures indicate that the “Security Guard / Technician” level of Security Services tend to have to work independently with less supervision in comparison with other industries.

Ratio of Employees by Job Level	Security Services as of 2015⁸	Retail Trade as of 2014⁹	Catering as of 2015¹⁰
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³ Table 1 : Age Distribution of Valid Permit Holders 1995 – 2015

(<http://www.sb.gov.hk/eng/links/sgsia/pdf/age%201995-2012.pdf>)

⁴ 2005 Manpower Survey of Security Services - page 2 Manpower Situation

(http://www.vtc.edu.hk/uploads/files/publications/security_services_training_board/en/2005_Executive%20Summary_Eng.pdf)

⁵ 2015 Manpower Survey of Security Services - page 2 Manpower Situation

(http://www.vtc.edu.hk/uploads/files/publications/security_services_training_board/en/2015_SSTB_MPS_Report_full_version_13_July_2016.pdf)

⁶ Table 1 : Age Distribution of Valid Permit Holders 1995 – 2015

(<http://www.sb.gov.hk/eng/links/sgsia/pdf/age%201995-2012.pdf>)

⁷ 2015 Manpower Survey of Security Services - page 3 Turnover in the Past 12 Months

(http://www.vtc.edu.hk/uploads/files/publications/security_services_training_board/en/2015_SSTB_MPS_Report_full_version_13_July_2016.pdf)

⁸ 2015 Manpower Survey of Security Services - Figure 1: Distribution of Employees by Job Level

Managerial : Supervisory	1 : 4.5	1 : 1.8	1 : 4.5
Supervisory : Security Guard/Technician; Clerical/Operative/Non-technical; Craft/Operative	1 : 9.4	1 : 8.3	1 : 3.5

In addition to high staff turnover and low supervision in the Security Services Industry, training resources have also been scarce. The 2015 Manpower Survey of Security Services reported that employers tend to outsource training to external training providers. Between 2014 and 2015, employers provided 1,378 in-house and 23,043 sponsored training places, including courses for management and supervision as well as customer service.

The SGSIA records¹¹ show that there were 268,195 SPP holders below the age of 65 at the end of 2014. Comparing this against 115,027 employees in the three regulated functional areas of the industry as recorded in the 2015 Manpower Survey for Security Services, the industry does have an un-tapped manpower resource of 57% in the pool of SPP holders. The challenge for the industry is how these individuals can be attracted to enter the industry.

Nevertheless, the Security Services Industry does have an advantage over other industries such as the Retail Trade and Catering in that a lot of the more routine and mundane work of Guarding Services can be replaced by security systems, thereby reducing the dependency of the industry on the less skilled workers. Other unregulated functional areas such as Security Management, Emergency Management and Investigation, if properly developed, also have the potential to help the industry transfer and upscale the quality, professionalism and competitiveness of its workforce, thereby making the security services jobs more attractive to qualified personnel as well as providing more cost-effective and cost-efficient services to the users.

⁹ 2014 Manpower Survey of Retail Trade – Table 2: Distribution of Employees by Job Level

¹⁰ 2015 Manpower Survey of Catering – Table 2.1: Distribution of Employees by Job Level

¹¹ Table 1 : Age Distribution of Valid Permit Holders 1995 – 2015

(<http://www.sb.gov.hk/eng/links/sgsia/pdf/age%201995-2012.pdf>)

Section 1.2 The PEST Scan

A critical review of the macro environment is conducted so as to figure out the challenges faced by the Security Services Industry. A systematic approach advanced by PEST will be adopted, in which Political, Economic, Social and Technological factors are evaluated in the process of environmental scanning. PEST analysis is particularly effective in analysing the macro-environment which the industry is in. These macro-environmental factors usually are beyond the industry's control while changes in the external environment also create new opportunities.

Political factors include those factors on how and to what degree the government intervenes and participates in the economy. Regulatory requirements in Hong Kong and even political stability also fall into this category.

Economic factors include the growth rates of Gross Domestic Product (GDP) and various aspects in the security services industry, e.g. the funding support from the government.

Social factors refer to demographic variables, attitudes or lifestyle of the workforce and clients using the security services and the infrastructure supports to the industry. Also included are trends in social factors that affect the demand for security services and how the security services establishments operate.

Technological factors are factors such as pace of technological changes, level of research and development activities etc. that affect the cost, production levels, and competitive positioning of a security services provider.

As each of the above four factors covers a massive range of issues, the present analysis does not intend to carry out a comprehensive and inclusive evaluation; instead, only factors that have substantial impact on the Security Services Industry are selected and reviewed.

(A) Political Factors:

Legislations such as the Security and Guarding Services Ordinance (“SGSO”) (Cap 460) and the Minimum Wage Ordinance (Cap 608) have direct relevance to the Security Services Industry in Hong Kong. The SGSO introduced a licensing scheme governed by the SGSIA to regulate personnel and companies involved in the provision of guarding services, armoured transportation services and services in relation to the design, installation, repair and maintenance of security systems and devices for reward.

On the other hand, the Hong Kong Government funded the Employees Retraining Board (ERB) to provide relevant training to the unemployed in order to equip them with basic skills for joining the Security Services Industry, particularly guarding services. These training programmes typically target the entry level and quite a number of those who became guarding personnel through this channel would leave the industry as soon as the economy improves or as soon as they get other better jobs. Recently, the ERB has gradually increased the offering of some more advanced training courses for security personnel which hopefully will begin to benefit the in-service personnel and the further development of the industry.

In recent years, the Security Services Industry is also impacted by the Minimum Wage Ordinance which has obviously increased its labour costs and the situation will further intensify when the “Standard Working Hours” policy (currently under consultation) becomes effective.

On the other hand, local and international laws and regulations requiring compliance of business operations in the prevention and detection of fraud, money laundering and corruption, data privacy, equal opportunity, and sexual harassment as well as the need for ensuring product safety and protection of trade mark also mean a higher demand for security risk management and investigation services.

(B) Economic Factors:

The Security Services Industry is closely linked with the economy of Hong Kong.

The size and continuous growth of real estate in Hong Kong underpin the continuous growth of the guarding and security systems services of the industry. According to statistics released by the Transport and Housing Bureau, the supply of residential and commercial spaces will continue to increase, thereby further intensify the shortage in manpower of the Security Services Industry.

According to Economic and Trade Information on Hong Kong released by the Trade Development Council on 28 September 2016¹², Hong Kong is the largest recipient of foreign direct investment (FDI) in Asia and Asia's third largest source of FDI, after Japan and Mainland China. The four pillar economic sectors of Hong Kong are: trading and logistics (23.4% of GDP in terms of value-added in 2014), tourism (5.1%), financial services (16.6%), and professional services and other producer services (12.4%). The large number of foreign businesses with operations in Hong Kong and with Hong Kong's leading position in logistics and port operations, means a need for professional security services commensurate with international standards and security risks.

The vibrant financial industry and trading activities in Hong Kong mean a higher risk for financial crimes such as fraud, money laundering and corruption and a demand for better trained investigators in the private sector for crime prevention and compliance with relevant international and local laws and regulations.

¹² Economic and Trade Information on Hong Kong, the Hong Kong Trade Development Council (HKTDC), 28 September 2016
(<http://hong-kong-economy-research.hktdc.com/business-news/article/Market-Environment/Economic-and-Trade-Information-on-Hong-Kong/etihk/en/1/1X000000/1X09OVUL.htm>)

(C) Social Factors:

In the past decade, opportunities for youngsters to receive tertiary education have significantly increased. However, only a few of the tertiary education institutions are offering courses that meet the need of the Security Services Industry, and very few training institutions offer training courses for mid or high level security personnel. This, coupled with the general perception of the Government and members of the public of treating guarding services as a safety net for low-skilled workers, make it hardly surprising for the industry to have difficulty in attracting youngsters to join.

Major events and activities such as the 2005 World Trade Organisation (WTO) Ministerial Conference in Hong Kong and the 2008 Hong Kong Olympic Equestrian, and the ever increasing protest and demonstration activities in recent years mean a higher need for better quality security services to help private businesses properly plan for security and respond to emergencies. Needless to say, the Central Government Office and even the Hong Kong Police Force are now using private security services to guard their key infrastructures.

The Security Services Industry, at all levels, is facing with the problem of significant shortage in manpower. For example, a Hong Kong Economic Times report¹³ indicated that there was a 5% manpower shortage in security guards (according to the trade, the shortage is even as high as 10-15%). In December 2015, the upper age limit of Category B guarding personnel was extended to 70 in order to help relieve the industry from this stress on manpower.

Another area that may also help the industry in recruiting and retaining talents is in the regulated functional area of Security Systems Design / Installation / Repair / Maintenance. Due to the minimum age requirement of 18 years for a SPP holder, trainees under the indentured apprenticeship scheme cannot join the industry for the installation and maintenance of security systems and devices as they would be under age. To cope with the development of the industry in the long run, it is worthwhile for the Government to revisit its position on minimum age with a view to identify ways to help the industry tap into the potential pool of manpower resources.

To further enhance the image and social status of security personnel, it is about time for the Hong Kong Government to take the lead to re-assess the categorization of security guards as non-skilled workers in government contracts once the Qualifications Framework for Security Services is fully established.

Obviously, lots have to be done for the Security Service Industry to gain the social status that it deserves. This can only be attained through continuous improvement of the professionalism of its personnel and services.

¹³ Hong Kong Economic Times, 3-11-2014

(D) Technological Factors:

The rapid advancement of technology has also changed the way security services is delivered. More and more so, electronic security systems and equipment instead of guarding personnel are used to carry out the more mundane and routine security work. New products and new means of making use of modern technology are deployed to make security services more cost effective and increase the efficiency of its operations. Indeed, the limit is in the mind of those involved in security work.

To enhance the future development and growth of the Security Services Industry, security employers, service providers and personnel should embrace advanced technologies and capabilities by:

- Upgrading their knowledge and skills about the latest international security standards and practices, particularly in the areas of new security products and technology.
- Enhancing operational efficiency of security services, particularly in automation of the more mundane and routine security work
- Pursuing adequate training for security personnel in order to keep its workforce in pace with developments in technology

Section 1.3 Consultation with Stakeholders of the Security Services Industry

Many stakeholders of the Security Services Industry were consulted with in order to get a better understanding of the current status of the industry as well as views on the functional areas and competency requirements of security personnel. These are summarised as follows:

- i. Most of the companies / trade associations visited expressed their deep concern about manpower shortage in the industry, the services of which are highly localised and labour intensive. Many employers agree that a security guard should not be too old but in the face of a shortage of manpower, they lobbied for a raise on the upper age limit for personnel involved in basic guarding. This has just been extended to 70 for the Category B SPP holders in order to alleviate the manpower shortage problem of the industry.
- ii. The difficulty in recruiting employees, especially among the younger generation, is apparent. According to the in-service personnel interviewed, possible reasons include unattractive pay, undesirable working condition, no or unclear promotion pathway, and low social status, etc. This is a common problem for security services around the world. In the USA, a past survey indicated that security services ranked the 5th out of the 10 worst jobs, with a job aversion index of 82.2% (the 1st being the maître with an index of 87% whereas the 10th was movie projectionist with an index of 78.1%)¹⁴. The situation appears to have somewhat improved in a similar survey in 2013¹⁵ which indicated that security services was no longer on the list.
- iii. Based on past experiences, the manpower problem would intensify as a significant number of in-service employees would leave the industry within a short period in response to any serious incidents/reports of death or bodily harm caused to security personnel at work.
- iv. A large percentage of the in-service security guards just meet the minimum academic qualifications required in the security services tender specifications, and are provided with basic training of 16 hours based on the **Quality Assurance System for Recognition Scheme of Security Training Courses** (“QASRS”) or Quality Assured In-house Training (“QAIHT”) in order to meet the licensing requirements. Often there is little chance of further training due to the long working hours.
- v. Many employers in the industry expressed a strong interest in the Recognition of Prior Learning (RPL) mechanism under the Qualifications Framework (QF), which provides an alternative route for experienced practitioners to receive formal recognition of the knowledge, skills and experience that they acquired through working in the industry. The employers consider that the RPL will be a strong motivation factor for their existing employees to stay in the industry.
- vi. Many employers also expressed their worries about the existing Statutory Minimum Wage and the Maximum Working Hours being proposed. They consider them

¹⁴ “美國評出十大最差的工作”，中國新聞網 2009 年 09 月 21 日

¹⁵ “2013 年美國 10 大最差工作 報紙記者居榜首”，中國網視頻 2013 年 05 月 3 日

heavy burden to their companies. A survey had indicated that about 74% of the total expenditure in the industry was on salaries.¹⁶ Anyhow, the fact is that many companies are now offering a higher salary (say \$35 to \$40 rather than the legal minimum wage) to attract people to work as security guards while cleaners are getting more or less the same salary but do not need to be licensed and trained, or carry safety and security liabilities while on duty. According to government statistics¹⁷, the monthly salary of different levels of employees in the Security Services Industry (as illustrated in the following table) lags behind other industries.

Positions	Security Services	Pest Control & Cleaning	Average of all surveyed industries
Supervisory & Technical	\$13,070	\$10,631	\$19,841
Service Workers	(2 shifts) \$10,836 (3 shifts) \$ 8,569	\$ 9,875	\$11,755

- vii. Automation will improve the efficiency of in-service personnel at all levels. To fully exploit this, relevant training in new technology and electronic systems and devices is important and resources should be allocated for it.
- viii. Most stakeholders are eager to see the establishment of the “Specification of Competency Standards (“SCS”)” for the industry so as to raise the overall standards, social recognition, training and promotion prospects of the Security Services Industry. Stakeholders are eager to see the adoption of the SCS of the security services by the Government and other users of security services in the security services contracts.

¹⁶ 法定最低工資條例對香港營商環境影響, Business, Economic and Public Policy Research Centre, Hong Kong Shue Yan University

¹⁷ Quarterly Report of Wage and Payroll Statistics, June 2014 - Census & Statistics Dept, HKSAR

Section 1.4 The Way Forward for the Security Services Industry

The development of work-based competency standards will help to further develop and upgrade the skills of the security workforce and thereby help to relieve the situation of manpower shortage in the industry. The following are issues and suggestions identified during the consultation:

1. The industry lacks employment attractiveness among the young generation.
2. The industry has difficulties in retaining talents and particularly suffers from high wastage among those who newly join in the initial one to two years.
3. The implementation of the Statutory Minimum Wage (SMW) has both positive and negative impacts on the industry.
4. It is anticipated that the job nature and functions of the Security Services Industry will be even more diversified in the coming years. There will be higher demand for training topics such as “customer services” and other soft skills.
5. Among the 290,000⁺ SPP holders, only around 110,000 of them are currently employed in the industry. More incentives must be given to attract qualified personnel to enter the industry.
6. Some trade associations suggested to import workers to solve the problem of manpower shortage in the industry, the pros and cons of which may need to be scrutinized more closely.
7. The growth of the local property market will have a significant impact on the manpower demand of the security services. Hence, the business outlook of the Security Services Industry is heavily dependent on how effective the Hong Kong Government is in growing the property market.
8. In the years ahead, the Hong Kong Government’s initiatives in revitalising and redeveloping industrial buildings, increasing the land supply and kick-starting the development of East Kowloon as well as developing new towns and other areas in Kwu Tung, Fanling North, Hung Shui Kiu, Kam Tin, Yuen Long South and North Lantau will further stimulate the growth of the Security Services Industry.
9. Expansion of the airport, MTR etc. will all put further stress on the manpower shortage of the Security Services Industry.

Section 1.5 Units of Competencies (UoCs) related to training and licensing systems

SCS specifies the performance requirements and outcome standards of different job functions at various levels required by the industry. It serves as useful benchmarks and references for education and training by various providers. It is also adopted by employers, professional bodies, regulatory authorities and related government departments for the development of in-house training programmes, competency-based job specifications, staff performance systems, competency requirements of professional memberships and licensing mechanisms, among others.

After the consultation of relevant education and training providers, regulatory bodies (e.g. SGSIA) and government departments (e.g. Police Licensing Office), some of the UoCs related to the competency requirements of licensing mechanisms are listed in the following table for easy reference. Education and training providers are recommended to select and adopt these UoCs in programme design of the corresponding subjects and submit the programme to HKCAAVQ for accreditation. Practitioners are required to fulfil the competency/qualification requirements and other additional requirements imposed by the related licensing authority for the application of relevant permits.

Area	Related UoC Title	Level	Credit
Quality Assurance System for Recognition Scheme of Security Training Courses (<i>QASRS</i>)	a) 107753L1 Perform basic guarding services for QASRS [For Basic 16 hours training]	1	2
	b) 107751L2 Perform progressive guarding services [Extended basic training for QASRS]	2	1
	c) 107752L2 Handle emergency situations according to pre-established procedures [Extended basic training for QASRS]	2	1
	d) 107749L4 Train security personnel to perform guarding services [For training-the-trainer programmes]	4	6
Security System Design (Cat. D)	a) 107693L2 Conduct basic design and recommendation of a security system for a client's site [For basic security system design]	2	3

Area	Related UoC Title	Level	Credit
	b) 107673L4 Plan and design a security system for a client's site	4	3
	c) 107670L4 Perform site security surveys	4	3
	d) 107659L4 Deploy physical security barriers and equipment	4	3
	e) 107660L4 Deploy intrusion alarm systems	4	3
	f) 107661L4 Deploy CCTV systems	4	3
	g) 107662L4 Deploy access control systems	4	3
	h) 107663L4 Deploy communications facilities and equipment	4	3
Security System Installation (Cat. D)	a) 107692L2 Perform basic installation including wiring and cabling of a security system for a client's site [For basic security system installation]	2	2
	b) 107691L2 Perform programming of a security system for a client's site	2	2
	c) 107685L3 Perform testing and commissioning of a security system for a client's site	3	2

Area	Related UoC Title	Level	Credit
For Armoured Transportation ¹⁸	a) 107802L4 Deploy security transit vehicles for armoured transportation	4	2
	b) 107803L4 Deploy firearms and ammunition for armoured transportation	4	3
	c) 107809L3 Perform security control operations to support armoured transportation	3	3
	d) 107810L3 Perform armoury operations to support armoured transportation	3	3
	e) 107808L4 Monitor armoured transportation operations	4	2
	f) 107813L3 Respond to incidents and emergencies associated with armoured transportation	3	3
	g) 107814L3 Perform armoured vehicle crew commander duties for initial basic training [For training for vehicle crew commanders]	3	2
	h) 107812L3 Perform armoured transportation of cash and valuables	3	3
	i) 107817L2 Perform cash replenishment services for ATM machines	2	2
	j) 107819L2 Handle systems, devices and equipment for armoured transportation	2	3

¹⁸ Police Licensing Office (PLO) recommends that "Completion of this level DOES NOT render a person eligible to obtain an arms licence for security duties. Any person who wishes to obtain an arms licence for such purpose should apply to the Police Licensing Office." Please refer to the Information Notes via the below link for details: <http://www.police.gov.hk/info/doc/licensing/arms/en/als-Guard.pdf>

Area	Related UoC Title	Level	Credit
	k) 107822L2 Perform armoured vehicle crew member duties for initial basic training [For initial basic training for vehicle crew]	2	3
For Central Alarm Monitoring Station (CAMS)	a) 107772L5 Establish a Central Alarm Monitoring Station (CAMS) to provide off-site monitoring of intrusion alarm systems for clients	5	3
	b) 107773L5 Establish service level agreements with clients about monitoring intrusion alarm systems at the client's site from a Central Alarm Monitoring Station	5	4
	c) 107774L5 Develop procedures and guidelines for responding to intrusion alarm activations at the client's site from a Central Alarm Monitoring Station	5	3
	d) 107784L3 Prepare to monitor security systems and equipment	3	2
	e) 107783L3 Respond to security incidents and emergencies from the security control	3	3
	f) 107682L Monitor CCTV systems	3	2
	g) 107683L3 Monitor intrusion alarm systems	3	2
	h) 107684L3 Monitor access control systems	3	2
	i) 107788L2 Perform Central Alarm Monitoring Station (CAMS) operations for initial basic training [For training for CAMS operators]	2	2

Conclusion

The Security Services Industry is undoubtedly a key contributing factor to Hong Kong being one of the safest cities in the world. Security personnel work side by side with the police and other emergency services for the safety and security of the people and/or organisations that they serve.

The PEST scan shows that the industry is faced with many challenges. These include but are not limited to:

1. Increasing demand for higher quality security services and higher skilled security personnel to keep pace with the increasingly globalized and knowledge-based economy;
2. Ever increasing operating costs and in particular, manpower costs due to political and legal factors;
3. Manpower shortage and difficulty in attracting and retaining young talents due to factors such as poor work condition, unclear career pathway as well as low social status;
4. Increasing demand for wider application of advanced technologies in security services;
5. Lack of professional training programmes at mid and high job levels; and
6. Unclear career pathways due to lack of training and development for in-service personnel.

It is anticipated that the establishment of the qualifications framework for the Security Services Industry will help to solve or at least relieve some of these problems. However, the future success of the Security Services Industry will clearly need the commitment and joint effort of the employees, the employers, the service providers as well as the users which include the Hong Kong Government.

Chapter 2 Qualifications Framework

Section 2.1 Hong Kong Qualifications Framework

The Security Services Industry (SSI) Training Advisory Committee (ITAC) was set up to facilitate the implementation of the Hong Kong Qualifications Framework (QF) in the industry. The proposed QF is a voluntary system. It is a seven-level hierarchy that provides benchmarks for determining the level of complexity and difficulty of individual competency. It is also used to order and support qualifications of different natures and titles. The QF has in place an independent quality assurance (QA) system that would enhance recognition and acceptance of the qualifications in the industry, irrespective of the mode and source of learning.

The Security Services ITAC is responsible for the development of its industry-specific, task-based Specification of Competency Standards (SCS) for the identified core functional areas. The SCS, in the form of Units of Competency (UoCs), provides not only quantitative and qualitative specifications on the competency required for specific tasks, but also the integrated outcome standards required as well as information on the QF level and credit.

The SCS may be used to aid vocational curriculum design by vocational education and training providers, or in-service employee development by human resources personnel, or best practice recognition and qualifications by awarding bodies within the industry. SCS is the cornerstone to enhance workforce competitiveness and industry sustainability in the long run.

The QF aims to provide clear learning pathways for individuals to draw up their own roadmaps to obtain quality assured qualifications. Learners can either pursue a specific learning pathway to upgrade their skills in a particular area of specialization in a gradual and orderly manner (vertical development), or progress through traversing learning pathways to become multi-skilled (horizontal development). Full implementation of Qualifications Framework will cultivate an atmosphere of life-long learning in the industry. With the active participation of employers and employees as well as the wide acceptance in the industry, the QF will also encourage the development of quality training programmes by providers to meet the needs of the community and the industry.

Section 2.2 Qualifications Framework levels

The QF has seven levels, from level 1 to level 7, where level 1 is the lowest and level 7 the highest. The outcome characteristic of each level is depicted by a set of generic level descriptors (GLD) (Appendix A). The GLD specifies for each QF level its generic complexity, demand and challenges in the four dimensions below:

- a. Knowledge and intellectual skills;
- b. Process;
- c. Application, autonomy and accountability; and
- d. Communications, IT skills and numeracy.

The UoCs (See Chapter 4) are benchmarked to the QF levels in accordance with the GLD. It is worth noting that competency elements in a UoC may fall in some or all of the GLD dimensions as what it naturally should be. The QF level assignment is essentially a holistic judgement on the unit's integrated outcome requirement.

QF levels are discrete. That is, there cannot be assignment of UoC in-between QF levels. Also, UoCs that may not fully match the characteristic requirement of one or more dimensions of a level would be "rounded" to the level below.

Chapter 3 Specification of Competency Standards (SCS)

Section 3.1 Major Functional Areas of the Security Services Industry

(1) Security Management

A. General Management

It includes a wide range of management issues including the overall security planning and management / implementation of individual tasks such as finance, training and human resources management. Related tasks and works include:

- Tendering for Security Services
- Employee Training
- Finance and Resources Management
- Human Resources Management
- Decision Making Skills
- Security Personnel Management
- etc.

B. Risk Management

It mainly focuses on tasks relating to the precaution / prevention of security related threats, vulnerability, likelihood or consequences to reduce, mitigate or treat risks. The possibility and consequences of such events are predicted / estimated and corresponding actions formulated. Related tasks and works include:

- Planning for Possible Risks
- Resources Allocation for Risk Prevention
- Implementing Risk Plans
- Security Situational Awareness
- Threat Management
- Vulnerability Assessments
- Risk Management
- Fire Life Safety
- Crisis Communication
- Crisis Management
- Internal Management
- etc.

(2) Physical Security and Technological Support

A. Physical Security

It mainly focuses on the design, planning and tasks related to security protection of the buildings, sites and other forms of constructions. It also covers environmental designs such as the erecting of iron bars, thorns, barbed wire, clipping of surrounding trees, etc. Related tasks and works include:

- Perimeter Security Protection (e.g. iron bar)
- Premises protection
- Technical Designs
- Crowd Management Planning

- Fire Safety / High-rise Safety
- Threat Management
- Vulnerability Assessments
- Risk Management
- Security Identification
- Compliance to Other Allied Trades and Ordinances
- Meeting Building Services or Other Related Standards
- etc.

B. Security Systems

It mainly focuses on the issues and matters of related security licensing, i.e. SPP Cat D. It also includes the planning, establishment, implementation and practices of various security systems/establishments, including say the Central Alarm Monitoring Station (CAMS). Related tasks and works include:

- Security System Planning
- Security System Design
- Security System Technology
- Security System Integration
- Installation and Maintenance
- Central Alarm Monitoring Station
- Related SPP Cat D
- Threat Management
- Vulnerability Assessments
- Risk Management
- Compliance to Other Allied Trades and Ordinances
- Meeting Building Services or Other Related Standards
- etc.

(3) Guarding Services

It mainly focuses on the actual implementation and carrying out of guarding duties, which should be the job of most in-service personnel for most of their time. Related tasks and works include:

- Ingress / Egress Access Control
- Security, Safety, Environmental Protection Patrolling
- Security Situational Awareness
- Reporting and Recording
- Handling of Emergencies
- Courtesy and Customer Relations
- Relevant Legislation
- Related to SPP CAT A and B & QASRS or QAIHT
- Threat Management
- Vulnerability Assessments
- Fire Life Safety
- Private Road Traffic Control
- Health and Safety
- Crisis Management
- Crowd Control
- Security Equipment Management
- Reception Management

- Complaint handling
- etc.

(4) Close Protection Services

It mainly focuses on the details for protection of important person whose personnel safety is of paramount importance. All related planning, implementation, co-ordination and information gathering work are included, such as:

- Personal Guarding
- Handling Possible Attacks / Harassments
- Travel Route Planning
- Threat Management
- Vulnerability Assessments
- Security Situational Awareness
- etc.

(5) Security Control Room

It mainly focuses on the tasks and operations to be carried out within security control rooms of various sizes and scales. Routine tasks include documentation, scheduling and reporting, whereas ad hoc tasks include the monitoring and handling of events as reported from different locations. Related tasks and works include:

- Compiling Duty Roster
- Overall Monitoring
- Communication with Frontline Security Guards
- Responding to Alarms Triggered
- Receiving & Handling Reporting
- Receiving & Handling Complaints
- Follow-up Incidents
- etc.

(6) Armoured Transportation

It mainly focuses on matters related to the transportation and handling of valuables or important items. Special licensing requirements and handling are also included. Related tasks and works include:

- Handling Weapons
- Planning for Transportation of Valuables
- Monitoring Possible Attacks
- Related to SPP Cat C
- Vulnerability Assessments
- Security Situational Awareness
- Knowledge for Escort Services
- etc.

For the UoC targeting armoured transportation duties, the Police Licensing Office (PLO) recommends that "Completion of this level DOES NOT render a person eligible to obtain an arms licence for security duties. Any person who wishes to obtain an arms licence for such purpose should apply to the Police Licensing Office." Please refer to the Information Notes via the below link for details:
<http://www.police.gov.hk/info/doc/licensing/arms/en/als-Guard.pdf>

(7) Emergency Management

It mainly focuses on tasks relating to the planning, preparation, handling and review of emergency situations that security people at all levels will encounter in their daily routines. Related tasks and works include:

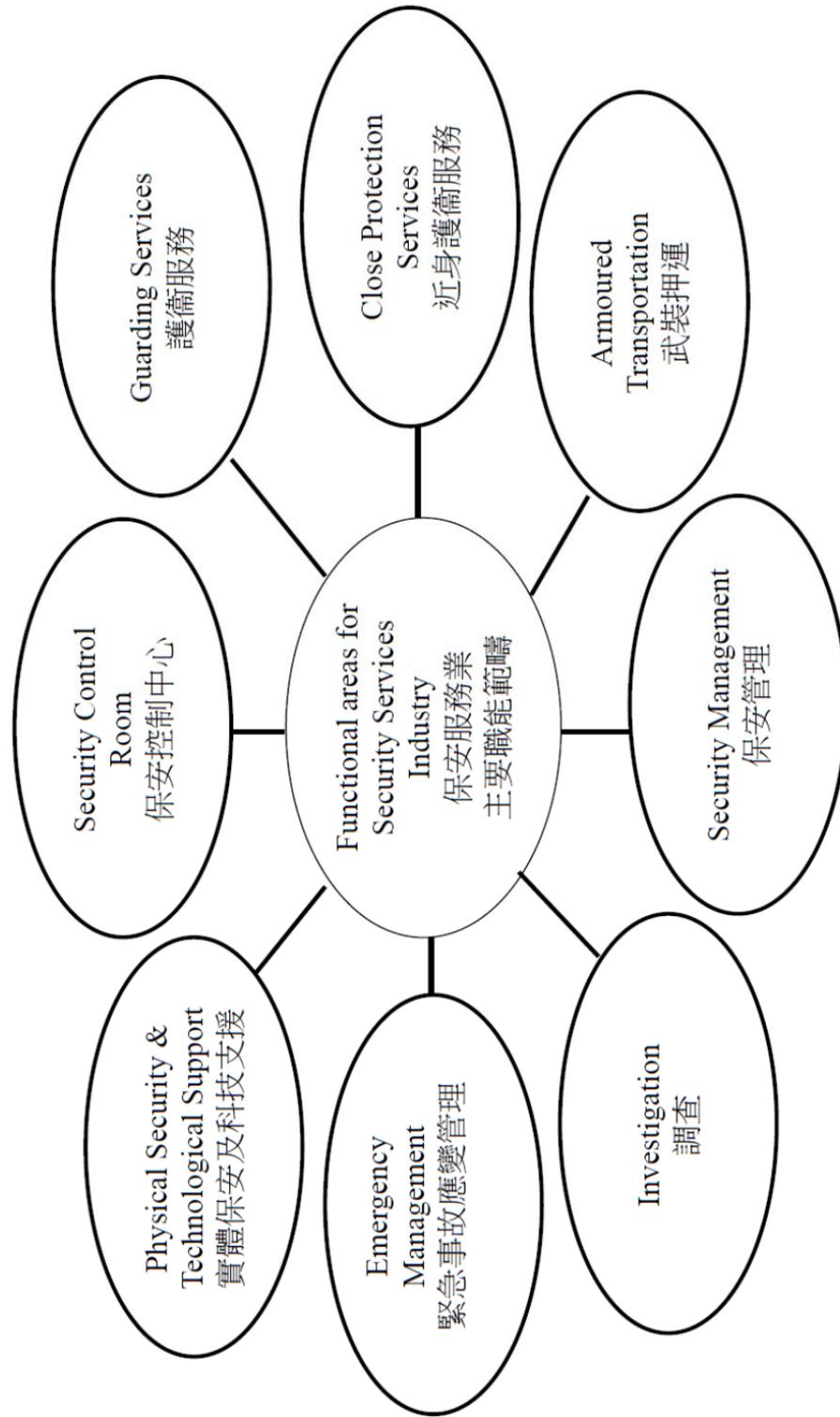
- Preparation for Emergency Situations
- Rehearsal Arrangements
- Staff deployment for Emergency
- Handling Emergency Situations
- Follow-up Emergency Situations
- Reviews & Reporting
- etc.

(8) Investigation

It includes the planning, designing, management, exploration, analysis and follow up activities related to security investigation. Related tasks and works include:

- Planning and Design for Investigation Activities
- Managing the Investigation Process
- Manpower Deployment for Investigation
- Conducting of the Investigation
- Preserving and Handling of Evidences
- Decision Making Skills
- Compliances with Legal Requirements
- etc.

Section 3.2 Functional Map showing the functional areas of the Security Services Industry



Section 3.3 Competency Standards

Competency standards refer to the skills and knowledge required for performing a certain job function. They represent the industry benchmarks for the skills, knowledge and attributes required to perform competently in a particular job. Thus they are the most important part of the SCS.

Section 3.4 Units of competency (UoCs)

The Security Services ITAC has set out the competency standards for various job functions in the form of units of competency, which describe the performance and standard required for each competency concerned.

Each UoC comprises eight entries, namely the:

1. **Title** – a concise description of the task for competency specification;
2. **Code** – a unique labelling to signify the origin of UoC;
3. **Range** – a concise description on the environment, situation and demand that the UoCs development was based;
4. **Level** – an index between 1 to 7 in accordance to the Qualifications Framework's Generic Level Descriptors (GLD) criteria to reflect the complexity and challenge on competency specification for the task;
5. **Credit** – a suggestive learning size of the UoC with a learner of relevant pre-requisite in mind. One QF credit is accorded to a learning effort of 10 notional learning hours;
6. **Competency** – a collection of relevant competencies required to perform the task with the performance requirements specified;
7. **Assessment criteria** – a concise description of key evidence(s) expected to demonstrate attainment of the unit's integrated outcome requirement; and
8. **Remark** – useful information to the user about the UoC that may not form part of the unit requirements.

Section 3.5 UoCs Clustering and Job Mapping

UoCs are the basic building blocks on work competencies. Each UoC represents the smallest inseparable set of competencies required to perform the self-contained and standalone task of the unit. However, the Security Services ITAC recognises that (1) employers require their employees to perform a group of mutually supportive and related tasks to serve a job specification; (2) certification bodies require their members be equipped with a group of skills and competencies to become certified professionals in particular areas; (3) education and training bodies may design courses that share common competencies and knowledge domains to facilitate participants' learning. In view of the above needs, the Security Services ITAC suggests that the UoCs may be clustered to serve different needs for different users. Moreover, this can further increase the flexibility of the SCS documents and, hence, its usability for the industry, certification bodies as well as education and training providers.

Instead of using a prescriptive approach, the Security Services ITAC allows different users of the SCS (e.g. employers and human resource professionals, professional / certification bodies, education and training providers, as well as professionals and practitioners) to form clusters of UoCs freely to suit their own needs such as job mapping. It is impossible for Security Services ITAC to enumerate all possible UoCs clusters. Nonetheless, Security Services ITAC exemplifies some typical UoCs clusters for the three aspects mentioned above in the following three paragraphs.

First, employers can form their own UoCs clusters to suit particular job specifications. For example, if an employer needs to select a project manager to properly manage a product development project, they can form a UoC cluster that includes all UoCs that fall under the Development Function so as to assess their employees and potential candidates. Another instance is to cluster all UoCs in the commissioning function for employing systems engineers. Similarly, organisations working to improve their current security practices may require their engineers and other related staff to be competent in all UoCs that fall under the security function. In fact, each of the four functional areas can be viewed as a big cluster of UoCs. Moreover, the UoCs within each functional area can further be subdivided according to the functions (tasks groupings) found in the workplace.

The Competency Matrix of each Functional Area in Chapter 4 depicts how these clusters relate to the functions in each functional area. For example, in the Guarding Services functional area, there are 6 UoCs clusters for job mapping, namely, Security Director, Senior Security Manager / Security Manager, Assistant Security Manager / Chief Security Officer, Senior Security Officer / Security Officer / Security Supervisor, Senior Security Guard and Security Guard.

Second, certification bodies may form UoCs clusters to reflect the skill and competency requirements of their own certified professionals. Hence, those UoCs belong to a particular function can be clustered for certification purposes.

Third, education and training providers may cluster related UoCs to design courses that can enhance course participants' learning experiences. By doing so, the course participants will have a better understanding of the subtle relationships between these competencies and their related tasks in the security services business processes.

Distribution of UoCs at different levels

Functional Area	QF Level							Total
	1	2	3	4	5	6	7	
1. Security Management	0	0	1	16	7	2	2	28
2. Physical Security & Technological Support	0	4	17	17	7	2	0	47
3. Guarding Services	4	18	14	12	8	0	0	56
4. Close Protection Services	0	0	8	2	5	0	0	15
5. Security Control Room	1	4	7	4	7	0	0	23
6. Armoured Transportation	0	8	6	10	9	1	0	34
7. Emergency Management	0	0	1	11	2	3	0	17
8. Investigation	0	1	3	8	3	2	0	17
Total	5	35	57	80	48	10	2	237

Chapter 4
Units of Competency of
the Security Services Industry

Security Management

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance		
7	Formulate the security strategy of an organisation 107623L7 3 Credits P.4-1				
	Define the goals and performance standards of security services 107624L7 3 Credits P.4-2				
6	Develop and manage the security plan of an organisation 107625L6 3 Credits P.4-3	Manage physical security and technological support of an organisation 107651L6 3 Credits P.4-52			
	Establish the organisational structure of security services 107626L6 2 Credits P.4-5	Develop and manage the investigative services of an organisation 107844L6 3 Credits P.4-395			

Security Management

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance		
5	Formulate policies for security personnel management 107627L5 3 Credits P.4-6	Manage security risk profiling and analysis 107630L5 3 Credits P.4-12			
	Define the minimum physical security standards 107628L5 2 Credits P.4-8	Manage security control operations 107631L5 3 Credits P.4-14			
	Formulate the policies, procedures and guidelines for security operations 107629L5 2 Credits P.4-10	Manage close protection operations 107632L5 3 Credits P.4-16			
		Manage safety and security of high-value assets in transit 107633L5 3 Credits P.4-18			

Security Management

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance		
5		Manage guarding operations 107698L5 3 Credits P.4-131			
4		Manage security budgets 107634L4 2 Credits P.4-20	Perform periodic reviews to ensure the effectiveness and efficiency of security services 107650L4 3 Credits P.4-50		
		Manage training for security personnel 107635L4 2 Credits P.4-21			
		Manage security awareness of other personnel 107636L4 3 Credits P.4-23			

Security Management

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance		
4		Manage safety and security of special events 107637L4 3 Credits P.4-25			
		Manage safety and security of staff on business travels 107638L4 2 Credits P.4-27			
		Manage workplace monitoring and personal data privacy 107639L4 2 Credits P.4-29			
		Manage workplace violence 107640L4 3 Credits P.4-31			

Security Management

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance		
4		Manage record-keeping of security services 107641L4 2 Credits P.4-33			
		Manage the tendering process for security services 107642L4 4 Credits P.4-35			
		Monitor the performance of outsourced security services 107643L4 3 Credits P.4-37			
		Manage relationship with the media 107644L4 4 Credits P.4-39			

Security Management

Sub functional Areas	Planning & Design	Execution & Operations	Review and Maintenance		
QF Levels					
4		Manage customer enquiries and complaints 107645L4 2 Credits P.4-41			
		Manage relationship with government and non-government services 107646L4 3 Credits P.4-43			
		Keep management abreast of security issues and developments 107647L4 3 Credits P.4-45			
		Manage counter surveillance operations 107648L4 2 Credits P.4-46			

Security Management

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance		
4		Manage security personnel for guarding operations 107714L4 2 Credits P.4-162			
		Manage emergency preparedness and response 107831L4 3 Credits P.4-369			
3		Manage safety and security of classified records and documents 107649L3 3 Credits P.4-48			
2					

Security Management

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance		
1					

Physical Security & Technological Support

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
7					
6	<p>Manage physical security and technological support of an organisation</p> <p>107651L6 3 Credits P.4-52</p>				
	<p>Manage the operations of a company holding a Type III security company license for the design, installation, repair and/or maintenance of security systems and devices in Hong Kong</p> <p>107652L6 3 Credits P.4-54</p>				
5	<p>Formulate the physical security policy of an organisation</p> <p>107653L5 3 Credits P.4-56</p>	<p>Manage the tendering process for a physical security project</p> <p>107668L5 4 Credits P.4-86</p>			

Physical Security & Technological Support

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
5	Design physical security of a premises 107654L5 3 Credits P.4-58				
	Establish service level agreements with clients about the design, installation, repair and maintenance of security systems and devices 107655L5 2 Credits P.4-60				
	Define the minimum physical security standards of an organisation 107656L5 3 Credits P.4-62				
	Develop contingency plans for the malfunction and/or failure of security systems and/or equipment 107657L5 3 Credits P.4-64				

Physical Security & Technological Support

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
5	Establish security control operations for monitoring the security systems of the organisation on site 107658L5 2 Credits P.4-66				
	Develop and manage the guarding services plan for an organisation or a premises 107705L5 3 Credits P.4-145				
	Design for safety and security of the security control 107769L5 3 Credits P.4-256				
	Develop and manage the security control operations plan 107775L5 3 Credits P.4-265				

Physical Security & Technological Support

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
4	Deploy physical security barriers and equipment 107659L4 3 Credits P.4-68	Perform security risk assessment 107669L4 3 Credits P.4-88	Perform periodic reviews of the design and operations of physical security 107694L4 2 Credits P.4-123		
	Deploy intrusion alarm systems 107660L4 3 Credits P.4-70	Perform site security surveys 107670L4 3 Credits P.4-90			
	Deploy CCTV systems 107661L4 3 Credits P.4-72	Manage the installation of physical security of a premises according to design 107671L4 3 Credits P.4-92			
	Deploy access control systems 107662L4 3 Credits P.4-74	Manage the installation of security control according to design 107672L4 2 Credits P.4-94			

Physical Security & Technological Support

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
4	Deploy communications facilities and equipment 107663L4 3 Credits P.4-76	Plan and design a security system for a client's site 107673L4 3 Credits P.4-96			
	Develop procedures and guidelines for the effective operation of physical security 107664L4 3 Credits P.4-78	Manage the testing and commissioning of a security system for a client's site 107674L4 2 Credits P.4-98			
	Manage the tendering phase of a security project 107665L4 4 Credits P.4-80	Manage the testing and commissioning phase of a security project 107675L4 2 Credits P.4-100			
	Deploy security personnel for managing physical security and technological support 107666L4 2 Credits P.4-82				

Physical Security & Technological Support

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
4	<p>Deploy security personnel for the design, installation, repair and/or maintenance of security systems and devices</p> <p>107667L4 2 Credits P.4-84</p>				
3		<p>Prepare for the operation of an intrusion alarm system at a premises</p> <p>107676L3 2 Credits P.4-102</p>	<p>Liaise with clients about the service standards and performance of security systems</p> <p>107695L3 2 Credits P.4-125</p>	<p>Coordinate training of security personnel for managing physical security and technological support</p> <p>107696L3 2 Credits P.4-127</p>	
		<p>Prepare for the operation of an access control system at a premises</p> <p>107677L3 2 Credits P.4-103</p>		<p>Coordinate training of security personnel for the design, installation, repair and/or maintenance of security systems and devices</p> <p>107697L3 2 Credits P.4-129</p>	
		<p>Maintain the effective operation of the systems and equipment for security control</p> <p>107678L3 2 Credits P.4-104</p>			

Physical Security & Technological Support

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
3		Supervise the installation phase of a security project 107679L3 2 Credits P.4-105			
		Supervise the programming of a security system for a client's site 107680L3 2 Credits P.4-107			
		Supervise servicing of a security system for a client's site 107681L3 2 Credits P.4-108			
		Monitor CCTV systems 107682L3 2 Credits P.4-109			

Physical Security & Technological Support

Sub functional Areas	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
QF Levels 3		Monitor intrusion alarm systems 107683L3 2 Credits P.4-110			
		Monitor access control systems 107684L3 2 Credits P.4-111			
		Perform testing and commissioning of a security system for a client's site 107685L3 2 Credits P.4-112			
		Prepare and conduct the hand over a newly installed security system to the client 107686L3 2 Credits P.4-114			

Physical Security & Technological Support

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
3		Prepare for the operation of a CCTV system at a premises 107687L3 2 Credits P.4-115			
		Perform servicing of a security system for a client's site 107688L3 2 Credits P.4-116			
		Liaise with government and regulatory bodies about service delivery and performance of security systems 107689L3 2 Credits P.4-117			
2		Operate and report faults and malfunctions of physical security facilities, systems and equipment by frontline security personnel 107690L2 2 Credits P.4-118			

Physical Security & Technological Support

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
2		Perform programming of a security system for a client's site 107691L2 2 Credits P.4-119			
2		Perform basic installation including wiring and cabling of a security system for a client's site 107692L2 2 Credits P.4-120			
		Conduct basic design and recommendation of a security system for a client's site 107693L2 3 Credits P.4-121			
		Track reports of defects, faults and malfunctions of facilities, systems, devices and equipment in the field 107786L2 1 Credits P.4-283			

Physical Security & Technological Support

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
1					

Guarding Services

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	Foundation training
7					
6					
5	Manage guarding operations 107698L5 3 Credits P.4-131				
	Establish service level agreements with clients about guarding operations 107699L5 3 Credits P.4-133				

Guarding Services

Sub functional Areas	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	Foundation training
5	Establish the guarding services plan 107700L5 3 Credits P.4-135				
	Establish security control operations to support guarding services 107701L5 3 Credits P.4-137				
	Formulate policies, procedures and guidelines for guarding operations 107702L5 4 Credits P.4-139				
	Formulate contingency plans for emergencies 107703L5 3 Credits P.4-141				

Guarding Services

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	Foundation training
5	Formulate the fire safety plan 107704L5 3 Credits P.4-143				
	Develop and manage the guarding services plan for an organisation or a premises 107705L5 3 Credits P.4-145				
4	Comply with duty of care and third party responsibilities in managing safety and security of the premises under protection 107706L4 3 Credits P.4-147		Manage post-incident reviews and follow-up actions after an incident or emergency 107746L4 3 Credits P.4-217	Train security personnel to perform guarding services 107749L4 6 Credits P.4-223	
	Comply with laws and regulations in the execution of guarding operations 107707L4 3 Credits P.4-148		Perform periodic reviews to ensure the effectiveness and efficiency of guarding operations 107747L4 2 Credits P.4-219		

Guarding Services

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	Foundation training
4	Perform threat and risk assessment for guarding operations 107708L4 3 Credits P.4-150				
	Deploy systems, devices and equipment for guarding operations 107709L4 2 Credits P.4-152				
	Formulate the emergency evacuation plan 107710L4 3 Credits P.4-154				
	Formulate the safety and security plan for special events 107711L4 3 Credits P.4-156				

Guarding Services

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	Foundation training
4	Define the standard of conduct and performance of security personnel for guarding services 107712L4 2 Credits P.4-158				
	Formulate the traffic management plan on private roads 107713L4 3 Credits P.4-160				
	Manage security personnel for guarding operations 107714L4 2 Credits P.4-162				
3	Coordinate drills and exercises for guarding operations 107715L3 2 Credits P.4-164	Conform to the policies, procedures and guidelines in the execution of guarding operations 107716L3 1 Credits P.4-166	Liaise with clients about guarding services 107748L3 2 Credits P.4-221	Coordinate training of security personnel for guarding services 107750L3 2 Credits P.4-225	

Guarding Services

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	Foundation training
3		Conform to the standard of conduct and performance of security personnel for guarding operations 107717L3 1 Credits P.4-168			
		Handle systems, devices and equipment for guarding operations 107718L3 2 Credits P.4-170			
		Maintain effective communications for guarding operations 107719L3 2 Credits P.4-172			
		Work with government and non-government agencies in the execution of guarding operations 107720L3 2 Credits P.4-174			

Guarding Services

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	Foundation training
3		Supervise a team of security personnel to perform guarding operations 107721L3 3 Credits P.4-176			
		Supervise the conduct and performance of security personnel for guarding operations 107722L3 2 Credits P.4-178			
		Supervise the handling of incidents and emergencies 107723L3 3 Credits P.4-180			
		Coordinate response actions at the scene of an emergency 107724L3 3 Credits P.4-182			

Guarding Services

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	Foundation training
3		Handle enquiries and complaints 107725L3 2 Credits P.4-184			
		Liaise with government and regulatory bodies about guarding services 107726L3 3 Credits P.4-185			
2		Perform static post duties 107727L2 2 Credits P.4-187			Perform progressive guarding services (Note: extended basic training in addition to QASRS) 107751L2 1 Credits P.4-227
		Perform patrol duties 107728L2 1 Credits P.4-188			Handle emergency situations according to pre-established procedures (Note: extended basic training in addition to QASRS) 107752L2 1 Credits P.4-228

Guarding Services

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	Foundation training
2		Perform access control duties 107729L2 2 Credits P.4-189			
		Perform traffic control duties 107730L2 1 Credits P.4-190			
		Enforce parking rules on private roads 107731L2 1 Credits P.4-192			
		Perform crowd control duties 107732L2 2 Credits P.4-194			

Guarding Services

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	Foundation training
2		Perform search duties 107733L2 3 Credits P.4-195			
		Handle noise complaints 107734L2 1 Credits P.4-197			
		Handle incidents and emergencies 107735L2 2 Credits P.4-199			
		Handle an intrusion alarm activation 107736L2 2 Credits P.4-201			

Guarding Services

Sub functional Areas	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	Foundation training
QF Levels 2		Handle a scene of crime 107737L2 2 Credits P.4-203			
		Make an arrest 107738L2 2 Credits P.4-205			
		Handle suspicious persons 107739L2 2 Credits P.4-207			
		Handle a fire alarm activation 107740L2 2 Credits P.4-208			

Guarding Services

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	Foundation training
2		Handle an incident of fire 107741L2 2 Credits P.4-210			
		Handle an emergency evacuation 107742L2 2 Credits P.4-212			
1		Enforce no smoking rules 107743L1 1 Credits P.4-214			Perform basic guarding services for QASRS 107753L1 2 Credits P.4-230
		Report defects, faults and malfunctions of facilities, systems, devices and equipment 107744L1 1 Credits P.4-215			

Guarding Services

Sub functional Areas	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	Foundation training
QF Levels					
1		Record and report all activities and incidents associated with guarding operations 107745L1 1 Credits P.4-216			
		Perform key control duties 107789L1 1 Credits P.4-287			

Close Protection Services

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Supporting Services		
7					
6					
5	Plan and prepare for close protection operations 107754L5 2 Credits P.4-234				
	Compile a threat and risk assessment for close protection 107755L5 3 Credits P.4-236				

Close Protection Services

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Supporting Services		
5	<p>Formulate close protection strategies</p> <p>107756L5 3 Credits P.4-237</p>				
	<p>Develop security and contingency plans, procedures and protocols, including physical security of the close protection environment</p> <p>107757L5 3 Credits P.4-239</p>				
	<p>Manage manpower planning for close protection</p> <p>107758L5 3 Credits P.4-241</p>				
4		<p>Supervise close protection operations</p> <p>107759L4 2 Credits P.4-242</p>			

Close Protection Services

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Supporting Services		
4		Manage attack drills for close protection 107760L4 2 Credits P.4-244			
3		Perform close protection operations 107761L3 1 Credits P.4-246	Coordinate advanced driver training for close protection 107767L3 1 Credits P.4-254		
		Perform static protection for VIP 107762L3 2 Credits P.4-247	Coordinate skills and use of equipment trainings for close protection 107768L3 2 Credits P.4-255		
		Perform close protection for VIP whilst in transit 107763L3 2 Credits P.4-248			

Close Protection Services

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Supporting Services		
3		Perform pedestrian escort for VIP within a close environment 107764L3 2 Credits P.4-250			
		Perform pedestrian escort for VIP whilst embus and debus 107765L3 2 Credits P.4-252			
		Perform security searching and checking for close protection 107766L3 2 Credits P.4-253			
2					

Close Protection Services

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Supporting Services		
1					

Security Control Room

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
7					
6					
5	Design for safety and security of the security control 107769L5 3 Credits P.4-256				
	Develop procedures and guidelines for security control operations 107770L5 3 Credits P.4-257				

Security Control Room

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
5	Develop contingency plans for security control operations 107771L5 4 Credits P.4-258				
	Establish a Central Alarm Monitoring Station (CAMS) to provide off-site monitoring of intrusion alarm systems for clients 107772L5 3 Credits P.4-260				
	Establish service level agreements with clients about monitoring intrusion alarm systems at the client's site from a Central Alarm Monitoring Station 107773L5 4 Credits P.4-261				
	Develop procedures and guidelines for responding to intrusion alarm activations at the client's site from a Central Alarm Monitoring Station 107774L5 3 Credits P.4-263				

Security Control Room

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
5	Develop and manage the security control operations plan 107775L5 3 Credits P.4-265				
4		Manage the installation of physical security of a premises according to design 107671L4 3 Credits P.4-92	Perform periodic reviews of the design and operations of security control 107790L4 3 Credits P.4-288		
		Establish protocols with sites and guard posts monitored by the security control 107776L4 2 Credits P.4-267			
		Supervise the daily operations of security control 107777L4 2 Credits P.4-269			

Security Control Room

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
4		Investigate and report incidents 107778L4 2 Credits P.4-271			
3		Maintain the effective operation of the systems and equipment for security control 107678L3 2 Credits P.4-104		Coordinate training of security personnel for security control operations 107791L3 2 Credits P.4-290	
		Monitor CCTV systems 107682L3 2 Credits P.4-109			
		Monitor intrusion alarm systems 107683L3 2 Credits P.4-110			

Security Control Room

Sub functional Areas	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
QF Levels 3		Monitor access control systems 107684L3 2 Credits P.4-111			
		Compile duty roster and coordinate deployment of security personnel 107779L3 2 Credits P.4-272			
		Work with government / non-government services to handle security incidents 107780L3 2 Credits P.4-274			
		Handle customer enquiries and complaints 107781L3 2 Credits P.4-276			

Security Control Room

Sub functional Areas	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
3		Provide logistical support to frontline security personnel 107782L3 2 Credits P.4-277			
		Respond to security incidents and emergencies from the security control 107783L3 3 Credits P.4-278			
		Prepare to monitor security systems and equipment 107784L3 2 Credits P.4-280			
2		Perform tele-protection duties 107785L2 2 Credits P.4-282			

Security Control Room

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
2		Track reports of defects, faults and malfunctions of facilities, systems, devices and equipment in the field 107786L2 1 Credits P.4-283			
		Record information and activities about security services 107787L2 1 Credits P.4-284			
		Perform Central Alarm Monitoring Station (CAMS) operations for initial basic training 107788L2 2 Credits P.4-285			
1		Perform key control duties 107789L1 1 Credits P.4-287			

Armoured Transportation

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
7					
6	Manage armoured transportation operations 107792L6 4 Credits P.4-291				
5	Perform threat and risk assessment for armoured transportation 107793L5 3 Credits P.4-293				
	Formulate policies, procedures and guidelines for armoured transportation 107794L5 3 Credits P.4-295				

Armoured Transportation

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
<p align="center">5</p>	Manage contingency planning for armoured transportation 107795L5 3 Credits P.4-297				
	Establish service level agreements with clients about armoured transportation 107796L5 2 Credits P.4-299				
	Establish security control operations to support armoured transportation 107797L5 2 Credits P.4-301				
	Establish armoury operations to support armoured transportation 107798L5 2 Credits P.4-303				

Armoured Transportation

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
5	Establish vault operations to support armoured transportation 107799L5 2 Credits P.4-305				
	Establish vehicle vault operations to support armoured transportation 107800L5 2 Credits P.4-307				
	Manage manpower planning for armoured transportation 107801L5 3 Credits P.4-309				
4	Deploy security transit vehicles for armoured transportation 107802L4 2 Credits P.4-311	Perform routes planning for armoured transportation 107805L4 3 Credits P.4-317	Perform periodic reviews to ensure the effectiveness and efficiency of armoured transportation services 107823L4 2 Credits P.4-353	Coordinate training of security personnel for armoured transportation 107824L4 2 Credits P.4-355	

Armoured Transportation

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
4	Deploy firearms and ammunition for armoured transportation 107803L4 3 Credits P.4-313	Liaise with government and regulatory bodies about armoured transportation services 107806L4 3 Credits P.4-319	Manage post-incident reviews and follow-up actions after an emergency 107841L4 3 Credits P.4-389	Coordinate drills and exercises for armoured transportation 107825L4 2 Credits P.4-357	
	Deploy systems, devices and equipment for armoured transportation 107804L4 2 Credits P.4-315	Liaise with clients about armoured transportation services 107807L4 3 Credits P.4-321			
		Monitor armoured transportation operations 107808L4 2 Credits P.4-323			
3		Perform security control operations to support armoured transportation 107809L3 3 Credits P.4-325			

Armoured Transportation

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
<p align="center">3</p>		Perform armoury operations to support armoured transportation 107810L3 3 Credits P.4-327			
		Prepare for armoured transportation at client's site 107811L3 3 Credits P.4-329			
		Perform armoured transportation of cash and valuables 107812L3 3 Credits P.4-331			
		Respond to incidents and emergencies associated with armoured transportation 107813L3 3 Credits P.4-333			

Armoured Transportation

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
3		Perform armoured vehicle crew commander duties for initial basic training 107814L3 2 Credits P.4-335			
2		Perform delivery and collection of consignments from the company's vault 107815L2 2 Credits P.4-337			
		Perform delivery and collection of consignments from the client's site 107816L2 3 Credits P.4-339			
		Perform cash replenishment services for ATM machines 107817L2 2 Credits P.4-341			

Armoured Transportation

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
<p align="center">2</p>		Handle firearms and ammunition for armoured transportation 107818L2 3 Credits P.4-343			
		Handle systems, devices and equipment for armoured transportation 107819L2 3 Credits P.4-345			
		Handle incidents and emergencies associated with armoured transportation 107820L2 2 Credits P.4-347			
		Record incidents and emergencies associated with armoured transportation 107821L2 1 Credits P.4-349			

Armoured Transportation

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
2		Perform armoured vehicle crew member duties for initial basic training 107822L2 3 Credits P.4-351			
1					

Emergency Management

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
7					
6	Formulate the emergency management policy of an organisation 107826L6 3 Credits P.4-359				
	Identify the types of emergencies requiring emergency planning 107827L6 3 Credits P.4-361				
	Formulate incident response plans for various types of emergencies 107828L6 4 Credits P.4-363				

Emergency Management

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
5		Establish the Emergency Operations Centre (EOC) 107829L5 3 Credits P.4-365			
		Establish command and control for emergency response 107830L5 3 Credits P.4-367			
4		Manage emergency preparedness and response 107831L4 3 Credits P.4-369	Manage post-incident reviews and follow-up actions after an emergency 107841L4 3 Credits P.4-389	Manage training of personnel for emergency response 107842L4 2 Credits P.4-391	
		Manage emergency communications 107832L4 3 Credits P.4-371			

Emergency Management

Sub functional Areas	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
QF Levels					
4		Manage the media during an emergency 107833L4 3 Credits P.4-373			
		Manage life safety during an emergency 107834L4 3 Credits P.4-375			
		Manage property protection during an emergency 107835L4 3 Credits P.4-377			
		Manage recovery and restoration of operations after an emergency 107836L4 3 Credits P.4-379			

Emergency Management

Sub functional Areas	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
4		Coordinate with government emergency services and other organisations about emergency planning and response 107837L4 3 Credits P.4-381			
		Manage testing and exercising of plans and procedures for emergency response 107838L4 3 Credits P.4-383			
		Coordinate response actions at the scene of an emergency 107839L4 3 Credits P.4-385			
3		Perform EOC duties during an emergency 107840L3 2 Credits P.4-387			

Emergency Management

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance	Supporting Services	
2					
1					

Investigation

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance		
7					
6	Formulate the policies and guidelines for investigations 107843L6 3 Credits P.4-393				
	Develop and manage the investigative services of an organisation 107844L6 3 Credits P.4-395				
5	Define the goals and service standards of investigations 107845L5 3 Credits P.4-397	Understand the different types of investigations and their objectives 107846L5 3 Credits P.4-398			

Investigation

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance		
5		Monitor actions and quality of work in the life-cycle of an investigation 107847L5 2 Credits P.4-400			
4		Understand legal issues relevant to investigative services in Hong Kong 107848L4 3 Credits P.4-402	Draw conclusions at the completion of an investigation 107858L4 3 Credits P.4-417		
		Work with government and related agencies regarding investigations 107849L4 3 Credits P.4-404	Compile investigation reports 107859L4 3 Credits P.4-419		
		Apply the rules of evidence in the collection and preservation of evidence 107850L4 2 Credits P.4-406			

Investigation

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance		
4		Develop the action plan for an investigation 107851L4 3 Credits P.4-408			
		Conduct research and analysis 107852L4 3 Credits P.4-409			
		Conduct investigative interviews 107853L4 3 Credits P.4-410			
3		Conduct surveillance 107854L3 3 Credits P.4-412			

Investigation

Sub functional Areas QF Levels	Planning & Design	Execution & Operations	Review and Maintenance		
3		Collect and preserve physical evidence 107855L3 3 Credits P.4-414			
		Follow-up investigation results 107856L3 2 Credits P.4-415			
2		Keep records about investigative activities 107857L2 2 Credits P.4-416			
1					

Security Management

<u>QF level</u>	<u>Function/ Competency</u>	<u>UoC Code</u>	<u>Credit</u>	<u>Page</u>
Planning & Design				
7	Formulate the security strategy of an organisation	107623L7	3	4-1
	Define the goals and performance standards of security services	107624L7	3	4-2
6	Develop and manage the security plan of an organisation	107625L6	3	4-3
	Establish the organisational structure of security services	107626L6	2	4-5
5	Formulate policies for security personnel management	107627L5	3	4-6
	Define the minimum physical security standards	107628L5	2	4-8
	Formulate the policies, procedures and guidelines for security operations	107629L5	2	4-10
Execution & Operations				
6	Manage physical security and technological support of an organisation	107651L6	3	4-52
	Develop and manage the investigative services of an organisation	107844L6	3	4-395
5	Manage security risk profiling and analysis	107630L5	3	4-12
	Manage security control operations	107631L5	3	4-14
	Manage close protection operations	107632L5	3	4-16
	Manage safety and security of high-value assets in transit	107633L5	3	4-18
	Manage guarding operations	107698L5	3	4-131
4	Manage security budgets	107634L4	2	4-20
	Manage training for security personnel	107635L4	2	4-21
	Manage security awareness of other personnel	107636L4	3	4-23
	Manage safety and security of special events	107637L4	3	4-25
	Manage safety and security of staff on business travels	107638L4	2	4-27
	Manage workplace monitoring and personal data privacy	107639L4	2	4-29
	Manage workplace violence	107640L4	3	4-31
	Manage record-keeping of security services	107641L4	2	4-33
	Manage the tendering process for security services	107642L4	4	4-35
	Monitor the performance of outsourced security services	107643L4	3	4-37
	Manage relationship with the media	107644L4	4	4-39
	Manage customer enquiries and complaints	107645L4	2	4-41
	Manage relationship with government and non-government services	107646L4	3	4-43
	Keep management abreast of security issues and developments	107647L4	3	4-45
	Manage counter surveillance operations	107648L4	2	4-46
	Manage security personnel for guarding operations	107714L4	2	4-162
	Manage emergency preparedness and response	107831L4	3	4-369
3	Manage safety and security of classified records and documents	107649L3	3	4-48
Review and Maintenance				
4	Perform periodic reviews to ensure the effectiveness and efficiency of security services	107650L4	3	4-50

Physical Security & Technological Support

<u>QF level</u>	<u>Function/ Competency</u>	<u>UoC Code</u>	<u>Credit</u>	<u>Page</u>
Planning & Design				
6	Manage physical security and technological support of an organisation	107651L6	3	4-52
	Manage the operations of a company holding a Type III security company license for the design, installation, repair and/or maintenance of security systems and devices in Hong Kong	107652L6	3	4-54
5	Formulate the physical security policy of an organisation	107653L5	3	4-56
	Design physical security of a premises	107654L5	3	4-58
	Establish service level agreements with clients about the design, installation, repair and maintenance of security systems and devices	107655L5	2	4-60
	Define the minimum physical security standards of an organisation	107656L5	3	4-62
	Develop contingency plans for the malfunction and/or failure of security systems and/or equipment	107657L5	3	4-64
	Establish security control operations for monitoring the security systems of the organisation on site	107658L5	2	4-66
	Develop and manage the guarding services plan for an organisation or a premises	107705L5	3	4-145
	Design for safety and security of the security control	107769L5	3	4-256
	Develop and manage the security control operations plan	107775L5	3	4-265
4	Deploy physical security barriers and equipment	107659L4	3	4-68
	Deploy intrusion alarm systems	107660L4	3	4-70
	Deploy CCTV systems	107661L4	3	4-72
	Deploy access control systems	107662L4	3	4-74
	Deploy communications facilities and equipment	107663L4	3	4-76
	Develop procedures and guidelines for the effective operation of physical security	107664L4	3	4-78
	Manage the tendering phase of a security project	107665L4	4	4-80
	Deploy security personnel for managing physical security and technological support	107666L4	2	4-82
	Deploy security personnel for the design, installation, repair and/or maintenance of security systems and devices	107667L4	2	4-84
Execution & Operations				
5	Manage the tendering process for a physical security project	107668L5	4	4-86
4	Perform security risk assessment	107669L4	3	4-88
	Perform site security surveys	107670L4	3	4-90
	Manage the installation of physical security of a premises according to design	107671L4	3	4-92
	Manage the installation of security control according to design	107672L4	2	4-94
	Plan and design a security system for a client's site	107673L4	3	4-96
	Manage the testing and commissioning of a security system for a client's site	107674L4	2	4-98
4	Manage the testing and commissioning phase of a security project	107675L4	2	4-100

Physical Security & Technological Support

<u>QF level</u>	<u>Function/ Competency</u>	<u>UoC Code</u>	<u>Credit</u>	<u>Page</u>
3	Prepare for the operation of an intrusion alarm system at a premises	107676L3	2	4-102
	Prepare for the operation of an access control system at a premises	107677L3	2	4-103
	Maintain the effective operation of the systems and equipment for security control	107678L3	2	4-104
	Supervise the installation phase of a security project	107679L3	2	4-105
	Supervise the programming of a security system for a client's site	107680L3	2	4-107
	Supervise servicing of a security system for a client's site	107681L3	2	4-108
	Monitor CCTV systems	107682L3	2	4-109
	Monitor intrusion alarm systems	107683L3	2	4-110
	Monitor access control systems	107684L3	2	4-111
	Perform testing and commissioning of a security system for a client's site	107685L3	2	4-112
	Prepare and conduct the hand over a newly installed security system to the client	107686L3	2	4-114
	Prepare for the operation of a CCTV system at a premises	107687L3	2	4-115
	Perform servicing of a security system for a client's site	107688L3	2	4-116
	Liaise with government and regulatory bodies about service delivery and performance of security systems	107689L3	2	4-117
2	Operate and report faults and malfunctions of physical security facilities, systems and equipment by frontline security personnel	107690L2	2	4-118
	Perform programming of a security system for a client's site	107691L2	2	4-119
	Perform basic installation including wiring and cabling of a security system for a client's site	107692L2	2	4-120
	Conduct basic design and recommendation of a security system for a client's site	107693L2	3	4-121
	Track reports of defects, faults and malfunctions of facilities, systems, devices and equipment in the field	107786L2	1	4-283
	Review and Maintenance			
4	Perform periodic reviews of the design and operations of physical security	107694L4	2	4-123
3	Liaise with clients about the service standards and performance of security systems	107695L3	2	4-125
	Supporting Services			
3	Coordinate training of security personnel for managing physical security and technological support	107696L3	2	4-127
	Coordinate training of security personnel for the design, installation, repair and/or maintenance of security systems and devices	107697L3	2	4-129

Guarding Services

<u>QF level</u>	<u>Function/ Competency</u>	<u>UoC Code</u>	<u>Credit</u>	<u>Page</u>
	Foundation training			
2	Perform progressive guarding services (Note: extended basic training in addition to QASRS)	107751L2	1	4-227
	Handle emergency situations according to pre-established procedures (Note: extended basic training in addition to QASRS)	107752L2	1	4-228
1	Perform basic guarding services for QASRS	107753L1	2	4-230
	Planning & Design			
5	Manage guarding operations	107698L5	3	4-131
	Establish service level agreements with clients about guarding operations	107699L5	3	4-133
	Establish the guarding services plan	107700L5	3	4-135
	Establish security control operations to support guarding services	107701L5	3	4-137
	Formulate policies, procedures and guidelines for guarding operations	107702L5	4	4-139
	Formulate contingency plans for emergencies	107703L5	3	4-141
	Formulate the fire safety plan	107704L5	3	4-143
	Develop and manage the guarding services plan for an organisation or a premises	107705L5	3	4-145
4	Comply with duty of care and third party responsibilities in managing safety and security of the premises under protection	107706L4	3	4-147
	Comply with laws and regulations in the execution of guarding operations	107707L4	3	4-148
	Perform threat and risk assessment for guarding operations	107708L4	3	4-150
	Deploy systems, devices and equipment for guarding operations	107709L4	2	4-152
	Formulate the emergency evacuation plan	107710L4	3	4-154
	Formulate the safety and security plan for special events	107711L4	3	4-156
	Define the standard of conduct and performance of security personnel for guarding services	107712L4	2	4-158
	Formulate the traffic management plan on private roads	107713L4	3	4-160
	Manage security personnel for guarding operations	107714L4	2	4-162
3	Coordinate drills and exercises for guarding operations	107715L3	2	4-164
	Execution & Operations			
3	Conform to the policies, procedures and guidelines in the execution of guarding operations	107716L3	1	4-166
	Conform to the standard of conduct and performance of security personnel for guarding operations	107717L3	1	4-168
	Handle systems, devices and equipment for guarding operations	107718L3	2	4-170
	Maintain effective communications for guarding operations	107719L3	2	4-172
	Work with government and non-government agencies in the execution of guarding operations	107720L3	2	4-174
	Supervise a team of security personnel to perform guarding operations	107721L3	3	4-176
	Supervise the conduct and performance of security personnel for guarding operations	107722L3	2	4-178
	Supervise the handling of incidents and emergencies	107723L3	3	4-180

Guarding Services

<u>QF level</u>	<u>Function/ Competency</u>	<u>UoC Code</u>	<u>Credit</u>	<u>Page</u>
3	Coordinate response actions at the scene of an emergency	107724L3	3	4-182
	Handle enquiries and complaints	107725L3	2	4-184
	Liaise with government and regulatory bodies about guarding services	107726L3	3	4-185
2	Perform static post duties	107727L2	2	4-187
	Perform patrol duties	107728L2	1	4-188
	Perform access control duties	107729L2	2	4-189
	Perform traffic control duties	107730L2	1	4-190
	Enforce parking rules on private roads	107731L2	1	4-192
	Perform crowd control duties	107732L2	2	4-194
	Perform search duties	107733L2	3	4-195
	Handle noise complaints	107734L2	1	4-197
	Handle incidents and emergencies	107735L2	2	4-199
	Handle an intrusion alarm activation	107736L2	2	4-201
	Handle a scene of crime	107737L2	2	4-203
	Make an arrest	107738L2	2	4-205
	Handle suspicious persons	107739L2	2	4-207
	Handle a fire alarm activation	107740L2	2	4-208
	Handle an incident of fire	107741L2	2	4-210
Handle an emergency evacuation	107742L2	2	4-212	
1	Enforce no smoking rules	107743L1	1	4-214
	Report defects, faults and malfunctions of facilities, systems, devices and equipment	107744L1	1	4-215
	Record and report all activities and incidents associated with guarding operations	107745L1	1	4-216
	Perform key control duties	107789L1	1	4-287
Review and Maintenance				
4	Manage post-incident reviews and follow-up actions after an incident or emergency	107746L4	3	4-217
	Perform periodic reviews to ensure the effectiveness and efficiency of guarding operations	107747L4	2	4-219
3	Liaise with clients about guarding services	107748L3	2	4-221
Supporting Services				
4	Train security personnel to perform guarding services	107749L4	6	4-223
3	Coordinate training of security personnel for guarding services	107750L3	2	4-225

Close Protection Services

<u>QF level</u>	<u>Function/ Competency</u>	<u>UoC Code</u>	<u>Credit</u>	<u>Page</u>
	Planning & Design			
5	Plan and prepare for close protection operations	107754L5	2	4-234
	Compile a threat and risk assessment for close protection	107755L5	3	4-236
	Formulate close protection strategies	107756L5	3	4-237
	Develop security and contingency plans, procedures and protocols, including physical security of the close protection environment	107757L5	3	4-239
	Manage manpower planning for close protection	107758L5	3	4-241
	Execution & Operations			
4	Supervise close protection operations	107759L4	2	4-242
	Manage attack drills for close protection	107760L4	2	4-244
3	Perform close protection operations	107761L3	1	4-246
	Perform static protection for VIP	107762L3	2	4-247
	Perform close protection for VIP whilst in transit	107763L3	2	4-248
	Perform pedestrian escort for VIP within a close environment	107764L3	2	4-250
	Perform pedestrian escort for VIP whilst embus and debus	107765L3	2	4-252
	Perform security searching and checking for close protection	107766L3	2	4-253
	Supporting Services			
3	Coordinate advanced driver training for close protection	107767L3	1	4-254
	Coordinate skills and use of equipment trainings for close protection	107768L3	2	4-255

Security Control Room

<u>QF level</u>	<u>Function/ Competency</u>	<u>UoC Code</u>	<u>Credit</u>	<u>Page</u>
Planning & Design				
5	Design for safety and security of the security control	107769L5	3	4-256
	Develop procedures and guidelines for security control operations	107770L5	3	4-257
	Develop contingency plans for security control operations	107771L5	4	4-258
	Establish a Central Alarm Monitoring Station (CAMS) to provide off-site monitoring of intrusion alarm systems for clients	107772L5	3	4-260
	Establish service level agreements with clients about monitoring intrusion alarm systems at the client's site from a Central Alarm Monitoring Station	107773L5	4	4-261
	Develop procedures and guidelines for responding to intrusion alarm activations at the client's site from a Central Alarm Monitoring Station	107774L5	3	4-263
	Develop and manage the security control operations plan	107775L5	3	4-265
Execution & Operations				
4	Manage the installation of physical security of a premises according to design	107671L4	3	4-92
	Establish protocols with sites and guard posts monitored by the security control	107776L4	2	4-267
	Supervise the daily operations of security control	107777L4	2	4-269
	Investigate and report incidents	107778L4	2	4-271
3	Maintain the effective operation of the systems and equipment for security control	107678L3	2	4-104
	Monitor CCTV systems	107682L3	2	4-109
	Monitor intrusion alarm systems	107683L3	2	4-110
	Monitor access control systems	107684L3	2	4-111
	Compile duty roster and coordinate deployment of security personnel	107779L3	2	4-272
	Work with government / non-government services to handle security incidents	107780L3	2	4-274
	Handle customer enquiries and complaints	107781L3	2	4-276
	Provide logistical support to frontline security personnel	107782L3	2	4-277
	Respond to security incidents and emergencies from the security control	107783L3	3	4-278
	Prepare to monitor security systems and equipment	107784L3	2	4-280
2	Perform tele-protection duties	107785L2	2	4-282
	Track reports of defects, faults and malfunctions of facilities, systems, devices and equipment in the field	107786L2	1	4-283
	Record information and activities about security services	107787L2	1	4-284
	Perform Central Alarm Monitoring Station (CAMS) operations for initial basic training	107788L2	2	4-285
1	Perform key control duties	107789L1	1	4-287
Review and Maintenance				
4	Perform periodic reviews of the design and operations of security control	107790L4	3	4-288

Security Control Room

<u>QF level</u>	<u>Function/ Competency</u>	<u>UoC Code</u>	<u>Credit</u>	<u>Page</u>
3	Supporting Services Coordinate training of security personnel for security control operations	107791L3	2	4-290

Armoured Transportation

<u>QF level</u>	<u>Function/ Competency</u>	<u>UoC Code</u>	<u>Credit</u>	<u>Page</u>
	Planning & Design			
6	Manage armoured transportation operations	107792L6	4	4-291
5	Perform threat and risk assessment for armoured transportation	107793L5	3	4-293
	Formulate policies, procedures and guidelines for armoured transportation	107794L5	3	4-295
	Manage contingency planning for armoured transportation	107795L5	3	4-297
	Establish service level agreements with clients about armoured transportation	107796L5	2	4-299
	Establish security control operations to support armoured transportation	107797L5	2	4-301
	Establish armoury operations to support armoured transportation	107798L5	2	4-303
	Establish vault operations to support armoured transportation	107799L5	2	4-305
	Establish vehicle vault operations to support armoured transportation	107800L5	2	4-307
	Manage manpower planning for armoured transportation	107801L5	3	4-309
4	Deploy security transit vehicles for armoured transportation	107802L4	2	4-311
	Deploy firearms and ammunition for armoured transportation	107803L4	3	4-313
	Deploy systems, devices and equipment for armoured transportation	107804L4	2	4-315
	Execution & Operations			
4	Perform routes planning for armoured transportation	107805L4	3	4-317
	Liaise with government and regulatory bodies about armoured transportation services	107806L4	3	4-319
	Liaise with clients about armoured transportation services	107807L4	3	4-321
	Monitor armoured transportation operations	107808L4	2	4-323
3	Perform security control operations to support armoured transportation	107809L3	3	4-325
	Perform armoury operations to support armoured transportation	107810L3	3	4-327
	Prepare for armoured transportation at client's site	107811L3	3	4-329
	Perform armoured transportation of cash and valuables	107812L3	3	4-331
	Respond to incidents and emergencies associated with armoured transportation	107813L3	3	4-333
	Perform armoured vehicle crew commander duties for initial basic training	107814L3	2	4-335
2	Perform delivery and collection of consignments from the company's vault	107815L2	2	4-337
	Perform delivery and collection of consignments from the client's site	107816L2	3	4-339
	Perform cash replenishment services for ATM machines	107817L2	2	4-341
	Handle firearms and ammunition for armoured transportation	107818L2	3	4-343
	Handle systems, devices and equipment for armoured transportation	107819L2	3	4-345
	Handle incidents and emergencies associated with armoured transportation	107820L2	2	4-347

Armoured Transportation

<u>QF level</u>	<u>Function/ Competency</u>	<u>UoC Code</u>	<u>Credit</u>	<u>Page</u>
2	Record incidents and emergencies associated with armoured transportation	107821L2	1	4-349
	Perform armoured vehicle crew member duties for initial basic training	107822L2	3	4-351
Review and Maintenance				
4	Perform periodic reviews to ensure the effectiveness and efficiency of armoured transportation services	107823L4	2	4-353
	Manage post-incident reviews and follow-up actions after an emergency	107841L4	3	4-389
Supporting Services				
4	Coordinate training of security personnel for armoured transportation	107824L4	2	4-355
	Coordinate drills and exercises for armoured transportation	107825L4	2	4-357

Emergency Management

<u>QF level</u>	<u>Function/ Competency</u>	<u>UoC Code</u>	<u>Credit</u>	<u>Page</u>
	Planning & Design			
6	Formulate the emergency management policy of an organisation	107826L6	3	4-359
	Identify the types of emergencies requiring emergency planning	107827L6	3	4-361
	Formulate incident response plans for various types of emergencies	107828L6	4	4-363
	Execution & Operations			
5	Establish the Emergency Operations Centre (EOC)	107829L5	3	4-365
	Establish command and control for emergency response	107830L5	3	4-367
4	Manage emergency preparedness and response	107831L4	3	4-369
	Manage emergency communications	107832L4	3	4-371
	Manage the media during an emergency	107833L4	3	4-373
	Manage life safety during an emergency	107834L4	3	4-375
	Manage property protection during an emergency	107835L4	3	4-377
	Manage recovery and restoration of operations after an emergency	107836L4	3	4-379
	Coordinate with government emergency services and other organisations about emergency planning and response	107837L4	3	4-381
	Manage testing and exercising of plans and procedures for emergency response	107838L4	3	4-383
	Coordinate response actions at the scene of an emergency	107839L4	3	4-385
3	Perform EOC duties during an emergency	107840L3	2	4-387
	Review and Maintenance			
4	Manage post-incident reviews and follow-up actions after an emergency	107841L4	3	4-389
	Supporting Services			
4	Manage training of personnel for emergency response	107842L4	2	4-391

Investigation

<u>QF level</u>	<u>Function/ Competency</u>	<u>UoC Code</u>	<u>Credit</u>	<u>Page</u>
Planning & Design				
6	Formulate the policies and guidelines for investigations	107843L6	3	4-393
	Develop and manage the investigative services of an organisation	107844L6	3	4-395
5	Define the goals and service standards of investigations	107845L5	3	4-397
Execution & Operations				
5	Understand the different types of investigations and their objectives	107846L5	3	4-398
	Monitor actions and quality of work in the life-cycle of an investigation	107847L5	2	4-400
4	Understand legal issues relevant to investigative services in Hong Kong	107848L4	3	4-402
	Work with government and related agencies regarding investigations	107849L4	3	4-404
	Apply the rules of evidence in the collection and preservation of evidence	107850L4	2	4-406
	Develop the action plan for an investigation	107851L4	3	4-408
	Conduct research and analysis	107852L4	3	4-409
	Conduct investigative interviews	107853L4	3	4-410
3	Conduct surveillance	107854L3	3	4-412
	Collect and preserve physical evidence	107855L3	3	4-414
	Follow-up investigation results	107856L3	2	4-415
2	Keep records about investigative activities	107857L2	2	4-416
Review and Maintenance				
4	Draw conclusions at the completion of an investigation	107858L4	3	4-417
	Compile investigation reports	107859L4	3	4-419

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Formulate the security strategy of an organisation
Code	107623L7
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to formulate the security strategy of the organisation.
Level	7
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will affect the security strategy of an organisation</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify mission critical businesses and operations of the organisation • Conduct critical analysis and research on local and global security environments to anticipate security threats and risks facing the organisation • Evaluate the organisation's security capabilities • Evaluate the implications of laws and regulations affecting security operations of the organization, which should include: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Occupier's Liability Ordinance, Cap 314 • Any other laws and regulations relevant to the provision of safety and security to the people, assets and operations by the organization • Evaluate international standards and best practices for security management <p>2. Formulate the security strategy of the organisation</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Develop the desired level of security to be achieved based on security risks identified through risk profiling and analysis • Identify the best approach for managing security based on cost-and-benefit analysis of options available • Define the security strategy to include: <ul style="list-style-type: none"> • The desired level of security to mitigate the security risks • Organisation and scope of security services • Performance standard • Requirements of manpower and resources • Authority of security services, which may include: <ul style="list-style-type: none"> • Setting security policies, standards, procedures and guidelines • Managing security budgets • Managing security manpower and resources • Conduct periodic reviews and revise the strategy where necessary
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Formulate the security strategy to mitigate security risks facing the organisation and the best approach in managing the security risks for the organisation; and • Conduct periodic reviews of the security strategy to ensure that it meets the organisation's needs and objectives
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Define the goals and performance standards of security services
Code	107624L7
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to define the goals and performance standards of security services of the organisation.
Level	7
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will affect the goals and performance standards of security services:</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Analyse the security strategy and the desired level of security to be achieved • Analyse the budget and resources available for security operations • Evaluate the requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong • Evaluate the organisation's common law duty of care and obligations to provide safe and secure environments under the following legislations: <ul style="list-style-type: none"> • The Occupational Safety and Health Ordinance, Cap 509 • The Occupiers Liability Ordinance, Cap 314 • Evaluate international standards and best practices of security operations <p>2 Define the goals and performance standards of security services Be able to:</p> <ul style="list-style-type: none"> • Define the goals of the security services, which may include: <ul style="list-style-type: none"> • As a provider of security services for external customers • As an internal function of the organisation • Develop the scope of security services according to the security strategy and desired level of security to be achieved • Define the performance standards of security services, taking into account: <ul style="list-style-type: none"> • Competencies and strengths of security services • Legal and regulatory requirements and relevant liabilities and obligations • Capabilities and qualifications of security personnel • Service quality after benchmarking against international standards and best practices • Unique features, requirements, policies and guidelines of the organisation • Conduct periodic reviews for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Define the goals and performance standards of security services that will achieve the desired level of security and meet relevant legal and regulatory requirements and obligations • Conduct periodic reviews of the goals and performance standards and make recommendations to ensure that they meet the organisation's needs and objectives
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Develop and manage the security plan of an organisation
Code	107625L6
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to evaluate the scope of security services and develop and manage the security plan of an organisation
Level	6
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical requirements for managing security services of an organisation</p> <p>Be able to:</p> <ul style="list-style-type: none">• Identify the mission, objectives and operations of the organisation• Analyse the security strategy and the desired level of security to be achieved• Analyse security risks facing the organisation• Analyse the goals and performance standards of security services• Evaluate the requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong• Evaluate the organisation's common law duty of care and obligations to provide safe and secure environments under the following legislations:<ul style="list-style-type: none">• The Occupational Safety and Health Ordinance, Cap 509• The Occupiers Liability Ordinance, Cap 314• Evaluate international standards and best practices for security management

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Competency	<p>2. Develop and manage the security plan of the organisation</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify security risks facing the organisation • Develop the scope of security services, which may include: <ul style="list-style-type: none"> • Physical security and technological support • Security control operations • Guarding operations • Close protection operations • Safety and security of high-value assets in transit • Safety and security of special events • Safety and security of staff on business travels • Safety and security of classified records and documents • Counter surveillance • Emergency management • Investigations • Develop the security management plan, taking into consideration <ul style="list-style-type: none"> • The security risks facing the organisation • The organisation's security strategy • The scope of security services • The goals and performance standards • The budget and resources available • Model of security management – centralised or decentralised or mixed • Model of security services – proprietary or in-house or mixed • Manage the implementation of the security management plan: <ul style="list-style-type: none"> • Deploy adequate manpower, systems and devices, and related resources • Develop policies, standards, procedures and guidelines • Coordinate training and drills for security personnel and other personnel operating within the organisation • Monitor the effectiveness and efficiency of the plan and operations • Conduct periodic reviews for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Develop and manage a security management plan to achieve the desired level of security after taking into account relevant factors; and • Conduct periodic reviews of the security management plan and make recommendations to ensure that it meets the organisation's needs and objectives
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Establish the organisational structure of security services
Code	107626L6
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to establish the organisational structure of security services to guide recruitment, promotion and staff development.
Level	6
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will affect the organizational structure of security services</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Analyse the security strategy and desired level of security to be achieved • Analyse the scope of security services required • Analyse the goals and performance standards of security services required • Analyse the security management plan • Analyse the organisation's policy for managing human resources • Analyse the manpower resources available for security services • Evaluate the requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong • Evaluate international standards and best practices for security management <p>2 Establish the organisational structure of security services in consultation with Human Resources</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Define the management structure of security services • Define the job roles in each level • Define the job title, job description and responsibilities of each role • Define the qualifications, experience and performance requirements of each role • Define the compensation package of each job level or job role • Obtain the endorsement of senior management regarding the organisational structure of security services • Integrate the organisational structure of security services with relevant human resources policies to guide recruitment, promotion and staff development of security personnel • Conduct periodic reviews for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish an organisational structure that will guide recruitment, promotion and staff development and contribute to the effective and efficient operation of security services • Conduct periodic reviews of the security organisation structure and make recommendations to ensure that it meets the organisation's needs and objectives
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Formulate policies for security personnel management
Code	107627L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to formulate and implement a set of policies for management of security personnel of the organisation.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about security services and human resources management:</p> <ul style="list-style-type: none">• Understand the mission, objectives and operations of the organisation• Understand the security strategy• Understand the goals and performance standards of security services• Understand the security management plan• Understand the organisation's policies regarding human resources management• Understand requirements about employment, leave and rest days, reward and compensation, training, licensing, supervision, discipline and termination relevant to security services in Hong Kong, which should include:<ul style="list-style-type: none">• Security and Guarding Services Ordinance, Cap 460• Employment Ordinance, Cap 57• Employees' Compensation Ordinance, Cap 282• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts• Possess the people skills and communication skills to deal with others• Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Competency	<p>2. Formulate policies for security personnel management</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Formulate policies for management of security personnel, which should include but are not limited to: <ul style="list-style-type: none"> • Employment contract • Reward and compensation • Leave and rest days • Promotion, discipline and termination • Pre-employment vetting and background checks • Performance standards • Conduct and behaviour • Training and development • Investigation of allegations and complaints • Integrate the above policies with relevant human resources management programs of the organisation • Develop plans to execute policies that are not supported by any existing programs: <ul style="list-style-type: none"> • Determine whether a specific policy should be managed by security services or outsourced to another department or outside the organisation • Ensure that the program for each policy is supported by:: • Clear action owners, guidelines and procedures <ul style="list-style-type: none"> • Ongoing monitoring and control of the program • Periodic reviews to ensure its effectiveness • Document the plans and obtain senior management approval and budget approvals • Implement the plans: <ul style="list-style-type: none"> • Identify a suitable service provider and establish the service agreement for operations to be outsourced • Establish adequate resources, processes and controls for operations to be provided in-house • Monitor performance and ensure that operations are effective and efficient • Conduct periodic reviews to identify gaps and analysis and take corrective actions for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Formulate and implement a set of policies for security personnel management; and • Contribute to the effective and efficient operation of security services
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Define the minimum physical security standards
Code	107628L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to define the minimum physical security standards of the premises of the organisation based on the security risks.
Level	5
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about physical security standards and security risk management: <ul style="list-style-type: none"> • Understand the mission, objectives and operations of the organisation • Understand the organisation's common law duty of care and obligations to provide safe and secure environments under the following legislations: <ul style="list-style-type: none"> • The Occupational Safety and Health Ordinance, Cap 509 • The Occupiers Liability Ordinance, Cap 314 • Understand the security strategy • Understand the security management plan • Understand security risks facing the organisation • Understand best practices for maintaining the security of a physical environment • Understand the international security standards pertaining to security facilities, systems and equipment • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities 2. Define the physical security standards of the premises of the organisation <p>Be able to:</p> <ul style="list-style-type: none"> • Perform a security risk assessment to identify security threats and risks against the organisation, its business operations and premises • Determine the security risk level of different business operations and premises of the organisation • Determine the effectiveness and efficiency of security measures of the physical environments and mode of management and operation • Define the minimum physical security standards for premises of different security risk levels, which should cover: <ul style="list-style-type: none"> • The physical environment, barriers and equipment and their security standards • Electronic security systems and their security standards as well as specifications about design, configuration, installation, transmission, termination, and control and monitoring • Guarding services and relevant mode of management and operation • Procedures and guidelines to support physical security operations according to relevant policies of the organisation • Document the above and publish the document as the minimum standards of physical security of the premises of the organisation

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Define the minimum standards of physical security of the premises of the organisation according to their security risk level; and• Contribute to the cost-effectiveness of physical security of the organisation
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Formulate the policies, procedures and guidelines for security operations
Code	107629L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to formulate policies, procedures and guidelines for the security operation of the organisation.
Level	5
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about security policies and standards: <ul style="list-style-type: none"> • Understand the mission, objectives and operations of the organisation • Understand the security strategy • Understand the scope of security services • Understand the goals and performance standards of security services • Understand the security management plan • Understand requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong • Understand the organisation's common law duty of care and obligations to provide safe and secure environments under the following legislations: <ul style="list-style-type: none"> • The Occupational Safety and Health Ordinance, Cap 509 • The Occupiers Liability Ordinance, Cap 314 • Understand international standards and best practices for security management • Understand the key principles and processes for the formulation of policies, procedures and guidelines • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities 2. Formulate policies, procedures and guidelines for security operations <p>Be able to:</p> <ul style="list-style-type: none"> • Establish the policies to manage security services of the organisation, based on factors such as: <ul style="list-style-type: none"> • Organisational and legislative requirements • Service agreements with customers • Security risks • Resources available • Develop guidelines to specify the minimum requirements regarding resources in personnel, facilities, systems and equipment and how these may be integrated together to achieve the objectives of the respective policies • Identify the roles and tasks involved • Identify the processes involved in each task • Develop the procedures for carrying out the tasks • Document the policies, guidelines and procedures in the prescribed format • Obtain the endorsement of senior management and relevant stakeholders • Publish and implement the policies, guidelines and procedures • Monitor and ensure compliance with the policies, guidelines and procedures • Carry out periodic reviews and take corrective actions where necessary

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Formulate policies, guidelines and procedures to guide security operations; and• Contribute to the effective and efficient operation of security services
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Manage security risk profiling and analysis
Code	107630L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to establish security risk profiling and analysis operations to identify threats and risks facing the organisation and use this information to guide prevention, protection, response, and recovery efforts.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical requirements for managing security risk profiling and analysis</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Analyse the security strategy and the desired level of security to be achieved • Analyse the expected scope of security services • Analyse the goals and performance standards of security services required • Analyse the security management plan • Evaluate the requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong • Evaluate the organisation's common law duty of care and obligations to provide safe and secure environments under the following legislations: <ul style="list-style-type: none"> • The Occupational Safety and Health Ordinance, Cap 509 • The Occupiers Liability Ordinance, Cap 314 • Evaluate best practices and concepts for managing security risk profiling and analysis <p>2. Establish the risk profiling and analysis operations:</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Define the scope of security risks to be monitored • Design the processes to identify potential internal and external security risks • Develop the methodology for collecting data about the identified security risks and for assessing and analysing them • Evaluate various strategies to mitigate security risks • Develop the requirements for documenting and presenting the outcomes of security risk profiling and analysis • Develop the means and ways to communicate the outcomes of risk profiling and analysis • Develop the methodology to evaluate and monitor the performance of the recommended strategies that are implemented • Develop the methodology to monitor the performance and measure the effectiveness of the security risk profiling and analysis operations • Monitor the security risk profiling and analysis operations to ensure that they are effective and efficient: <ul style="list-style-type: none"> • Deploy adequate manpower and resources to perform the operations • Perform tasks and activities according to the stipulated procedures and guidelines • Present security risk reports according to the prescribed format and to relevant parties in a timely manner • Provide recommendations for security planning, preparedness, evaluation and improvement as well as decision-making about budget allocation based on the findings • Evaluate the effectiveness of the implemented strategies • Conduct periodic reviews for continuous improvement

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Establish security risk profiling and analysis operations to support a systematic and comprehensive approach in managing security risks;• Provide recommendations to enhance the decision-making process in security planning, preparedness, evaluation, improvement and budget allocation; and• Conduct periodic reviews of security risk profiling and analysis operations and make recommendations to ensure that they meet the organisation's needs and objectives
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Manage security control operations
Code	107631L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to properly deploy manpower and resources for security control and ensure that its operations are effective and efficient and meet the needs and objectives of the organization.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical requirements for managing security control operations</p> <p>Be able to:</p> <ul style="list-style-type: none">• Evaluate the requirements of the Security and Guarding Services Ordinance, Cap 460, relevant to the provision of security services in Hong Kong• Evaluate the organisation's common law duty of care and obligations to provide safe and secure environments under the following legislations:<ul style="list-style-type: none">• The Occupational Safety and Health Ordinance, Cap 509• The Occupiers Liability Ordinance, Cap 314• Identify the critical people, assets and operations of the organization• Analyse the security systems and measures of the premises monitored by the security control• Analyse the security strategy and the desired level of security to be achieved• Analyse the security risks facing the organisation• Analyse the security management plan• Analyse the security policies, procedures and guidelines• Evaluate best practices and concepts for security control operations

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Competency	<p>2. Manage security control operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Formulate procedures and guidelines for security control operations based on the security policies and procedures of the organisation • Set up management and/or administrative controls to oversee execution to the desired outcomes and service qualities • Deploy sufficient manpower resources to perform the expected scope of security control services according to the security management plan • Examine the security license and permit of the service providers and security personnel engaged for security control services to ensure that they meet relevant licensing requirements in Hong Kong • Define the requirements and monitor the performance of security personnel deployed for security control operations to ensure that they are properly trained for their roles and tasks • Conduct regular reviews of the physical security standards of the security control to ensure that they meet the relevant security standards of the organisation • sMonitor the performance of the facilities, systems and equipment to ensure that they are maintained in good working condition • Monitor security control operations to ensure that they comply with laid-down policies procedures and guidelines • Monitor reports of incidents, faults and failures to ensure that they are properly recorded and investigated and that issues are followed through • Monitor expenditures to ensure that they are within the approved budgets • Conduct periodic reviews of security control operations through trend analysis, security risk and intelligence analysis and cost/benefit analysiss and make recommendations for enhancing their effectiveness and efficiency
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish security control services to meet the needs and objectives of the organisation; and • Monitor security control operations to ensure that they remain effective and efficient and achieve the desired outcomes
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Manage close protection operations
Code	107632L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to properly deploy manpower and resources for close protection services and ensure that its operations are effective and efficient and meet the needs and objectives of the organization.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical requirements for managing close protection operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify critical people, assets and operations of the organisation • Analyse the security strategy and the desired level of security to be achieved • Analyse the security management plan • Analyse the security policies, procedures and guidelines • Analyse the service quality and performance standard expected • Evaluate the requirements of the Security and Guarding Services Ordinance, Cap 460, relevant to the provision of security services in Hong Kong • Evaluate best practices and concepts for close protection operations <p>2. Manage close protection operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Formulate procedures and guidelines for close protection operations in accordance to the organisation's laid-down security policies and procedures • Set up management and/or administrative controls to oversee execution to the desired outcomes and service qualities • Deploy sufficient manpower resources to perform the expected scope of close protection services according to the specific needs and security risks of each assignment • Examine the security license and permit of the service providers and security personnel engaged for close protection services to ensure that they meet relevant licensing requirements in Hong Kong • Monitor the performance of security personnel to ensure that they are properly trained for their roles and tasks • Monitor close protection operations to ensure that they comply with the laid-down policies, procedures and guidelines • Monitor the performance of systems and equipment to ensure that they are maintained in good working condition • Monitor incidents, faults and failures to ensure that they are properly recorded and investigated, and that issues are followed-through • Exercise and test plans, capabilities and operations regularly in order to maintain their relevance and effectiveness • Monitor expenditures to ensure that they are within the approved budgets • Conduct periodic reviews of the close protection operations through trend analysis, security risk and intelligence analysis and cost/benefit analysis and provide recommendations for enhancing their effectiveness and efficiency

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Establish close protection operations to meet the needs and objectives of the organisation; and• Monitor close protection operations to ensure that they remain effective and efficient and achieve the desired outcomes
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Manage safety and security of high-value assets in transit
Code	107633L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to properly deploy manpower and resources for managing the safety and security of high-value assets in transit and ensure that its operations are effective and efficient and meet the needs and objectives of the organization.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical requirements for managing the safety and security of high-value assets in transit</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Analyse the security strategy and desired level of security to be achieved • Analyse the security management plan • Analyse the scope of security services • Analyse the service quality and performance standard expected • Analyse the security policies, procedures and guidelines of the organisation • Analyse the security risks facing high-value assets in transit • Evaluate requirements relevant to the provision of armoured transportation services in Hong Kong in the following legislations: <ul style="list-style-type: none"> • The Security and Guarding Services Ordinance, Cap 460 • The Firearms and Ammunition Ordinance, Cap 238 • Evaluate best practices and concepts for managing the safety and security of high-value assets in transit

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Competency	<p>2. Manage safety and security of high-value assets in transit</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Formulate policies, procedures and guidelines to guide operations of high-value assets in transit, ensuring compliance with relevant laws and regulations • Set up management and/or administrative controls to oversee execution to the desired outcomes and service qualities • Deploy sufficient manpower resources to perform the expected scope of services to mitigate the security risks and in accordance to the security management plan • Examine the security license and permit of the service providers and security personnel engaged for armoured transportation services to ensure that they meet relevant licensing requirements in Hong Kong • Define the requirements and monitor the performance of security personnel deployed for guarding/escorting high-value assets in transit to ensure that they are properly trained for their roles and tasks • Monitor high-value assets in transit operations to ensure that they comply with the laid-down policies, procedures and guidelines • Monitor the performance of systems and equipment to ensure that they are maintained in good working condition • Monitor reports of security incidents, faults and failures to ensure that they are properly recorded and investigated and that issues are followed-through • Exercise and test plans and capabilities regularly in order to maintain their relevance and effectiveness • Monitor expenditure to ensure that they are within the approved budgets • Conduct periodic reviews of the high-value in transit operations through trend analysis, security risks and intelligence analysis and cost/benefit analysis and provide recommendations for enhancing their effectiveness and efficiency
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish high-value assets in transit operations to meet the needs and objectives of the organisation; and • Monitor the operations to ensure that they remain effective and efficient and achieve the desired outcomes
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Manage security budgets
Code	107634L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to carry out effective planning and control of security budgets in order to ensure the efficient and effective use of resources, oversee the operation, approve and monitor the budgets, and take remedial action where needed.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about security operations and budget planning and control:</p> <ul style="list-style-type: none"> • Understand the mission, objectives and operations of the organisation • Understand the security strategy • Understand the scope of security services • Understand the goals and performance standards of security services • Understand the security management plan • Understand the organisation's financial and related policies • Understand the organisation's financial systems and processes for tracking resource utilisation • Understand key principles and processes relevant to resource planning and budgeting • Possess the analytic skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Manage security budgets</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Perform budget planning, taking into account: <ul style="list-style-type: none"> • Security strategy and how financial resources are deployed to deliver the strategy • Other operational and organisational considerations • Existing expenditure commitments • Prioritisation of activities of security services • Obtain management approval of the planned budgets • Communicate the outcome of budget decisions to relevant personnel • Control the approved security budgets • Monitor the performance of the security budgets, ensuring that corrective actions will be taken to address budget variances in a timely manner
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Plan security budgets to cover the expenditure of security services and to deliver the security strategy; • Monitor the performance of security budgets, ensuring that expenditure is reasonable and necessary and corrective actions will be taken where needed; and • Contribute to the effective and efficient operation of security services
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Manage training for security personnel
Code	107635L4
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing security services of an organisation. It covers the abilities to establish security training programs to manage training and development of security personnel in order to ensure the effective and efficient operation of security services of the organisation.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about security services and training:</p> <ul style="list-style-type: none"> • Understand the mission, objectives and operations of the organisation • Understand the security strategy • Understand the scope of security services • Understand the goals and performance standards of security services • Understand the security management plan • Understand requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong • Understand the organisation's common law duty of care and obligations to provide safe and secure environments under the following legislations: <ul style="list-style-type: none"> • The Occupational Safety and Health Ordinance, Cap 509 • The Occupiers Liability Ordinance, Cap 314 • Be proficient in training requirements under the licensing conditions if the organisation is a licensed security company in Hong Kong • Be proficient in the roles and responsibilities of security services • Be proficient in the security measures • Be proficient in the security policies, procedures and guidelines • Be proficient in best practices for adult training and learning • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Competency	<p>2. Manage training of security personnel</p> <p>Be able to:</p> <ul style="list-style-type: none">• Identify training needs of various roles and tasks, taking into consideration requirements under the licensing conditions if the organisation is a licensed security company in Hong Kong• Determine training budgets available• Identify internal and external training resources available• Evaluate the quality of the various training resources• Determine on the most cost-effective training resources• Develop the training programs for various roles and tasks• Obtain the endorsement of management and stakeholders about the training programs and budget approvals• Publish the training programs and specify mandatory and optional training for various roles and tasks• Monitor and maintain records about the enrolment, attendance, completion and certification of training of the security personnel• Conduct periodic reviews to ensure relevance of the training programs to security services and training effectiveness using various means and techniques of evaluation• Control and ensure the effective and efficient use of the training budgets
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none">• Establish security training programs to meet the organisation's needs and objectives and relevant legal and regulatory requirements;• Ensure that training is effective and efficient and achieves the desired outcomes; and• Conduct periodic reviews for continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Manage security awareness of other personnel
Code	107636L4
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing security services of an organisation. It covers the abilities to establish security awareness programs for personnel other than those involved in security services in order to ensure the effective and efficient operation of security services of the organization.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about security awareness:</p> <ul style="list-style-type: none">• Understand the mission, objectives and operations of the organisation• Understand the security strategy• Understand the security management plan• Understand the organisation's common law duty of care and obligations to provide safe and secure environments under the following legislations:<ul style="list-style-type: none">• The Occupational Safety and Health Ordinance, Cap 509• The Occupiers Liability Ordinance, Cap 314• Be proficient in the security measures• Be proficient in the security policies, procedures and guidelines• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts• Possess the people skills and communication skills to deal with others• Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Competency	<p>2. Develop security awareness programs for personnel other than those involved in security services</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify the key success factors of security awareness programs: <ul style="list-style-type: none"> • People with a security mindset will behave in a way to help reducing security risks • Security of the organisation is directly related to the behaviour and attitude of its people towards security • Deliver security awareness programs that: <ul style="list-style-type: none"> • Explain the benefits of security to the organisation and the people operating within • Explain the behaviour and practices required of the people and why • Explain the security responsibilities of different levels of employees • Explain how they can discharge their responsibilities • Explain indicators of security threats and risks and how to report them • Explain how to report security breaches • Cultivate the security mindset of employees at different levels, from top management to frontline employees: <ul style="list-style-type: none"> • Help them understand that security is integral to the sustainability of the organisation • Help them understand their personal liabilities for safety and security of the workplace • Help them understand what personal benefits they will get from the security programs • Help them understand that security failures will directly hit the bottom line of the organisation and hence their job security and income • Solicit their support to the security programs • Utilize various techniques, materials and channels to promote the security awareness programs • Monitor the effectiveness of the security awareness programs and make adjustments as appropriate • Control and ensure the effective and efficient use of budget for the security awareness programs
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish appropriate security awareness programs for all levels of employees and other personnel operating within the organisation; and • Contribute to the effective and efficient operation of security services.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Manage safety and security of special events
Code	107637L4
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing security services of an organisation. It covers the abilities to properly plan for and implement the plan for the safety and security of special events in order to meet the needs and objectives of the special events.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about safety and security of special events:</p> <ul style="list-style-type: none">• Understand requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong• Understand requirements of the Public Order Ordinance, Cap 245 about public meetings/events and the roles and responsibilities of the organisers of these meetings/events• Understand the nature and objectives of the special events• Understand the roles and responsibilities of security services at the special events• Be proficient in the concepts and skills for crowd management• Be proficient in the concepts and skills for dealing with a wide range of incidents and emergencies including but not limited to protests and strikes, bomb threats, evacuation and hostage situations• Possess the skills for security risk profiling and risk analysis• Possess the skills for resource planning and budgeting• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts• Possess the people skills and communication skills to deal with others• Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Competency	<p>2. Manage the safety and security of special events</p> <p>Be able to: Identify the nature and objectives of the special events, which may include:</p> <ul style="list-style-type: none"> • Board-meetings • Annual general meetings • A social event, e.g. a ball, a cocktail reception, an annual dinner, etc. • A public gathering, e.g. an exhibition, a concert, a sports event, etc. <ul style="list-style-type: none"> • Conduct threat and risk assessment taking into consideration relevant factors about the event, the crowd, the venue, security personnel and resources available, the presence of law enforcement and other emergency services, insurance, relevant legal considerations and political concerns • Develop the safety and security plan to mitigate threats, vulnerabilities and risks: <ul style="list-style-type: none"> • Determine security needs and services required • Determine guard posts, tasks/duties, shifts and working hours • Establish command and control and authority • Establish policies and procedures about search, admission and access control, control of crowd movement and behaviour • Establish protocols, roles and responsibilities and procedures for handling incidents and emergencies • Establish means of communications and call signs with relevant internal and external parties • Document and confirm the safety and security plan, its scope and objectives with relevant internal and external parties • Implement the safety and security plan for special events <ul style="list-style-type: none"> • Deploy manpower, equipment and resources for the planned services • Ensure providers of security services hold valid security company licenses in Hong Kong • Ensure that security personnel hold valid Security Personnel Permits • Coordinate training and drills to familiarise security personnel and other relevant parties with the policies, procedures and guidelines and their roles and responsibilities • Monitor performance to ensure compliance with the laid-down policies, procedures and guidelines • Handle incidents and emergencies according to the laid-down policies, procedures and guidelines • Record all activities and incidents • Conduct post-event reviews for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Develop and implement the safety and security plan to meet the needs and objectives of the special events; • Ensure that security operations are effective and efficient and achieve the desired outcomes; and • Conduct post-event reviews for continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Manage safety and security of staff on business travels
Code	107638L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to establish a program to manage safety and security of staff on business travels in order to meet the needs and objectives of the organization.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about safety and security of staff on business travels:</p> <ul style="list-style-type: none"> • Understand the mission, objectives and operations of the organisation • Understand the security strategy • Understand the security management plan • Understand the organisation’s common law duty of care and obligations relevant to safety and security of staff on business travels under the following legislations: <ul style="list-style-type: none"> • Employment Ordinance, Cap 57 • Employees’ Compensation Ordinance, Cap 282 • Occupational Safety and Health Ordinance, Cap 509 • Understand the organisation’s insurance arrangements for its staff on business travels and for casualty evacuation • Understand the organisation’s tracking system of staff on business travels • Be proficient in best practices for monitoring international security threats and risks • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Competency	<p>2. Manage safety and security of staff on business travels Be able to:</p> <ul style="list-style-type: none"> • Formulate adequate policies to manage safety and security of staff on business travels, which should include but are not limited to: <ul style="list-style-type: none"> • Preventing staff of certain executive/critical positions to travel together by the same means of transportation and/or away from their home base at the same time • Preventing staff from travelling into areas exposed to high security risk, e.g. <ul style="list-style-type: none"> • Catastrophic natural disasters • Terrorist attacks • Coup and military operations, etc. • Means and ways of tracking staff on business travels • Means and ways of emergency communications with staff on business travels • Establish protocols with responsible party (e.g. Human Resources) regarding rescue and evacuation of staff on business travels according to relevant policies and guidelines of the organisation • Establish a travel warning system to provide travel advisories to staff about safety and security precautions and how to get assistance when needed • Track staff on business travels through the organisation's tracking system • Monitor international security threats and risks through the security risk profiling and analysis program • Provide timely travel advisories to staff before their business trips and keep them informed of changing situations • Track and confirm safety and security of staff on business travels in areas where the security high risk suddenly heightened • Provide status reports to senior management, Human Resources and relevant stakeholders • Determine whether rescue and evacuation of the staff at risk are necessary in consultation with responsible parties and those familiar with the organisation's insurance policies and with the authority for budget approvals • Develop action plans based on management decisions, consulting and working closely with relevant government agencies where appropriate • Execute the plans and follow through with the actions until the matter is resolved • Conduct post-incident reviews for continuous improvement of the effectiveness and efficiency of the program and its operations
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish a program to manage safety and security of staff on business travels that meets the needs and objectives of the organisation; • Ensure that the program is effective and efficient and achieves the desired outcomes; and • Ensure that post-incident reviews are carried out for continuous improvement.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Manage workplace monitoring and personal data privacy
Code	107639L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to establish a program to manage workplace monitoring and ensure adequate protection to the personal data collected through monitoring and other activities of security services.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about workplace monitoring:</p> <ul style="list-style-type: none"> • Understand the mission, objectives and operations of the organisation • Understand the security strategy • Understand the security management plan • Understand the scope of security services • Understand the service quality and standard of security services • Understand the security policies, procedures and guidelines • Understand requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong • Be proficient in the requirements of the Personal Data (Privacy) Ordinance, Cap 486 • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Manage workplace monitoring and personal data privacy</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify workplace monitoring and other activities of security services whereby personal data are collected in recorded form, which may include but not limited to: <ul style="list-style-type: none"> • Access control • CCTV monitoring • Telephone monitoring • E-mail monitoring • Evaluate the needs for these activities and the associated collection and recording of personal data • Formulate adequate policies, procedures and guidelines in respect to protection of personal data collected through these activities, ensuring compliance with the requirements of the Personal Data (Privacy) Ordinance, Cap 486 • Deploy adequate manpower to ensure personal data privacy according to the policies, procedures and guidelines • Monitor the performance of the activities and associated protection for the personal data collected in order to ensure that the policies, procedures and guidelines are complied with • Ensure that all incidents pertaining to breach or leakage of personal data are properly recorded and investigated • Ensure management is informed of the incidents and the investigation outcomes • Ensure that gaps and failures identified and management decisions are followed through until the issues are resolved • Carry out periodic reviews to ensure that the policies, procedures and guidelines as well as the associated operations are effective and efficient

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Formulate adequate policies, procedures and guidelines to protect personal data collected through workplace monitoring and other activities of security services, ensuring compliance with the Personal Data (Privacy) Ordinance, Cap 486;• Ensure that the operations are effective and efficient and incidents of data leakage/breach are investigated and followed through; and• Conduct periodic reviews for continuous improvement.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Manage workplace violence
Code	107640L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to establish a program to manage workplace violence and ensure that its operations are effective and efficient and meet the needs of the organization.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about workplace violence: <ul style="list-style-type: none"> • Understand the mission, objectives and operations of the organisation • Understand the security strategy • Understand the security management plan • Understand requirements of the Occupational Safety and Health Ordinance, Cap 509 and related regulations about safety and security of the workplace • Understand best practices for managing workplace violence • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities 2. Manage workplace violence Be able to: <ul style="list-style-type: none"> • Conduct threat and risk assessment regarding: <ul style="list-style-type: none"> • Violent acts by people who enter the workplace to commit a crime • Violence directed at employees by customers/clients • Violence against co-workers by a current or former employee • Violence in the workplace by someone who does not work there, but who is known to or has a personal relationship with an employee • Establish measures and procedures to control the risks, which may include: <ul style="list-style-type: none"> • Safe work procedures • Protective equipment • Physical security of the workplace • Designated safe shelters • Procedures for raising alarms/informing employees of workplace violence • Employee training about workplace violence, related policy and procedures and how to deal with aggressive or violent individuals • Establish measures and procedures to seek immediate assistance, which may include: <ul style="list-style-type: none"> • Equipment or device to raise alarm or summon assistance • Emergency contacts • Emergency procedures • Establish measures and procedures to respond to incidents of workplace violence • Establish measures and procedures to investigate and deal with incidents or complaints of workplace violence • Ensure that all workplace violence incidents are recorded and investigated • Ensure that post-incident reviews are carried out to identify gaps and failures which will be followed through until properly resolved • Conduct periodic reviews of the measures and procedures to ensure that effectiveness

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Establish workplace violence measures and procedures to meet the needs and objectives of the organisation;• Ensure that measures and procedures for workplace violence are effective and efficient and achieve the desired outcomes; and• Conduct periodic reviews for continuous improvement.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Manage record-keeping of security services
Code	107641L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to establish record-keeping system(s) to record information and activities of the security services in order to provide evidence of actions taken and decisions made, manage legal and other risks, meet the accountability obligations, facilitate future reference and queries, and capture and share lessons learnt.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about record-keeping of security services:</p> <ul style="list-style-type: none"> • Understand the mission, objectives and operations of the organisation • Understand requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong • Understand the organisation's common law duty of care and obligations to provide safe and secure environments under the following legislations: <ul style="list-style-type: none"> • The Occupational Safety and Health Ordinance, Cap 509 • The Occupiers Liability Ordinance, Cap 314 • Understand the organisation's security measures • Understand the organisation's security policies, procedures and guidelines • Understand the organisation's policies and guidelines relevant to information security and confidentiality as well as personal data privacy • Understand the objectives of record-keeping, which may include: <ul style="list-style-type: none"> • To provide evidence of actions taken and decisions made, • Manage legal and other risks, • Meet the accountability obligations, • Facilitate future reference and queries, and • Capture and share lessons learnt • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Competency	<p>2. Manage record-keeping of security services</p> <p>Be able to:</p> <ul style="list-style-type: none">• Formulate adequate policies, procedures and guidelines to guide record-keeping• Establish the systems for record-keeping• Specify the format and style of various records and reports• Deploy adequate manpower to perform the expected scope of services• Ensure that personnel deployed for record-keeping are properly trained for their roles and tasks• Ensure that controls are in place to oversee the execution of record-keeping to the desired outcomes• Ensure that records are generated in the prescribed format and style and kept in the specified systems or means• Ensure that records of security services are kept according to relevant policies, procedures and guidelines• Ensure that obligations relevant to information security and confidentiality as well as personal data privacy are observed• Conduct periodic reviews to ensure that record-keeping meet the needs and objectives of the organisation
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities:</p> <ul style="list-style-type: none">• Manage record-keeping to meet the needs and objectives of the organisation; and• Ensure that the record-keeping systems are effective and efficient and achieve the desired outcomes
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Manage the tendering process for security services
Code	107642L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to manage the tendering process for security services according to relevant policies, procedures and guidelines of the organization.
Level	4
Credit	4
Competency	<p>Performance Requirements</p> <p>1. Knowledge about tender and contract for security services:</p> <ul style="list-style-type: none"> • Understand the mission, objectives and operations of the organisation • Understand the security strategy • Understand the goals and performance standards of security services • Understand the security management plan • Understand requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong • Understand the organisation's policies and guidelines relevant to information security and confidentiality as well as personal data privacy • Be proficient in the organisation's policies, procedures and guidelines relevant to tendering and contract management • Be proficient in best practices for contracting out security services, ensuring compliance with the Prevention of Bribery Ordinance, Cap 201 • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Competency	<p>2. Manage the tendering process for security services</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Establish the tender framework according to laid-down policies, procedures and guidelines, focusing on: <ul style="list-style-type: none"> • Keeping the processes transparent, open and unbiased; • Maintaining confidentiality of tender submissions; and • Preventing conflicts of interest and/or unethical behaviours • Develop a detailed service acquisition plan which should include: <ul style="list-style-type: none"> • The options and reasons to proceed with the proposed tendering method • The tendering processes • The action plan to map out the milestones, deliverables, resources and timing associated with the tendering process • Develop the service specifications, which should cover: <ul style="list-style-type: none"> • Background information • Scope of services • Roles and responsibilities • Service requirements, e.g. mandatory and desirable services; required performance outcomes and how these will be measured • Performance management issues, e.g. reporting requirements and how performance will be monitored • Put together the tender documentation for tender invitation • Obtain approvals from management with adequate authority and seek legal advice where necessary • Follow the action plan to invite and receive tender submissions • Establish the evaluation process which should include: <ul style="list-style-type: none"> • The assessment panel • The marking scheme for technical evaluation and financial evaluation • Evaluate tenders received, which should include: <ul style="list-style-type: none"> • Conformance with the tender documents and process • Operational/technical outcomes • Financial outcomes • Determine and select the preferred service provider • Submit to management and other stakeholders the evaluation outcomes, details of the tendering process and the recommended service provider • Conduct due diligence checks on the recommended service provider • Negotiate the contract and obtain management approvals to finalise the contract
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Manage the tendering process according to laid-down policies, procedures and guidelines; and • Prepare the tender documents and reports accurately, addressing all the requirements of the outsourced services.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Monitor the performance of outsourced security services
Code	107643L4
Range	This unit of competency applies to security personnel at management level responsible for managing security services of an organisation. It covers the abilities to manage outsourced security services and monitor the performance of the service provider in order to ensure security services delivered meet the needs and objectives of the organisation as well as the service level agreement.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about tender and contracts for security services:</p> <ul style="list-style-type: none"> • Understand the mission, objectives and operations of the organisation • Understand the security strategy • Understand the goals and performance standards of security services • Understand the security management plan • Understand requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong • Be proficient in the organisation's policies, procedures and guidelines relevant to tendering and contract management • Be proficient in best practices for managing outsourced security services • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Competency	<p>2. Manage the performance of outsourced security services</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Establish the policies, procedures and guidelines for managing the performance of outsourced security services, e.g. inspections, performance assessment, enforcement actions against failures and defaults • Deploy sufficient manpower resources to perform the expected scope of work • Ensure that personnel are properly trained for their roles and tasks • Manage the relationship of parties affected by the outsourcing contract: <ul style="list-style-type: none"> • The security services, • The service provider, and • The user • Monitor service delivery through assessment of data collected in the following channels: <ul style="list-style-type: none"> • Complaints and feedback from the users and others • Regular reports from the service provider in the prescribed format and frequency as specified in the contract • Sample checks and/or on-site spot checks by personnel responsible for contract management • Inspections conducted using a risk management approach, taking into account complaints received, the operating hours and performance records of the service provider • Take immediate actions with the service provider to correct failures and/or substandard performance/services • Hold periodic review meetings with the service provider at management level: <ul style="list-style-type: none"> • To review the strategy and plans • To assess performance against agreed service level • To benchmark performance against other similar outsourced arrangements • To endorse any requests for variations to the contract • To approve budget projections • Carry out regular independent audits on the service quality and performance of the service provider • Take disciplinary/penalty actions against failures and defaults identified according to the terms and conditions of the contract • Keep proper records of complaints, review findings and disciplinary/penalty actions • Determine performance records when considering renewal of contract • Conduct regular reviews about the outsourcing arrangements for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Monitor performance of outsourced security services according to laid-down policies, procedures and guidelines; • Keep proper records of complaints, review findings and disciplinary/penalty actions ; and • Conduct regular reviews about the outsourcing arrangements for continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Manage relationship with the media
Code	107644L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to plan for and ensure adequate actions by security personnel in dealing with the media.
Level	4
Credit	4
Competency	<p>Performance Requirements</p> <p>1. Knowledge about the media:</p> <ul style="list-style-type: none">• Understand the organisation's policy and guidelines for media management• Understand the role of the media, i.e., to keep the public informed of incidents and issues• Understand various types of media and how they operate, including:<ul style="list-style-type: none">• Press• Radio• Television• Web-based media, etc.• Understand the importance of maintaining a smooth and harmonious relationship with the media• Possess the people skills and communications skills in dealing with others

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Competency	<p>2. Manage relationship with the media:</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Establish protocols with Public Relations about: <ul style="list-style-type: none"> • When and how to refer media enquiries to them • When and how to call them out in an emergency • Prepare (in consultation with management and Public Relations) for media communication as part of emergency preparedness and response: <ul style="list-style-type: none"> • Who will speak? • Who needs to be informed? • What is the objective of the communication? • What is the message? (Note: Messages must be factual, honest, humane and on a need-to-know basis) • What is the expected reaction? • When and how to provide timely updates about changed situations? • Prepare (in consultation with Public Relations) sample scripts for responding to media enquiries by security personnel • Determine (in consultation with management and Public Relations) about media zones, out-of-bound areas, media briefings, spokespersons to handle media enquiries, etc. • Train security personnel of their roles and responsibilities, plans, guidelines and procedures about media handling • Deal with the media during a security incident or an emergency <ul style="list-style-type: none"> • Determine potential areas and factors that may attract media attention • Determine the need and options for setting up media zones • Deploy measures and manpower resource to monitor the media • Identify the media according to laid-down guidelines and procedures • Respond to media enquiries as required and according to the pre-set scripts • Call out Public Relations as required • Provide Public Relations with essential facts and updates as required • Facilitate the work of the media, ensuring no interference to emergency response actions and no unauthorized access to out-of-bound areas • Facilitate media briefings • Keep proper records of communications/encounters with the media • Conduct post-incident reviews for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Develop an adequate plan to deal with the media; • Ensure that it will facilitate the work of the media as well as to ensure no interference with response actions and no unauthorized access to other out-of-bound areas of the organisation; and • Ensure that security personnel know how to deal with the media and how to seek assistance and support from Public Relations, where necessary.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Manage customer enquiries and complaints
Code	107645L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to properly deploy manpower and resources for handling customer enquiries and complaints and ensure that the operations are effective and efficient and meet the needs and contribute to customer satisfaction of the service quality and performance of security services.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about handling customer enquires and complaints:</p> <ul style="list-style-type: none"> • Understand the organisation’s guidelines and procedures for handling customer enquiries and complaints, such as: <ul style="list-style-type: none"> • Quality customer services • Standard procedures for handling customer enquiries and complaints • Guidelines for handling highly demanding customers • Guidelines for escalating complaints up the management ladder • Understand the mission, objectives and operations of the organisation • Understand the security strategy • Understand the goals and performance standards of security services • Understand the security management plan • Understand requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong • Be proficient in the security measures • Be proficient in the security policies, procedures and guidelines • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Manage customer enquiries and complaints</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Establish the policies, procedures and guidelines for managing customer enquiries and complaints • Setup the channels and systems for receiving customer enquiries and complaints • Define the expected performance standards and associated measurements in handling customer enquiries and complaints • Develop administrative controls to keep track of customer enquiries and complaints until they are properly resolved • Deploy sufficient manpower resources to perform the expected scope of work • Ensure that personnel are properly trained for their roles and tasks • Ensure that the systems and channels for receiving customer enquires and complaints are kept operational at all time • Carry out regular reviews to ensure that customer enquiries and complaints are handled according to laid-down policies, procedures and guidelines • Conduct periodic reviews to evaluate the effectiveness and efficiency of the systems for managing customer enquiries and complaints

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to : <ul style="list-style-type: none">• Establish adequate policies, procedures and guidelines as well as systems and controls to manage customer enquiries and complaints;• Ensure that the operations are effective and efficient and comply with the laid-down policies, procedures and guidelines; and• Conduct periodic reviews for continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Manage relationship with government and non-government services
Code	107646L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to maintain an effective working relationship with government and non-government services.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about liaison with government / non-government services:</p> <ul style="list-style-type: none"> • Understand the functions and operations of government and non-government services relevant to security services, which may include: <ul style="list-style-type: none"> • Law enforcement agencies, e.g. Hong Kong Police, Independent Commission Against Corruption, The Office of the Privacy Commissioner for Personal Data, Customs and Excise Department, Immigration Department, etc. • Emergency services, e.g. Hong Kong Police, Fire Services Department, Medical and Health Department, etc. • Utilities companies for power supply and gas supply, etc. • Understand their mode of operations and laws and regulations relevant to their operations • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Manage relationship with government and non-government services</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Establish the policies, procedures and guidelines for managing the relationship with government and non-government services • Develop guidelines and procedures about <ul style="list-style-type: none"> • Dealing with enquiries and requests for assistance received from government and non-government services • Seeking advice and assistance from government and non-government services • Reporting to and working with the emergency services in the event of a security incident requiring their attendance • Handling site visits and inspections by government and non-government services at the facilities of the organisation • Reporting contacts/encounters with government and non-government services • Keeping track of findings of non-compliance or defects until the issues are taken over by appropriate parties and/or resolved • Keeping clear records of contacts and visits by government and non-government services and the outcome • Monitor operations in order to ensure that they comply with laid-down policies, procedures and guidelines • Report to senior management issues requiring their attention • Conduct periodic reviews for continuous improvement

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Maintain good working relationship with various government and non-government services; and• Contribute to operational effectiveness and efficiency of security services
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Keep management abreast of security issues and developments
Code	107647L4
Range	This unit of competency applies to security personnel at managerial level responsible managing security services of an organisation. It covers the abilities to establish a reporting system to keep management abreast of security issues and developments.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> Knowledge about management reporting: <ul style="list-style-type: none"> Understand the objectives of management reporting Understand the essentials of good reporting systems Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts Possess the people skills and communication skills to deal with others Possess the literacy skills to clearly and accurately record information and activities Keep management abreast of security issues and developments <p>Be able to:</p> <ul style="list-style-type: none"> Determine the types of information about security services that management should be kept informed of, which may include: <ul style="list-style-type: none"> Major security threats and risks affecting business operations and/or safety and security of personnel Security incidents resulted in: <ul style="list-style-type: none"> Loss of life or injuries Major financial losses Major disruption to business operations Damage to reputation Litigations Regular reports about the effectiveness and efficiency of security services as well as status of resource planning and budgeting
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> Develop a communications plan to keep management abreast of security issues and developments; and Contribute to the effectiveness and efficiency of security operations
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Manage counter surveillance operations
Code	107648L4
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing security services of an organisation. It covers the abilities to properly deploy manpower and resources for counter surveillance and ensure that its operations are effective and efficient and meet the needs and objectives of the organization.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical requirements for managing counter surveillance operations:</p> <ul style="list-style-type: none"> • Analyse the security strategy and the desired level of security to be achieved • Analyse the security management plan • Analyse the organisation's security policies, procedures and guidelines • Analyse the security risks facing the organisation • Analyse the organisation's information security policies and guidelines • Analyse the organization's workplace monitoring policies and guidelines • Evaluate best practices for counter surveillance operations • Evaluate the concepts and techniques for resource planning and budgeting <p>2. Manage counter surveillance operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Formulate adequate policies, procedures and guidelines to guide counter surveillance operations • Establish the counter surveillance program, which should include: <ul style="list-style-type: none"> • Identify venues/facilities for regular counter surveillance operations • Define corporate events for pre-event counter surveillance operations • Develop the scope and standard of the counter surveillance operations • Establish the schedule of counter surveillance operations • Deploy sufficient manpower resources to perform counter surveillance operations as stipulated in the program • Deploy adequate equipment to support counter surveillance operations and monitor their performance to ensure that they are maintained in good working condition • Deploy trained personnel for counter surveillance operations and monitor their performance to ensure that they are properly trained for their roles and tasks • Monitor counter surveillance operations to ensure that they comply with relevant policies, procedures and guidelines • Review records of each operation to ensure that proper records are maintained and gaps and failures identified are followed through • Monitor expenditures of counter surveillance operations to ensure that they are managed within the approved budgets • Conduct periodic reviews of counter surveillance through trend analysis, security risks and intelligence analysis and cost/benefit analysis to ensure that they meet the organisation's needs and objectives

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Establish a counter surveillance program that complies with the organisation's policies, procedures and guidelines and meets its needs and objectives; and• Monitor the counter surveillance operations to ensure that they are effective and efficient and achieve the desired outcomes
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Manage safety and security of classified records and documents
Code	107649L3
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing security services of an organisation. It covers the abilities to establish a program to manage the safety and security of classified records and documents in order to meet the needs and objectives of the organization.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about classified records and documents:</p> <ul style="list-style-type: none">• Understand the mission, objectives and operations of the organisation• Understand the security strategy• Understand the security management plan• Understand requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong• Understand the organisation's information security policies and guidelines• Be proficient in the organisation's policies and guidelines relevant to information classification and the storage, transportation and destruction of documents or electronic or other devices containing classified information• Be proficient in safety and security standards of storage facilities for documents or electronic or other devices containing classified information• Be proficient in best practices for transportation and/or destruction of documents or electronic or other devices containing classified information• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts• Possess the people skills and communication skills to deal with others• Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Competency	<p>2. Manage the safety and security of classified records and documents</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Formulate adequate policies and guidelines to manage safety and security of documents and electronic or other devices containing classified information, which should include but are not limited to: <ul style="list-style-type: none"> • Clean desk policy • Policy regarding the security measures for transportation • Policy regarding the security measures for destruction • Security standards of storage facilities • Security standards of facilities and equipment for destruction • Monitor adherence to the policies and standards through: <ul style="list-style-type: none"> • Procurement standards and controls • Guarding patrols • Security reviews and site security surveys • Ensure that relevant policies and standards are specified in service level agreements with providers of outsourced services • Carry out regular reviews and inspections to ensure that the policies and standards are adhered to • Ensure that gaps and failures identified are followed through until properly resolved • Conduct periodic reviews of the policies and standards to ensure that they are relevant and effective
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Formulate policies and guidelines to manage safety and security of documents and electronic or other devices containing classified information; • Ensure that the policies and guidelines are followed and achieve the desired outcomes; and • Conduct periodic reviews of the policies and guidelines for continuous improvement.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Title	Perform periodic reviews to ensure the effectiveness and efficiency of security services
Code	107650L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to establish a program to carry out periodic reviews to ensure the effectiveness and efficiency of security services.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about security services:</p> <ul style="list-style-type: none">• Understand the mission, objectives and operations of the organisation• Understand the security strategy• Understand the security management plan• Understand the scope of security services• Understand the goals and performance standards of security services• Understand requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong• Understand the organisation's common law duty of care and obligations in providing safe and secure environments in the following legislations:<ul style="list-style-type: none">• The Occupational Safety and Health Ordinance, Cap 509• The Occupiers Liability Ordinance, Cap 314• Be proficient in the minimum physical security standards• Be proficient in the security measures• Be proficient in the security policies, procedures and guidelines• Possess the skills for security risk profiling and analysis• Possess the skills for resource planning and budgeting• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts• Possess the people skills and communication skills to deal with others• Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Management

Competency	<p>2. Perform periodic reviews to ensure the effectiveness and efficiency of security services Be able to:</p> <ul style="list-style-type: none"> • Formulate policies, procedures and guidelines for security reviews • Establish a program of security reviews: <ul style="list-style-type: none"> • Determine the venues/facilities for periodic security reviews • Determine the frequency of security reviews based on security risk level • Determine the security threats, risks and incidents that will trigger an ad hoc security review • Determine the scope and standards of the security reviews • Establish a recording system to track the outcomes of security reviews • Deploy sufficient manpower resources to perform the security reviews • Ensure that personnel deployed for security reviews are properly trained • Ensure that security reviews are carried in compliance with relevant policies, procedures and guidelines • Ensure that details of each review, the findings, as well as decisions and follow-up actions are properly recorded • Ensure that incidents, faults and failures are properly recorded • Ensure that post-incident reviews are carried out in order to identify gaps and failures which will be followed-through until the issues are resolved • Carry out a holistic review of the effectiveness and efficiency of security services upon the instruction/request of management or once every 2 – 3 years, which should include: <ul style="list-style-type: none"> • An analysis of the current status of security risks facing the organisation • An analysis of the security strategy and security management plan about design effectiveness • An analysis of operational effectiveness by studying records of security incidents, site security reviews, and faults and failures. • An analysis of operational efficiency of security services by benchmarking against other similar operations • Identify various options/modes of security management and evaluate the cost and benefit as well as operational effectiveness and efficiency of each option/mode • Benchmark the existing practice against various options/modes and determine the preferred option/mode for the organisation • Document details of the review and the recommended option/mode and the rationale for the recommended option/mode • Discuss the review outcomes with management and obtain their support and endorsement of the recommended option/mode • Follow through with management decision/instruction until the issues are resolved • Keep proper records of the above actions and outcomes
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish a program to manage and record the outcome of security reviews at individual sites and due to specific trigger points; and • Perform a holistic review about operational effectiveness and efficiency of security services upon management instruction/request or at least once every 2-3 years; and • Follow through with management decision/instruction on the outcome of the reviews and keep proper records about the reviews and decisions/actions.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Manage physical security and technological support of an organisation
Code	107651L6
Range	This unit of competency applies to security personnel at managerial level responsible for managing physical security and technological support of an organisation. It covers the abilities to properly deploy manpower and resources and manage operations to meet the requirements of the license conditions and relevant laws and regulations.
Level	6
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical requirements that will affect the operations of physical security and technological support</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Evaluate the mission, objectives and operations of the organisation • Evaluate the security strategy • Evaluate the security management plan • Evaluate the requirements of the laws and regulations relevant to physical security and technological support, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Personal Data (Privacy) Ordinance, Cap 486 • Evaluate the duty of care and third party responsibilities with regard to maintaining safety and security of the premises under protection • Analyse the minimum physical security standards • Analyse the security measures of the physical environments • Analyse the security policies, procedures and guidelines • Describe the concepts and skills for security risk profiling and analysis • Describe the concepts and skills for resource planning and budgeting • Describe the concepts and skills for project management

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Competency	<p>2. Manage physical security and technological support Be able to:</p> <ul style="list-style-type: none"> • Formulate adequate policies, procedures and guidelines to guide physical security and technological support operations • Set up management and/or administrative controls to oversee execution to the desired outcomes and service qualities • Deploy sufficient manpower resources to perform the expected scope of services according to the security management plan • Develop measures and controls to ensure that service providers are properly licensed to provide relevant services in the installation, maintenance and/or repairing of a security device and/or designing (for any particular premises or place) a security system incorporating a security device in Hong Kong • Develop measures and controls to ensure that security personnel are properly licensed and trained for their roles and tasks as required in Hong Kong • Develop measures and controls to ensure that facilities, systems and equipment meet the minimum standards of physical security, mitigate the risks identified and are kept in good working condition • Monitor operations to ensure that they comply with the laid-down policies, procedures and guidelines • Develop measures and controls to ensure that incidents, faults and failures are properly recorded, investigated and reviewed and that issues identified are followed through until they are resolved • Monitor expenditures on operations and projects to ensure that they are managed within the approved budgets and timelines • Conduct periodic reviews about the physical security and technological support operations through trend analysis, security risk and intelligence analysis and cost/benefit analysis to ensure that they meet the needs and objectives of the organisation
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish the physical security and technological support operations to meet the needs and objectives of the organisation; • Monitor operations to ensure that they meet the requirements of relevant laws and regulations as well as the required physical security standards and laid-down policies, procedures and guidelines of the organisation; and • Conduct periodic reviews for continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Manage the operations of a company holding a Type III security company license for the design, installation, repair and/or maintenance of security systems and devices in Hong Kong
Code	107652L6
Range	This unit of competency applies to security personnel at managerial level responsible for managing the operations of a company holding a Type III security company license for the design, installation, repair and/or maintenance of security systems and devices in Hong Kong. It covers the abilities to properly deploy manpower and resources in order to ensure that operations are effective and efficient and meet the requirements of relevant laws and regulations.
Level	6
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical requirements in relation to the operations of a company holding a Type III security company license in Hong Kong</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Evaluate the requirements relevant to the operations of a company holding a Type III security company license for the design, installation, repair and/or maintenance of security systems and devices in Hong Kong • Understand the requirements for security personnel involved in the design, installation, repair and/or maintenance of security systems and devices to hold a valid Security Personnel Permit for the type of security work • Understand the requirements for security personnel involved in electrical work to be additionally registered as an Electrical Worker with the Electrical & Mechanical Services Department in Hong Kong • Evaluate the requirements of the laws and regulations relevant to physical security and technological support, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Personal Data (Privacy) Ordinance, Cap 486 • Evaluate the duty of care and third party responsibilities with regard to maintaining safety and security of the premises under protection • Describe the concepts and skills for resource planning and budgeting

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Competency	<p>2. Manage the operations of a company holding a Type III security company license Be able to:</p> <ul style="list-style-type: none"> • Formulate adequate policies, procedures and guidelines as well as contingency plans for the operations • Set up management and/or administrative controls to oversee execution to the desired outcomes and service level agreements with clients • Establish adequate security control operations for central alarm monitoring station services • Deploy adequate manpower to deliver the services • Develop measures and controls to ensure that security personnel are properly licensed and meet relevant requirements in training and qualifications for their roles and tasks in Hong Kong • Establish an adequate Electronic Technical Workshop with sufficient facilities and test equipment to provide adequate service repair and equipment fabrication • Deploy equipment and tools necessary for carrying out installation work, service repair and field services • Define the requirements and monitor to ensure that all security devices designed, installed, maintained and repaired meet the specified international security standards such as the British Standards, European Standards, Underwriters Laboratories Standard or equivalent • Monitor operations to ensure that they comply with the requirements of relevant license, laws and regulations as well as policies, procedures and guidelines • Develop measures and control to ensure that operations, incidents and emergencies are properly handled, recorded, investigated and reviewed and that issues identified are followed through until they are resolved • Conduct periodic reviews of the operations for continuous improvements
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish the operations of a company holding a Type III security company license to meet the requirements of relevant license, laws and regulations as well as policies, procedures and guidelines; • Monitor operations to ensure that they are effective and efficient and achieve the desired outcomes; and • Conduct periodic reviews for continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Formulate the physical security policy of an organisation
Code	107653L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing security operations of an organisation. It covers the abilities to formulate the physical security policy of the organization.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about physical security:</p> <ul style="list-style-type: none"> • Understand the mission, objectives and operations of the organisation • Understand the security strategy • Understand the security management plan • Understand requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong • Understand the organisation's common law duty of care and obligations in providing safe and secure environments in the following legislations: <ul style="list-style-type: none"> • The Occupational Safety and Health Ordinance, Cap 509 • The Occupiers Liability Ordinance, Cap 314 • Be proficient in the minimum physical security standards • Be proficient in the security measures of the physical environments • Be proficient in the security policies, procedures and guidelines • Be proficient in the knowledge and techniques for maintaining a safe and secure environment • Be proficient in the organisation's policies, procedures and guidelines in respect of workplace monitoring and personal data privacy • Possess the skills for conducting site security reviews and surveys • Possess the skills for resource planning and budgeting • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Competency	<p>2. Formulate the physical security policy of an organisation</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Assess security threat and risk against the organisation, its business operations and premises • Determine the scope of service of physical security, which may include: <ul style="list-style-type: none"> • Maintaining the physical security of the organisation’s sites at a desired level based on the outcome of security risk assessment • Deploying physical security barriers and facilities to achieve the desired level of security • Deploying electronic security systems and supporting infrastructure to achieve the desired level of security • Ensuring seamless integration of systems and associated facilities with guarding services to achieve the desired level of security • Determine whether day-to-day management of physical security of some or all of its premises should be centrally managed or outsourced or decentralised • Define in the policy: <ul style="list-style-type: none"> • The desired level of security for the organisation’s premises based on the outcome of security risk assessment • Roles and responsibilities of physical security, guarding services, business line management and facilities management/property services in determining and achieving the desired level of security and ongoing management of physical security • Organisation and reporting structure of physical security • Performance pledge of physical security, such as scope of service, turnaround time to requests and issues, and service quality • Deployment of manpower and resources for physical security operations • Authority of physical security: <ul style="list-style-type: none"> • To design physical security of a premises • To manage projects of installation and associated budget approval • To maintain premises at the desired level of physical security • To outsource and/or engage external parties • Document the policy in the required format and style • Obtain the endorsement of senior management and other stakeholders • Publish the endorsed policy
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Formulate a physical security policy to define the desired level of security and management of physical security of the organisation’s premises; and • Contribute to the safe and secure environment for the organisation’s business operations
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Design physical security of a premises
Code	107654L5
Range	This unit of competency applies to security personnel at managerial level responsible for planning and design of physical security of an organisation. It covers the abilities to design the physical security of a premises according to the physical security policy of the organisation and the outcome of security risk assessment.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about designing physical security of a premises:</p> <ul style="list-style-type: none"> • Understand the organisation’s physical security policy • Understand requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong • Understand the organisation’s common law duty of care and obligations in providing safe and secure environments in the following legislations: <ul style="list-style-type: none"> • The Occupational Safety and Health Ordinance, Cap 509 • The Occupiers Liability Ordinance, Cap 314 • Understand the nature and mode of business operations at the premises • Understand the physical environment and safety and security measures in place • Understand the concepts of “protection-in-depth” and “crime prevention through environmental design (CPTED)” for physical security • Understand the objectives of physical security, which are: <ul style="list-style-type: none"> • To deter potential attacks/intrusions • To detect an attack/intrusion when it happens • To delay the intrusion and escape of the attacker(s)/intruder(s) • To guarding services to respond and intercept the attacker(s)/intruder(s) in a timely manner • Be proficient in the skills and techniques for conducting site security reviews and surveys • Be proficient in the various means and ways including the deployment of electronic security systems to achieve the desired level of physical security <p>2. Design physical security of a premises</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Perform a security risk assessment to identify security threats and risks • Determine the desired level of physical security based on the organisation’s physical security policy and the outcome of the security risk assessment • Determine physical security measures to mitigate the risks and threats, which should include: <ul style="list-style-type: none"> • The physical environment, barriers and equipment • Electronic security systems • Guarding services • Procedures and guidelines to support physical security operations • Determine the most effective and cost-efficient measures • Document the findings and recommendations into a physical security design plan for the premises • Obtain the approval of senior management and other stakeholders about the security design plan and budget allocation

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Design physical security according to the physical security policy of the organisation and the outcome of security risk assessment; and• Contribute to the effectiveness and efficiency of security operations at the premises
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Establish service level agreements with clients about the design, installation, repair and maintenance of security systems and devices
Code	107655L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing the operations of a company holding a Type III security company license involving in the design, installation, repair and maintenance of security systems and devices in Hong Kong. It covers the abilities to establish service level agreements with clients to provide services that comply with the requirements of relevant licence, laws and regulations, and policies, procedures and guidelines as well as the agreed service quality and standards.
Level	5
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will affect the establishment of service level agreements with clients about the design, installation, repair and maintenance of security systems and devices</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Evaluate the requirements for a company operating under a Type III security company license to provide services in design, installation, repair and/or maintenance of security systems and devices in Hong Kong • Evaluate the requirements of laws and regulations relevant to physical security and technological support which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Evaluate the duty of care and third party responsibilities with regard to maintaining safety and security of the sites under protection • Evaluate the scope of services with regard to the design, installation, repair and/or maintenance of security systems and devices • Evaluate the costs and resources required for the services • Evaluate relevant policies, procedures and guidelines • Analyse the terms and conditions of the service level agreements with clients • Describe the concepts and techniques for security risk assessment and site security surveys • Describe the concepts and techniques for resource planning and budgeting

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Competency	<p>2. Establish service level agreements with clients about the design, installation, repair and/or maintenance of security systems and devices</p> <p>Be able to:</p> <ul style="list-style-type: none">• Analyse client's specifications of safety and security standards and service quality and performance standards required• Analyse threats and risks, resources and costs required to meet the client's specifications• Develop the proposed service plan, which should include but not limited to:<ul style="list-style-type: none">• Products and/or services to be provided – in-scope vs. out-of-scope services• Resources to be deployed• Service quality and standards to be expected• Obligations of the service provider and the client• Legal and regulatory considerations• Risk considerations and insurance coverage• Protocols• Processes involved• Policies, procedures and guidelines• Contingency plans• Service fees• Present the proposed service plan to the client either in a tendering process or in a direct outsourcing process• Consolidate client's feedback and revised requirements as the preferred service level agreement• Establish the formal service level agreement as required• Carry out regular reviews to ensure that services meet the terms and conditions of the service level agreement and required service quality and performance standards
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none">• Establish service level agreements with clients that meet the requirements of relevant laws and regulations as well as the client's specifications and service quality and performance standards expected in accordance to the laid-down policies, procedures and guidelines of the organisation; and• Monitor services to ensure that they meet the relevant requirements.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Define the minimum physical security standards of an organisation
Code	107656L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing physical security and technological support of an organisation. It covers the abilities to define the minimum physical security standards of the premises of an organisation to mitigate the security risks identified.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will affect the definition of the minimum physical security standards of an organisation</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Analyse the mission, objectives and operations of the organisation • Analyse the requirements of the laws and regulations relevant to physical security and technological support, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Personal Data (Privacy) Ordinance, Cap 486 • Analyse the duty of care and third party responsibilities with regard to maintaining safety and security of the premises under protection • Evaluate the security strategy • Evaluate the security management plan • Evaluate security risks facing the organisation • Evaluate best practices for maintaining the security of a physical environment • Evaluate the international security standards pertaining to security facilities, systems and equipment, which include but not limited to: <ul style="list-style-type: none"> • The British Standards • The European Standards • The Underwriters Laboratories Standard

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Competency	<p>2. Define the minimum physical security standards of the premises of an organisation Be able to:</p> <ul style="list-style-type: none"> • Perform a security risk assessment to identify security threats and risks against the organisation, its business operations and premises • Evaluate the level of security risks of different business operations and premises of the organisation • Evaluate and identify vulnerabilities in the security measures of the physical environments and mode of management and operation • Define the minimum standards of security of the premises of different risk levels, which should cover: <ul style="list-style-type: none"> • The physical environment, barriers and equipment and their security standards • Electronic security systems and their security standards as well as specifications about design, configuration, installation, transmission, termination, and control and monitoring • Guarding services and relevant mode of management and operation • Procedures and guidelines to support physical security operations according to relevant policies of the organisation • Establish the minimum standards of physical security in accordance to relevant policies, procedures and guidelines of the organisation • Develop measures and controls to ensure that physical security of the organisation's premises comply with the required standards • Conduct periodic reviews of the minimum standards of physical security to ensure that they remain relevant and effective in mitigating the security risks facing the organisation
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Define cost-effective minimum standards of physical security to mitigate the security risks facing the organisation and/or the premises; • Monitor physical security of the organisation's premises to ensure that they comply with the required standards; and • Conduct periodic reviews of the minimum standards of physical security for continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Develop contingency plans for the malfunction and/or failure of security systems and/or equipment
Code	107657L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing physical security and technological support of an organisation. It covers the abilities to develop contingency plans to manage malfunctions and/or failures of security systems and/or equipment in order to ensure that the premises remain safe and secure and critical business operations will continue with minimum disruption.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will impact on the development of contingency plans for managing the malfunctions and/or failures of security systems and/or equipment</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Analyse the requirements of laws and regulations relevant to guarding operations which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Analyse the duty of care and third party responsibilities with regard to maintaining safety and security of sites under protection • Evaluate the nature and objectives of business of the organisation • Evaluate the physical environment of the organisation and the safety and security measures • Evaluate the physical security policy of the organisation • Describe the operations of the security systems • Identify the types of malfunctions and/or failures associated with the security systems that will impact on safety and security of people and property and disrupt business operations • Describe the concepts and skills in contingency planning <p>2. Develop contingency plans to manage the malfunctions and/or failures of the security systems and/or equipment</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify the types of emergencies associated with the malfunctions and/or failures of security systems and/or equipment requiring contingency planning • Develop contingency plans to maintain safety and security and continuity of essential services • Present the contingency plans to management and other stakeholders as required for their endorsement • Deploy the necessary systems and resources to support the plans • Coordinate training, drills and exercises to ensure that security personnel and relevant parties know their roles and responsibilities in the contingency plans • Monitor operations to ensure that security personnel and relevant parties perform according to the plans in the event of emergencies • Perform periodic reviews of the contingency plans and the associated operations for continuous improvement

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Develop contingency plans that meet the requirements of relevant laws and regulations, and maintain safety and security as well as continuity of essential services when the security systems and/or equipment malfunction or fail;• Monitor operations and ensure that security personnel and relevant parties perform according to the plans in the event of emergencies; and• Perform periodic reviews of the contingency plans to ensure that they remain relevant and effective and achieve the needs and objectives of the organisation.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Establish security control operations for monitoring the security systems of the organisation on site
Code	107658L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing physical security and technological support of an organisation. It covers the abilities to establish security control operations to monitor the security systems and support physical security operations to achieve the desired level of security and meet the security needs and objectives of the organization.
Level	5
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about establishing security control operations to monitor the security systems of the organisation</p> <p>Be able to:</p> <ul style="list-style-type: none">• Analyse the physical security plan of the organisation• Evaluate the physical environment of the organisation• Evaluate the security measures including electronic security systems and manpower resources deployed• Evaluate best practices in outsourcing and project management• Analyse the organisation's policies, procedures and guidelines for information security and information classification, transmission, storage and destruction• Analyse the application of the organisation's policies, procedures and guidelines in workplace monitoring and personal data privacy to physical security operations

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Competency	<p>2. Plan and prepare for the security control operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Define the functions of security control including but not limited to: <ul style="list-style-type: none"> • Serving as a communication hub to support frontline security personnel • Serving as a duty reporting centre to coordinate deployment of security personnel including tele-protection for security personnel at remote sites • Serving as a service centre to handle customer enquiries and complaints • Serving as a centre for monitoring electronic security systems and key controls • Serving as a centre for reporting and record-keeping of events and incidents • Develop the security control operations plan: <ul style="list-style-type: none"> • Analyse the budget and resources available • Analyse the security services plan of the organisation • Define the functions, services as well as the service standard and quality expected of the security control • Define the building infrastructure and physical security measures to perform the functions and meet the service standards • Define the tasks and duties, shifts as well as manpower required to perform the functions and meet the service standards • Present the security control operations plan in the prescribed format and confirm it with relevant stakeholders • Manage the implementation of the security control operations plan: <ul style="list-style-type: none"> • Deploy the necessary manpower, systems and devices, and related resources • Develop the necessary policies, procedures and guidelines • Coordinate training and drills to familiarise security personnel, users and other parties with the operations • Monitor operations to ensure that they comply with relevant policies, procedures and guidelines • Carry out periodic reviews of the security control operations plans to ensure that they are relevant and effective
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Plan and manage the implementation of security control operations that support the effective monitoring of electronic security systems installed; • Monitor operations to ensure that they comply with the requirements of relevant laws and regulations and laid-down policies, procedures and guidelines; and • Carry out periodic reviews of security control operations for continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Deploy physical security barriers and equipment
Code	107659L4
Range	This unit of competency applies to security personnel at managerial level responsible for planning and design of physical security of an organisation. It covers the abilities to deploy physical security barriers and equipment to achieve the desired level of physical security at a premises.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about deploying physical security barriers and equipment: <ul style="list-style-type: none"> • Understand the physical security design plan of the premises • Understand the functions of physical security barriers and equipment, which are: <ul style="list-style-type: none"> • To define the perimeter of the premises; • To direct traffic to proper entrances/exits; and • To delay the intrusion/escape of attackers(s)/intruder(s). • Understand the various types of physical security barriers and equipment, which should include but not limited to walls, fence, vehicle barriers, man-traps, gates, doors, windows and locks as well as vaults and safes, etc. • Understand the international security standards defining the construction and strength of resistance to attack of the various types of physical security barriers and equipment 2. Deploy physical security barriers and equipment <p>Be able to:</p> <ul style="list-style-type: none"> • Identify critical business functions and assets at the premises • Design layout of the premises to achieve the effects of “protection-in-depth” and/or “crime prevention through environmental design”, ensuring that <ul style="list-style-type: none"> • The areas and assets under protection are surrounded by concentric layers of perimeter lines • The construction and strength of resistance to attack of the physical security barriers and equipment that form the perimeter lines meet the desired level of physical security • The perimeter lines support the effective operations of electronic security systems and/or security manpower for guarding and responding to security incidents and events at the premises • Building infrastructure necessary for the effective operation of the physical barriers and equipment are considered in the design and specifications • Document the layout design and specifications of physical security barriers and equipment • Obtain the approval of senior management and other stakeholders of the design and budget allocation • Work with facilities management/property services and engage structural engineers and/or architects (where relevant) to assist in the purchase and construction/installation of the physical security barriers and equipment • Ensure that all legal and regulatory requirements in respect of structural safety of the premises are complied with • Develop procedures and guidelines about the operations of the physical barriers and equipment • Train staff about how to operate the physical barriers and equipment • Monitor performance for continuous improvement

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Deploy physical security barriers and equipment to achieve the desired level of security;• Ensure that the construction and installation of the physical security barriers and equipment comply with building structural safety laws and regulations; and• The physical security barriers and equipment will be operated properly and monitored for continuous improvement.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Deploy intrusion alarm systems
Code	107660L4
Range	This unit of competency applies to security personnel at managerial level responsible for planning and design of physical security of an organisation. It covers the abilities to deploy intrusion alarm systems to achieve the desired level of physical security at the premises.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about deploying intrusion alarm systems:</p> <ul style="list-style-type: none">• Understand the physical security design plan of the premises• Understand the physical environment of the premises• Understand the functions of intrusion alarm systems, which are:<ul style="list-style-type: none">• To deter potential attacks/intrusions; and• To detect an attack/intrusion when it happens• Understand the functions of the components of intrusion alarm systems• Understand the effect of the surrounding environment such as heat and sound on the operation of the sensors• Understand the configuration of intrusion alarm systems, including the circuit systems and alarm zones• Understand international security standards defining the configuration, installation and resistance to attack of intrusion alarm systems• Understand laws and regulations relevant to the operations of intrusion alarm systems in Hong Kong, including:<ul style="list-style-type: none">• The Hong Kong Police phase-response scheme to false alarms• The Noise Control Ordinance Cap. 400 for automatic cutoff after 15 minutes of the activation of an alarm bell

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Competency	<p>2. Deploy intrusion alarm systems</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify critical business functions and assets at the premises • Deploy intrusion alarm systems, ensuring that <ul style="list-style-type: none"> • Interior intrusion-detection sensors are deployed to detect: <ul style="list-style-type: none"> • An attacker/intruder penetrating the perimeter of a protected area • The motion of an attacker/intruder within a protected area • An attacker/intruder touching or lifting an asset within a protected area • Exterior intrusion-detection sensors are deployed to detect an attacker/intruder crossing the perimeter of a protected area • The configuration, transmission and termination of the intrusion alarm systems meet the desired level of physical security • The layout and perimeter lines as well as the doors and locks support the effective operation of the intrusion alarm systems • Building infrastructure necessary for the effective operation of the intrusion alarm systems are considered in the design and specifications • Integration with CCTV systems where possible • Document the deployment, configuration, transmission and termination of the intrusion alarm systems • Obtain the approval of senior management and other stakeholders of the design and budget allocation • Oversee the purchase and installation of the intrusion alarm systems • Ensure that all legal and regulatory requirements in respect of the operations of intrusion alarm systems are complied with • sDevelop procedures and guidelines about the operations of intrusion alarm systems • Train staff about how to operate the intrusion alarm systems • Monitor performance for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Deploy intrusion alarm systems to achieve the desired level of security; • Ensure that the configuration and operations of the intrusion alarm systems comply with relevant laws and regulations; and • Ensure that the intrusion alarm systems are operated properly and monitored for continuous improvement.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Deploy CCTV systems
Code	107661L4
Range	This unit of competency applies to security personnel at managerial level responsible for planning and design of physical security of an organisation. It covers the abilities to deploy CCTV systems to achieve the desired level of physical security at the premises.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about deploying CCTV systems:</p> <ul style="list-style-type: none"> • Understand the physical security design plan of the premises • Understand the physical environment of the premises • Understand the functions of CCTV systems, which are: <ul style="list-style-type: none"> • To obtain visual information about something that is happening; and • To obtain visual information about something that has happened • Understand the configuration and functions of various components of CCTV systems • Understand the effect of lighting on the operation of cameras • Understand international security standards defining the configuration, installation, transmission, termination, recordings and display of CCTV systems • Be proficient in the organisation's policies, procedures and guidelines in respect of workplace monitoring and personal data privacy <p>2. Deploy CCTV systems</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify critical business functions and assets at the premises • Deploy CCTV systems, ensuring that <ul style="list-style-type: none"> • Cameras are deployed to detect: <ul style="list-style-type: none"> • an intruder penetrating the perimeter of a protected area • The motion of an intruder within a protected area, where needed • An intruder touching or lifting an asset within a protected areas, where needed • The configuration, transmission, termination, recordings and display of the CCTV systems meet the desired level of physical security • The physical environment as well as lighting support the effective operation of the CCTV systems • Building infrastructure necessary for the effective operation of the CCTV systems are considered in the design and specifications • Integration with intrusion alarm systems and access control systems where possible • Document the deployment, configuration, transmission, termination, recordings and display of the CCTV systems • Obtain the approval of senior management and other stakeholders of the design and budget allocation • Oversee the purchase and installation of the CCTV systems • Ensure that all legal and regulatory requirements in respect of the operations of CCTV systems are complied with • sDevelop procedures and guidelines about the operations of the CCTV systems • Train staff about how to operate the CCTV systems • Monitor performance for continuous improvement

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Deploy CCTV systems to achieve the desired level of security;• Ensure that the configuration and operation of the CCTV systems comply with relevant laws and regulations; and• Ensure that the CCTV systems are operated properly and monitored for continuous improvement.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Deploy access control systems
Code	107662L4
Range	This unit of competency applies to security personnel at managerial level responsible for planning and design of physical security of an organisation. It covers the abilities to deploy access control systems to achieve the desired level of physical security at the premises.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about deploying access control systems:</p> <ul style="list-style-type: none"> • Understand the physical security design plan of the premises • Understand the physical environment of the premises • Understand the functions of access control systems, which are: <ul style="list-style-type: none"> • To manage and control people getting through protected areas; and • To keep a record of who went where and when • Understand the configuration and functions of various components of access control systems • Understand the design of doors and locks on the effective operation of access control systems • Understand international security standards defining safeguards against failure, configuration, installation, transmission and termination of access control systems • Understand the organisation's policies, procedures and guidelines in respect of workplace monitoring and personal data privacy • Understand laws and regulations relevant to the operation of access control systems in Hong Kong, including: <ul style="list-style-type: none"> • The Personal Data (Privacy) Ordinance, Cap 486 • The Occupational Safety and Health Regulation, Cap 509A, requiring exit doors to be kept easily opened from inside the workplace or unlocked for fire safety.

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Competency	<p>2. Deploy access control systems</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify critical business functions and assets at the premises • Determine the size of the systems based on: <ul style="list-style-type: none"> • The number of doors to be controlled • The number of people using the doors • The number of sensors to be monitored • Potential future growth • Deploy access control systems, ensuring that <ul style="list-style-type: none"> • Controllers and devices are deployed to: <ul style="list-style-type: none"> • Admit or reject an entry to a protected area • Raise an alarm if an unauthorised entry or exit attempt is made • Raise an alarm when a forced entry is detected • Keep a permanent transaction record of each entry and/or exit • The configuration, transmission, termination, recordings and display of the access control systems meet the needs and the desired level of physical security at the premises • The layout and perimeter lines as well as doors and locks support the effective operation of the access control systems • Building infrastructure necessary for the effective operation of the access control systems are considered in the design and specifications • Integration with CCTV systems and fire alarm systems where possible • Document the deployment, configuration, transmission, termination, recordings and display of the access control systems • Obtain the approval of senior management and other stakeholders of the design and budget allocation • Oversee the purchase and installation of the access control systems • Ensure that all legal and regulatory requirements in respect of the operations of the access control systems are complied with • sDevelop procedures and guidelines about the operations of the access control systems • Train staff about how to operate the access control systems • Monitor performance for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Deploy access control systems to meet the needs and achieve the desired level of security of the premises; • Ensure that the configuration and operation of the access control systems comply with relevant laws and regulations; and • Ensure that the access control systems are operated properly and monitored for continuous improvement.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Deploy communications facilities and equipment
Code	107663L4
Range	This unit of competency applies to security personnel at managerial level responsible for planning and design of physical security of an organisation. It covers the abilities to deploy communications facilities and equipment to support physical security operations at the desired level of physical security at the premises.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about deploying communications facilities and equipment:</p> <ul style="list-style-type: none"> • Understand the physical security design plan of the premises • Understand the physical environment of the premises • Understand the functions of communications facilities and devices in physical security, which are: <ul style="list-style-type: none"> • To inform people of security incidents and emergencies and facilitate an orderly evacuation where necessary • To facilitate effective and efficient response to security events and incidents of the guarding services • To allow security control to quickly and accurately identify issues and requests and take swift actions to resolve them • Understand the configuration and functions of various components of communications facilities and equipment • Understand international security standards defining configuration, installation, transmission, recordings and control of communications facilities • Understand laws and regulations relevant to the operation of communications facilities and equipment in Hong Kong, including: <ul style="list-style-type: none"> • The Telecommunications Ordinance, Cap106

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Competency	<p>2. Deploy communications facilities and equipment</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify critical business functions and assets at the premises • Determine the communication needs, which should include: <ul style="list-style-type: none"> • Public announcement systems • Radios • Phones • Deploy communications facilities and equipment, ensuring that <ul style="list-style-type: none"> • Public announcement systems sufficiently cover the premises • Radio transmission sufficiently cover the premises and is free from interference • Phones are adequately deployed and in particularly at entry points • The configuration, transmission, recordings and control of the communications facilities and equipment meet the needs and achieve the desired level of physical security at the premises • Building infrastructure necessary for the effective operation of the communications facilities and equipment are considered in the design and specifications • Document the deployment, configuration, transmission, recordings and control of the communications facilities and devices • Obtain the approval of senior management and other stakeholders of the design and budget allocation • Oversee the purchase and installation of the communications facilities and equipment • Ensure that all legal and regulatory requirements in respect of the operation of the communications facilities and equipment are complied with • sDevelop procedures and guidelines about the operation of the communications facilities and equipment • Train staff about how to operate the communications facilities and equipment • Monitor performance for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Deploy communications facilities and equipment to meet the needs and the desired level of security of the premises; • Ensure that the configuration and operation of the communications facilities and equipment comply with relevant laws and regulations; and • Ensure that the communications facilities and equipment are operated properly and monitored for continuous improvement.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Develop procedures and guidelines for the effective operation of physical security
Code	107664L4
Range	This unit of competency applies to security personnel at managerial level responsible for planning and design of physical security of an organisation. It covers the abilities to develop procedures and guidelines to support the effective operations of physical security at the premises.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about physical security operations of a premises:</p> <ul style="list-style-type: none"> • Understand the organisation's physical security policy • Understand the functions and roles and responsibilities of physical security at the premises • Understand the objectives of physical security, which are: <ul style="list-style-type: none"> • To deter potential attacks/intrusions • To detect an attack/intrusion when it happens • To delay the intrusion and escape of the attacker(s)/intruder(s) • To respond timely to intercept the attacker(s)/intruder(s) • Be familiar with the physical environment, building infrastructure, facilities and systems and equipment as well as manpower relevant to physical security • Be familiar with best practices about physical security operations • Be familiar with the organisation's common law duty of care and obligations to provide safe and secure environments under the following legislations: <ul style="list-style-type: none"> • Security & Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 409 • The Occupiers Liability Ordinance, Cap 314 • Be familiar with the organisation's policies, procedures and guidelines relevant to workplace monitoring and personal data privacy • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Competency	<p>2. Develop procedures and guidelines for the effective operation of physical security</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify operations requiring procedures and guidelines • Identify the roles involved in ensuring the effective operations of physical security, which should include but not limited to: <ul style="list-style-type: none"> • Operating the facilities, systems and equipment • Monitoring the facilities, systems and equipment • Maintaining the facilities, systems and equipment in good working condition • Responding to signals and alarms generated by the facilities, systems and equipment • Determining actions in respect to incidents and events, making use of the facilities, systems and equipment • Develop the procedures and guidelines for each role of the identified operations: <ul style="list-style-type: none"> • Determine the objectives of the operation and the role • Determine the requirements of relevant laws and regulations • Determine service level agreement where relevant • Determine performance standards and service quality • Determine systems involved and how to operate them • Determine occupational safety and health issues • Determine dependencies with other roles of the same operation or with other operations • Determine step-by-step actions to perform the specific role • Determine contingencies • Determine management reporting requirements • Determine requirements for record-keeping • Document the procedures and guidelines in the prescribed format and style as required by the organisation • Consult with relevant parties to ensure their completeness and effectiveness • Obtain the endorsement of management and relevant stakeholders • Publish the endorsed procedures and guidelines according to the organisation's laid-down policies and guidelines • Train staff to ensure compliance with the procedures and guidelines • Carry out periodic reviews to ensure the relevance and effectiveness of the procedures and guidelines
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Develop procedures and guidelines that will support the efficient and effective operations of physical security; • Ensure that the procedures and guidelines meet legal and regulatory requirements as well as the expected service standards and quality; and • Ensure that the procedures and guidelines will be complied with and continuously improved.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Manage the tendering phase of a security project
Code	107665L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing physical security and technological support of an organisation. It covers the abilities to manage the tendering phase of a security project and prepare the necessary tender invitation document including the technical and functional specifications and manage the tender selection process in accordance to the requirements of relevant laws and regulations and policies, procedures and guidelines of the organization.
Level	4
Credit	4
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will affect the management of the tendering phase of a security project</p> <p>Be able to:</p> <ul style="list-style-type: none">• Analyse the mission, objectives and operations of the organisation• Analyse the requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong• Analyse the organisation's policies, procedures and guidelines relevant to information security and confidentiality as well as personal data privacy• Analyse the organisation's policies, procedures and guidelines relevant to tendering and contract management• Evaluate best practices for contracting out security services and the requirements of the Prevention of Bribery Ordinance, Cap 201

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Competency	<p>2. Manage the tendering phase of a security project</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Define the basic principles of tendering according to relevant policies, procedures and guidelines: <ul style="list-style-type: none"> • Keep the processes transparent, open and unbiased; • Maintain confidentiality of tender submissions; and • Prevent conflicts of interest and/or unethical behaviours • Develop a detailed acquisition plan which should include: <ul style="list-style-type: none"> • The options and reasons to proceed with the proposed tendering method • The tendering processes • The action plan to map out the milestones, deliverables, resources and timing associated with the tendering process • Develop the scope of work and the technical, functional and operational specifications about the security facilities, systems and equipment • Present the information for tender invitation in the prescribed format and obtain approvals from management and relevant authorized parties • Manage the invitation and acceptance of tender submissions in accordance to relevant policies, procedures and guidelines of the organisation • Establish the assessment panel and develop the criteria and marking scheme for the evaluation of tenders • Coordinate the evaluation process as planned and select the preferred service provider according to the defined criteria and marking scheme • Present the outcomes to management and other stakeholders for acceptance of the recommended service and budget approvals • Coordinate due diligence checks on the recommended service provider • Follow-up with the management decisions and instructions until an appropriate service is acquired and the service contract is finalised
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Compile the necessary documents for tendering which should include preparing the technical, functional and operational specifications of the security facilities, systems and equipment to be acquired; • Manage the tendering process according to laid-down policies, procedures and guidelines and meet the requirements of relevant laws and regulations; and • Follow through the management decisions and instructions until an appropriate service is acquired and the service contract is finalised
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Deploy security personnel for managing physical security and technological support
Code	107666L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing physical security and technological support of an organisation. It covers the abilities to deploy security personnel for managing physical security and technological support and ensure that they are effective and efficient and meet the required standard of conduct and performance.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will impact on the deployment of security personnel for managing physical security and technological support of the organisation Be able to:</p> <ul style="list-style-type: none"> • Evaluate the requirements of relevant laws and regulations about employment, leave and rest days, reward and compensation, training, licensing, supervision, discipline and termination in relation to security services in Hong Kong, which include: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Employment Ordinance, Cap 57 • Employees' Compensation Ordinance, Cap 282 • Evaluate the job roles and tasks involved in physical security and technological support • Evaluate the qualifications, experiences and skills of personnel that fit the requirements of the job roles and tasks of physical security and technological support • Describe the concepts and skills to lead and coach security personnel to meet the desired outcome of the job roles and tasks of physical security and technological support <p>2. Deploy security personnel to manage physical security and technological support Be able to:</p> <ul style="list-style-type: none"> • Deploy security personnel for the respective roles/tasks: <ul style="list-style-type: none"> • Assign roles/tasks taking by into consideration the working hours, rotation requirements, individual capabilities and other relevant attributes • Communicate the roles and responsibilities, procedures for performing the roles/tasks and the expected outcome • Acknowledge and balance the needs of the task, the team and the individual where possible • Monitor performance: <ul style="list-style-type: none"> • Monitor performance to ensure compliance with the laid-down policies, procedures and guidelines • Recognise and reward good performance • Coach security personnel to enhance their capabilities • Take disciplinary actions against serious failures/mistakes and/or repeat offenders • Give direction and support when needed <ul style="list-style-type: none"> • Provide direction on urgent and/or critical matters • Provide guidance and support in handling complaints and resolving problems and conflicts • Review performance outcome for continuous improvement <ul style="list-style-type: none"> • Examine reports to ensure proper records of all activities and incidents are kept • Investigate incidents to identify gaps and failures and take corrective actions • Identify training needs and provide training to further develop the security personnel • Provide feedback to management in order to improve the services and relevant policies, procedures and guidelines

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Lead security personnel to deliver effective and efficient physical security and technological support services to the organisation;• Uphold the conduct, performance and service quality of the security personnel at a high level at all time;• Direct and support the security personnel to handle incidents and emergencies and resolve conflicts; and• Conduct reviews to identify areas for continuous improvement.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Deploy security personnel for the design, installation, repair and/or maintenance of security systems and devices
Code	107667L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing the operations of a company holding a Type III security company license in Hong Kong. It covers the abilities to deploy security personnel for design, installation, repair and/or maintenance of security systems and devices and ensure that they provide effective and efficient services and their conduct and performance meet the required standard.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will impact on the deployment of security personnel for design, installation, repair and/or maintenance of security systems and devices</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Evaluate requirements of relevant laws and regulations about employment, leave and rest days, reward and compensation, training, licensing, supervision, discipline and termination in relation to security services in Hong Kong, which include: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Employment Ordinance, Cap 57 • Employees' Compensation Ordinance, Cap 282 • Evaluate the requirements for security personnel involved in electrical work to be additionally registered as an Electrical Worker with the Electrical & Mechanical Services Department in Hong Kong • Evaluate the job roles and tasks involved • Evaluate the requirements in training and licensing, qualifications, skills and experiences of security personnel for the roles and tasks • Describe the concepts and skills to lead and coach security personnel to meet the desired outcome of the job roles and tasks

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Competency	<p>2. Deploy security personnel for design, installation, repair and/or maintenance of security systems and devices</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Deploy security personnel for the respective roles/tasks: <ul style="list-style-type: none"> • Assign roles/tasks by taking into consideration the working hours, rotation requirements, individual capabilities and other relevant attributes • Communicate the roles and responsibilities, procedures for performing the roles/tasks and the expected outcome • Acknowledge and balance the needs of the task, the team and the individual where possible • Monitor performance: <ul style="list-style-type: none"> • Monitor performance to ensure compliance with the laid-down policies, procedures and guidelines • Obtain feedback from clients • Recognise and reward good performance • Coach security personnel to enhance their capabilities • Take disciplinary actions against serious failures/mistakes and/or repeat offenders • Give direction and support when needed <ul style="list-style-type: none"> • Provide direction on urgent and/or critical matters • Provide guidance and support in handling complaints and resolving problems and conflicts • Review performance outcome for continuous improvement <ul style="list-style-type: none"> • Examine reports to ensure proper records of all activities and incidents • Investigate incidents to identify gaps and failures and take corrective actions • Identify training needs and provide training to further develop the security personnel • Provide feedback to management in order to improve the security services management plan and policies, procedures and guidelines
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Lead security personnel to deliver effective and efficient services in the design, installation, repair and/or maintenance of security systems and devices in accordance to laid-down policies, procedures and guidelines and service level agreements with clients; • Uphold the conduct and behaviour and service quality of security personnel at a high standard at all time; • Direct and support security personnel to handle incidents and emergencies and resolve conflicts; and • Conduct periodic reviews for continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Manage the tendering process for a physical security project
Code	107668L5
Range	This unit of competency applies to security personnel at managerial level responsible for planning and design of physical security of an organisation. It covers the abilities to manage the tendering process for a physical security project.
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <p>1. Knowledge about tender and contract for security services:</p> <ul style="list-style-type: none">• Understand the mission, objectives and operations of the organisation• Understand requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong• Understand the organisation's policies and guidelines relevant to information security and confidentiality as well as personal data privacy• Be proficient in the organisation's policies, procedures and guidelines relevant to tendering and contract management• Be proficient in best practices for contracting out security services, ensuring compliance with the Prevention of Bribery Ordinance, Cap 201• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts• Possess the people skills and communication skills to deal with others• Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Competency	<p>2. Manage the tendering process for security services Be able to:</p> <ul style="list-style-type: none"> • Follow the organisation’s tender framework according to laid-down policies, procedures and guidelines, focusing on: <ul style="list-style-type: none"> • Keeping the processes transparent, open and unbiased; • Maintaining confidentiality of tender submissions; and • Preventing conflicts of interest and/or unethical behaviours • Develop a detailed acquisition plan which should include: <ul style="list-style-type: none"> • The options and reasons to proceed with the proposed tendering method • The tendering processes • The action plan to map out the milestones, deliverables, resources and timing associated with the tendering process • Develop the scope of work and the functional and technical specifications about the security facilities, systems and equipment • Put together the tender documentation for tender invitation • Obtain approvals from management with adequate authority and seek legal advice where necessary • Follow the action plan to invite and receive tender submissions • Establish the assessment panel and the marking scheme for technical evaluation and financial evaluation • Evaluate tenders received, which should include: <ul style="list-style-type: none"> • Conformance with the tender documents and process • Operational/technical outcomes • Financial outcomes • Determine and select the preferred service provider • Submit to management and other stakeholders the evaluation outcomes, details of the tendering process and the recommended service provider • Conduct due diligence checks on the recommended service provider • Negotiate the contract and obtain management approvals to finalise the contract
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Manage the tendering process according to laid-down policies, procedures and guidelines; and • Prepare the tender documents and reports accurately, addressing all the requirements of the outsourced services.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Perform security risk assessment
Code	107669L4
Range	This unit of competency applies to security personnel at managerial level responsible for planning and design of physical security of an organisation. It covers the abilities to perform security risk assessment and determine the scope and level of physical security required.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about security risk assessment:</p> <ul style="list-style-type: none"> • Understand that security threats and risks generally involve crime, natural disasters and man-made disasters • Understand the physical security policy of the organisation • Understand requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong • Understand the organisation's common law duty of care and obligations in providing safe and secure environments in the following legislations: <ul style="list-style-type: none"> • The Occupational Safety and Health Ordinance, Cap 509 • The Occupiers Liability Ordinance, Cap 314 • Be proficient in the knowledge and techniques for maintaining physical security of a premises • Be proficient in the skills and techniques for conducting security risk assessment • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Perform security risk assessment</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Gather information about the organisation and its business operations, which should include but not limited to: <ul style="list-style-type: none"> • The location, layout and physical environment of the premises • The nature and mode of business operations as well as the people, property and information involved • Identify critical personnel, operations and processes as well as critical assets • Identify security threats based on historical data of the premises, the organisation as well as other similar operations • Determine their risk level by evaluating: <ul style="list-style-type: none"> • The likelihood of occurrence • The impact should they occur • Determine physical security measures required to mitigate the risks • Identify vulnerabilities at the premises: <ul style="list-style-type: none"> • Review existing physical security measures • Conduct site security surveys • Recommend measures to enhance physical security of the premises • Document the findings and recommendation and incorporate these into the physical security design plan of the premises

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Correctly identify the security threats and risks; and• Recommend effective and efficient countermeasures to mitigate the threats and risks.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Perform site security surveys
Code	107670L4
Range	This unit of competency applies to security personnel at managerial level responsible for planning and design of physical security of an organisation. It covers the abilities to perform site security surveys to identify vulnerabilities and determine the scope and level of physical security required for the premises.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about site security surveys:</p> <ul style="list-style-type: none"> • Understand the physical security policy of the organisation • Understand that physical security design of a premises should incorporate the concepts of “protection-in-depth” and “crime prevention through environmental design (CPTED)” in order to achieve the objectives of deterrence, detection, delay and response • Be familiar with the physical environment, physical security facilities, systems and equipment • Be familiar with the procedures and guidelines relevant to the operations of physical security • Be familiar with the procedures and guidelines relevant to the operations of security control • Be familiar with the procedures and guidelines relevant to the operations of guarding services • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Perform site security surveys</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Gather information about the premises and its business operations, which should include but not limited to: <ul style="list-style-type: none"> • The layout and physical environment of the premises • The nature and mode of business operations as well as the people, property and information involved • Identify critical personnel, operations and processes as well as critical assets • Review the configuration, deployment, transmission, termination and control of physical security facilities, systems and equipment in place • Review reports of faults and malfunctions of the facilities, systems and equipment • Review reports of security incidents and events and determine whether physical security measures and operations achieve the objectives of deterrence, detection, delay and response • Carry out site security surveys: <ul style="list-style-type: none"> • Survey the premises during operating hours and after hours • Work from the exterior perimeter towards the centre • Identify aspects in the physical security standards, practices and operations that do not conform with the physical security design plan and policies and guidelines • Identify any vulnerabilities • Document the findings and recommendations for remediation

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Perform site security surveys to identify physical security standards, practices and operations that do not conform with the physical security design plan and policies and guidelines as well as to identify security vulnerabilities; and• Recommend effective and efficient countermeasures to mitigate the threats and risks.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Manage the installation of physical security of a premises according to design
Code	107671L4
Range	This unit of competency applies to security personnel at managerial level responsible for planning and design of physical security of an organisation. It covers the abilities to manage the installation of physical security of a premises according to the design plan as well as within the approved budget and timeline.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none">1. Knowledge about installation of security design according to design:<ul style="list-style-type: none">• Understand the approved design plan as well as the budget and timeline• Understand the roles and responsibilities of facilities management/property services and the physical security team in an installation project• Be familiar with the physical environment• Be familiar with the building infrastructure• Be familiar with the physical security measures to be deployed• Be familiar with the security control operations at the premises and the sites and electronic security systems to be monitored by the security control• Be familiar with the legal and regulatory requirements regarding safety and security of the workplace in Hong Kong• Possess the skills and techniques for project management• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts• Possess the people skills and communication skills to deal with others• Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Competency	<p>2. Manage the installation of physical security of a premises according to design Be able to:</p> <ul style="list-style-type: none"> • Develop a project plan to manage the installation of physical security and procurement of the necessary facilities, systems and equipment • Specify the functional, technical and operational requirements • Specify the scope of work, timeline and budget for installation which should be led by facilities management/property services • Specify the scope of work, timeline and budget for procurement of security facilities, systems and equipment which should be led by the physical security team • Obtain management approval for the project plan, scope of work, timeline and budget as well as authority for procurement and budget approvals • Manage the process for procurement of security facilities, systems and equipment according to laid-down policies and guidelines of the organisation • Manage the process for installation of security facilities, systems and equipment: <ul style="list-style-type: none"> • Coordinate with facilities management/property services regarding installation work for the physical environment and building infrastructure • Oversee design, installation and change control about the security facilities, systems and equipment • Oversee testing and commissioning of the security facilities, systems and equipment • Coordinate the development of procedures and guidelines for operating the security facilities, systems and equipment • Provide regular updates to management and other stakeholders until the project is complete
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Manage the procurement and installation of security facilities, systems and equipment within the approved budget and timeline; and • Provide a physical environment with systems and facilities that facilitate the operation of physical security operations in an effective and efficient manner
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Manage the installation of security control according to design
Code	107672L4
Range	This unit of competency applies to security personnel at managerial level responsible for planning and design of physical security of an organisation. It covers the abilities to manage the installation of security control according to the design plan as well as within the approved budget and timeline.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about installation of security control:</p> <ul style="list-style-type: none"> • Understand the approved design plan as well as the budget and timeline • Understand the roles and responsibilities of facilities management/property services and the physical security team of security services in an installation project • Be familiar with the physical environment • Be familiar with the building infrastructure • Be familiar with the physical security measures to be deployed • Be familiar with the security control operations at the premises and the sites and electronic security systems to be monitored by the security control • Be familiar with the legal and regulatory requirements in fire safety and occupational safety and health relevant to security control operations • Possess the skills and techniques for project management • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Manage the installation of security control according to design</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Work with facilities management/property services to develop a project plan to manage the installation of security control • Obtain management approval for the installation plan, scope of work and authority for outsourcing and budget approvals • Specify the functional, technical and operational requirements • Work with facilities management/property services in the process for selection of a service provide for building the physical environment and building infrastructure • Work with facilities management/property services in the selection process for a service provider to supply and install security facilities, systems and equipment • Oversee design, installation and change control of security facilities, systems and equipment • Oversee testing and commissioning of security facilities, systems and equipment • Coordinate the development of procedures and guidelines for operating the systems and equipment • Provide regular updates to management and other stakeholders until the project is complete

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Manage the installation of security control according to plan and within the approved budget and timeline; and• Provide a physical environment with systems and facilities that support the effective and efficient operation of the security control.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Plan and design a security system for a client's site
Code	107673L4
Range	This unit of competency applies to security personnel at managerial level responsible for providing services associated with the design, installation, repair and/or maintenance of security systems and devices of a company holding a Type III security company license in Hong Kong. It covers the abilities to plan and design a security system for a client's site.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will impact on the design of a security system for a client's site:</p> <ul style="list-style-type: none"> • Analyse the client's physical security policy • Evaluate the requirements of laws and regulations relevant to security services, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Personal Data (Privacy) Ordinance, Cap 486 • Evaluate the duty of care and third party responsibilities with regard to maintaining safety and security of the premises under protection • Analyse the nature and mode of business operations at the client's site • Analyse the physical environment and safety and security measures in place • Describe the concepts of "protection-in-depth" and "crime prevention through environmental design (CPTED)" for physical security of a premises • Describe the objectives of physical security, which are: <ul style="list-style-type: none"> • To deter potential attacks/intrusions • To detect an attack/intrusion when it happens • To delay the intrusion and escape of the attacker(s)/intruder(s) • To allow guarding services to respond and intercept the attacker(s)/intruder(s) in a timely manner • Describe the concepts and techniques for conducting site security reviews and surveys • Evaluate the various means and ways to deploy security systems to achieve the desired level of physical security

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Competency	<p>2. Plan and design a security system for a client's site</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Perform a security risk assessment to identify security threats and risks • Define the desired level of physical security based on the client's specifications in the invitation to tender, the client's physical security policy, and the outcome of the security risk assessment • Develop various designs of security systems and select the most effective and cost-efficient one for the client's site, taking into account the following factors: <ul style="list-style-type: none"> • The security risks identified • The client's desired level of security • The size of the system required and the client's plan and needs for further expansion • Whether the system will be monitored on site or off site • Whether the system will be compatible with other security measures on site • Whether the physical environment and building infrastructure will support the operations of the systems • Whether the client has adequate resources to manage the system on an ongoing basis • Whether the client has adequate resources to respond to security events detected by the system • Whether the client has adequate procedures and guidelines to support the operations of the system • Present the findings and recommendations and obtain the approval of management and other stakeholders about the proposed security system for the client's site as required prior to submitting the proposal to the client • Obtain the client's views and comments before finalising the proposal
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Design a security system for the client's site according to the client's specifications, physical security policy and the outcome of security risk assessment; and • Deploy a security system that will support effective and efficient security operations at the client's site.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Manage the testing and commissioning of a security system for a client's site
Code	107674L4
Range	This unit of competency applies to security personnel at supervisory level and above responsible for providing services associated with the design, installation, repair and/or maintenance of security systems and devices of a company holding a Type III security company license in Hong Kong. It covers the abilities to manage the testing and commissioning of a security system for a client's site.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about the testing and commissioning of a security system</p> <p>Be able to:</p> <ul style="list-style-type: none">• Describe the requirements of the Security and Guarding Service Ordinance (Cap 460) for security personnel engaged in the design, installation, repair and/or maintenance of security systems and devices to hold a valid Category D Security Personnel Permit• Describe the requirements under the Electricity (Registration) Regulations (Cap 406D) for all workers engaged in electrical work to be registered as an Electrical Worker with the Electrical & Mechanical Services Department• Describe the company's policy, procedures and guidelines with regard to testing and commissioning of a security system• Describe the different phases and the criteria of testing and commissioning of a security system• Describe the client's functional, technical and operational specifications for the security system• Describe the configuration, deployment, transmission, termination and control of the security system• Describe various components of the security system and the function of each component in the field• Describe the physical environment of the premises

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Competency	<p>2. Manage the testing and commissioning of a security system for a client's site</p> <p>Be able to:</p> <ul style="list-style-type: none">• Coordinate with the client the schedule of testing and commissioning as well as the scope of work and testing criteria at each phase• Develop measures and controls prior to testing and commissioning on-site, which should include:<ul style="list-style-type: none">• Arrange to test the system components and field devices to ensure that they meet the client's technical specifications and perform normal functioning prior to installation• Arrange for a complete set of drawings and diagrams to show the distribution of the components and devices of the security system on-site and the wiring and configuration of the system• Arrange for inspection of the components and field devices installed on site to confirm that they are properly installed and that they function according to client's specifications• Conduct a site inspection with the client to confirm that the system components and devices are installed and function as specified• Arrange for inspection of the wiring and configuration of the system to confirm that they meet the client's specifications• Deploy adequate manpower to carry out testing and commissioning of the system on-site together with the client and/or the security control to confirm that the performance of the system meets the client's technical, functional and operational specifications• Follow through with faults and failures identified until the issues are resolved• Hand over the system to the client only after all the testing and commissioning activities and rectifications are complete and meet the specified requirements• Maintain proper records of all testing and commissioning activities and outcomes and monitor the performance of the system according to the standards accepted after testing and commissioning
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none">• Manage testing and commissioning of a security system for a client's site and confirm that the system meets the client's technical, functional and operational specifications; and• Monitor testing and commissioning activities to ensure that they are carried out in accordance to the agreed scope, schedule and criteria and that proper records are maintained of the testing and commissioning actions and outcomes.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Manage the testing and commissioning phase of a security project
Code	107675L4
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing physical security and technological support of an organisation. It covers the abilities to manage the testing and commissioning phase of a security project to ensure that the security systems and devices meet the technical and functional specifications.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about managing the testing and commissioning phase of a security project Be able to:</p> <ul style="list-style-type: none"> • Describe the requirements of the Security and Guarding Service Ordinance (Cap 460) for security personnel engaged in the design, installation, repair and/or maintenance of security systems and devices to hold a valid Category D Security Personnel Permit • Describe the requirements under the Electricity (Registration) Regulations (Cap 406D) for all workers engaged in electrical work to be registered as an Electrical Worker with the Electrical & Mechanical Services Department • Describe the nature and mode of business operations at the premises • Describe the functional, technical and operational specifications of the electronic security systems • Describe the configuration, deployment, transmission, termination and control of the electronic security systems • Describe various components and field devices of the electronic security systems and the function of each component • Describe the physical environment of the premises • Describe the organisation's security policy, procedures and guidelines <p>2. Manage testing and commissioning of electronic security systems Be able to:</p> <ul style="list-style-type: none"> • Coordinate with the service provider's representative and agree on the testing and commissioning scope, schedule and criteria: <ul style="list-style-type: none"> • Preparation of drawings and diagrams to show the distribution of various components and field devices of the electronic security systems installed on site and their configuration, wiring and connection • Confirmation that the components and field devices meet the technical specifications and are tested to perform normal functioning prior to installation • On-site checks to confirm that the installation and wiring of each component and field device meet the specification and perform according to the functional and operational specifications • Conduct a site inspection with the service provider to confirm the installation and functioning of the components and field devices according to specifications • Coordinate an on-site testing and commissioning involving the security control and the service provider to confirm the functional and operational performance of the systems and devices • Monitor and confirm completion of all the testing and commissioning activities as well as rectifications before accepting the systems for normal operations • Maintain proper records of all testing and commissioning activities and the accepted performance standards of the systems and devices as the benchmark for ongoing performance and maintenance

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Develop a testing and commissioning plan and monitor performance and outcomes to confirm that the systems and devices installed meet the technical, functional and operational specifications; and• Maintain proper records of all testing and commissioning activities and the accepted performance standards of the systems and devices as the benchmark for ongoing performance and maintenance
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Prepare for the operation of an intrusion alarm system at a premises
Code	107676L3
Range	This unit of competency applies to security personnel at supervisory level or above responsible for planning and design of physical security of an organisation. It covers the abilities to prepare for the operation of an intrusion alarm system after its installation at a premises.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> Knowledge about the operation of an intrusion alarm system at a premises: <ul style="list-style-type: none"> Understand the nature and mode of business operations at the premises Understand the function of various components of the intrusion alarm system Understand the circuit system and alarm zones of the intrusion alarm system Understand the monitoring and termination arrangements of the intrusion alarm system Understand the policy and procedures about handling of security incidents and events as well as alarm activations at the premises Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts Possess the people skills and communication skills to deal with others Possess the literacy skills to clearly and accurately record information and activities Prepare for the operation of an intrusion alarm system at a premises <p>Be able to:</p> <ul style="list-style-type: none"> Identify the person responsible for managing the intrusion alarm system Identify the key-holder(s) or any key-holding arrangements for dealing with alarm activation after hours Train staff on site about: <ul style="list-style-type: none"> How to arm and disarm the intrusion alarm system How to use the panic alarms <ul style="list-style-type: none"> The function of panic alarms and how to operate them Actions by others in the event that a panic alarm is activated Protocol with security control in the event of a false alarm during office hours The need to record and report false alarms, faults and malfunctions of the intrusion alarm system The need to follow through with repair and maintenance The need to report to security control of alarm activations, security incidents and emergencies at the premises
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> Ensure that the intrusion alarm system at the premises is properly operated and managed; and Contribute to safety and security at the premises.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Prepare for the operation of an access control system at a premises
Code	107677L3
Range	This unit of competency applies to security personnel at supervisory level or above responsible for planning and design of physical security of an organisation. It covers the abilities to prepare for the operation of an access control system after its installation at a premises.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about the operation of an access control system at a premises:: <ul style="list-style-type: none"> • Understand the nature and mode of business operations at the premises • Understand the function of various components of the access control system • Understand the types of access cards, protected areas and time zones • Understand the monitoring arrangements of the access control system • Understand the policy and procedures about handling of security incidents and events as well as door alarms at the premises • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities 2. Manage the preparation for the operation of an access control system at a premises Be able to: <ul style="list-style-type: none"> • Identify the person responsible for managing the access control system at the premises • Identify the persons responsible for authorizing access to different protected areas • Train staff on site about: <ul style="list-style-type: none"> • No tailgating • Break glass alarms <ul style="list-style-type: none"> • The function of “break glass alarm” and how to operate them • Follow up actions after the activation of the “break glass alarm” • Protocols with security control in the event that: <ul style="list-style-type: none"> • The system has failed • Access/exit is denied by the system • A controlled door has to be kept open for an extended period of time • The need to record and report faults, malfunctions and abnormalities • The need to follow through with repair and maintenance • The need to report to security control of faults, malfunctions and abnormalities as well as security incidents and emergencies
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Ensure that the access control system at the premises is properly operated and managed; and • Contribute to safety and security of the workplace at the premises
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Maintain the effective operation of the systems and equipment for security control
Code	107678L3
Range	This unit of competency applies to security personnel responsible for security control operations. It covers the abilities to maintain the effective operation of the systems and equipment installed at the security control.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about the systems and equipment at the security control: <ul style="list-style-type: none"> • Understand the configuration and function of the systems and equipment at the security control • Be familiar with how to operate these systems and equipment • Be familiar with their normal and abnormal working conditions • Be familiar with the service level agreement with the suppliers about servicing of these systems and equipment 2. Maintain the effective operation of the systems and equipment for security control Be able to: <ul style="list-style-type: none"> • Perform daily checks to confirm their working condition <ul style="list-style-type: none"> • Confirm that the systems and equipment are in normal working condition • Confirm that the systems and equipment are operated correctly • Confirm that there is no loss of signal at any point between the frontline security personnel or any of the field device and the security control • Review performance reports to identify faults and malfunctions, e.g. <ul style="list-style-type: none"> • False alarm reports of the intrusion alarm systems • Door alarms of the access control systems • Quality and coverage of footages of the CCTV systems • Ensure that the systems and equipment are routinely checked and serviced according to the service level agreement • Follow-up with faults and malfunctions identified until the issues are resolved, referring to senior management or other appropriate parties for resolutions where necessary • Maintain detailed records of the above activities
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Maintain the effective operation of the systems and equipment of the security control at all time; • Follow through with faults and malfunctions until the issues are resolved; and • Keep detailed records about the performance and repair and maintenance of the systems and equipment at the security control
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Supervise the installation phase of a security project
Code	107679L3
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing physical security and technological support of an organisation. It covers the abilities to manage the installation phase of a security project to ensure that security facilities, systems and equipment specified in the design plan are procured and installed within the approved budget and timeline and that the procurement and installation activities comply with the requirements of relevant laws and regulations and policies, procedures and guidelines of the organisation.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about managing the installation phase of a security project <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Describe the approved design plan as well as the budget and timeline • Describe the roles and responsibilities of facilities management/property services and the physical security team in an installation project • Describe the physical environment • Describe the building infrastructure • Describe the physical security measures to be deployed • Describe the security control operations at the premises and the sites and electronic security systems to be monitored by the security control • Describe the requirements of laws and regulations relevant to safety and security of the workplace in Hong Kong • Describe the concepts and techniques for project management 2. Supervise the installation phase of a security project <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Develop a project plan to manage the installation of physical security and procurement of the necessary facilities, systems and equipment • Evaluate the functional, technical and operational requirements of the security facilities, systems and equipment to be installed • Coordinate with facilities management/property services to manage the scope of work, timeline and budget for installation • Develop the scope of work, timeline and budget for procurement of security facilities, systems and equipment • Obtain management approval for the project plan, scope of work, timeline and budget as well as authority for procurement and budget approvals • Monitor the procurement of security facilities, systems and equipment to ensure that procurement activities comply with relevant policies, procedures and guidelines of the organisation • Monitor the installation of security facilities, systems and equipment until they are properly tested and commissioned and ensure that changes/deviations from specifications are properly assessed and approved and any issues and conflicts are followed through until they are resolved • Coordinate the development of policies, procedures and guidelines for operating the security facilities, systems and equipment • Provide regular updates to management and other stakeholders until the project is complete

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Supervise the procurement and installation of security facilities, systems and equipment as planned and within the approved budget and timeline; and• Monitor the procurement and installation activities to ensure that they comply with the requirements of relevant laws and regulations and the policies, procedures and guidelines of the organisation.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Supervise the programming of a security system for a client's site
Code	107680L3
Range	This unit of competency applies to security personnel at supervisory level and above responsible for providing services associated with the design, installation, repair and/or maintenance of security systems and devices of a company holding a Type III security company license in Hong Kong. It covers the abilities to manage the programming of a security system for a client's site to ensure that the system will perform as specified.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> Knowledge about managing the programming of a security system at the client's site Be able to: <ul style="list-style-type: none"> Describe the requirements of the Security and Guarding Service Ordinance (Cap 460) for security personnel engaged in the design, installation, repair and/or maintenance of security systems and devices to hold a valid Category D Security Personnel Permit Describe the requirements under the Electricity (Registration) Regulations (Cap 406D) for all workers engaged in electrical work to be registered as an Electrical Worker with the Electrical & Mechanical Services Department Describe information essential for programming of the security system Describe the configuration of the security system Describe the client's specifications for the security system Supervise the programming of a security system at the client's site Be able to: <ul style="list-style-type: none"> Devlop and agree with the client's representatives the scope of work and timeline for programming of the security system Collate (and confirm with the client where necessary) the essential information for programming Prepare clear instructions and guidelines for programming of the security system according to the client's specifications Deploy personnel with appropriate knowledge, techniques and qualifications for the programming of the security system Monitor performance to confirm that the system is programmed according to instructions and configured to meet the client's specifications Provide regular updates to the client, management and other stakeholders
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> Supervise the programming of a security system at a client's site in accordance to the client's specifications and within the agreed timeline; and Monitor the programming activities to ensure that they comply with the requirements of relevant laws and regulations and the policies, procedures and guidelines of the company.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Supervise servicing of a security system for a client's site
Code	107681L3
Range	This unit of competency applies to security personnel at supervisory level and above responsible for providing services associated with the design, installation, repair and/or maintenance of security systems and devices of a company holding a Type III security company license in Hong Kong. It covers the abilities to manage the servicing of a security system for a client's site.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about servicing of a security system for a client's site Be able to:</p> <ul style="list-style-type: none"> • Describe the requirements of the Security and Guarding Service Ordinance (Cap 460) for security personnel engaged in the design, installation, repair and/or maintenance of security systems and devices to hold a valid Category D Security Personnel Permit • Describe the requirements under the Electricity (Registration) Regulations (Cap 406D) for all workers engaged in electrical work to be registered as an Electrical Worker with the Electrical & Mechanical Services Department • Describe the terms and conditions of the service level agreements with the client • Describe the security system for the client's site • Describe the requirements of laws and regulations relevant to safety and security of the workplace in Hong Kong • Describe the concepts and skills and techniques for project management <p>2. Supervise servicing of a security system for a client's site Be able to:</p> <ul style="list-style-type: none"> • Develop a servicing plan of the security system for a client's site in accordance to the terms and conditions of the service level agreements • Establish protocols and contact points for servicing of the system at the client's site • Deploy adequate manpower for the servicing as per the agreed schedule • Monitor performance of personnel deployed for servicing to ensure that they perform in accordance to the company's policies, procedures and guidelines and meet the requirements of the service level agreements with the client • Provide regular updates to the client, management and other stakeholders with regard to the status of the system • Inform the client any inappropriate and/or incorrect operations or practices of the system • Follow through with defects and malfunctions identified during servicing until the issues are resolved • Conduct periodic reviews of the servicing plan and its execution with the client in order to ensure that they are relevant and effective.
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Supervise servicing of a security system at a client's site in accordance to the service level agreements with client and the company's policies, procedures and guidelines; • Monitor servicing activities to ensure that they are carried out in accordance to the servicing plan and that proper records are maintained of the actions and outcomes; and • Conduct periodic reviews of the servicing plan and its execution for continuous improvement.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Monitor CCTV systems
Code	107682L3
Range	This unit of competency applies to security personnel responsible for performing security control operations. It covers the abilities to monitor CCTV systems and take appropriate actions in the event of abnormal conditions or other security situations according to laid-down policies, procedures and guidelines.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about the CCTV systems</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Describe the configuration and coverage of the CCTV systems • Describe the operations of the CCTV systems • Describe the policies, procedures and guidelines relevant to response actions to various abnormal conditions or security situations <p>2. Monitor CCTV systems</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Carry out the required tasks according to laid-down policies and guidelines <ul style="list-style-type: none"> • Observe the CCTV monitors for any abnormal conditions on site • Take prompt and appropriate actions in the event of abnormal conditions <ul style="list-style-type: none"> • Dispatch frontline security personnel to scene to verify the situation • Continue to monitor the area until the situation is resolved • Ascertain the time and location of potential intrusion <ul style="list-style-type: none"> • Check recorded footages • Check intruder alarm activations (if any) • Check door alarms and/or access records of the access control system (if any) • Evaluate the situation and take further action as appropriate • Reset the CCTV systems when the incident is over • Keep the CCTV systems in good working condition according to laid-down policies, procedures and guidelines <ul style="list-style-type: none"> • Confirm no loss of signal from each camera and controller • Confirm that the coverage of each camera is accurate and effective • Confirm that recordings are done and managed properly • Call out the service provider for servicing where necessary • Ensure that regular checks are carried out by the service provider
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Monitor the CCTV systems and take prompt and accurate actions to handle abnormal conditions or other security situations; and • Operate the CCTV systems correctly and keep them in good working condition.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Monitor intrusion alarm systems
Code	107683L3
Range	This unit of competency applies to security personnel responsible for performing security control operations. It covers the abilities to monitor intrusion alarm systems and take appropriate actions in the event of abnormal conditions or other security situations.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about intrusion alarm systems</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Describe the configuration and coverage of the intrusion alarm systems • Describe the Hong Kong Police phased-response scheme to false alarms of intrusion alarm systems • Describe the operations the intrusion alarm systems • Describe the policies, procedures and guidelines relevant to response actions to various alarm conditions and other security situations <p>2. Monitor intrusion alarm systems</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Carry out the required tasks according to laid-down policies, procedures and guidelines <ul style="list-style-type: none"> • Monitor the intrusion alarm systems for abnormal conditions on site • Take prompt and appropriate actions in the event of abnormal conditions, including: <ul style="list-style-type: none"> • Act promptly and accurately when alarm zones are not armed or disarmed as scheduled • Act promptly and accurately to alarm activations • Continue to monitor the area until the situation is resolved • Ascertain the time and location of potential intrusion • Check alarm records in related alarm zones • Review recorded CCTV footages (if any) • Check door alarms and access records of the access control system (if any) <ul style="list-style-type: none"> • Evaluate the situation and take further action as appropriate • Keep the intrusion alarm systems in good working condition according to laid-down policies, procedures and guidelines <ul style="list-style-type: none"> • Confirm no loss of signal from each sensor and controller • Confirm that alarm zones not on 24-hour circuits are armed and disarmed as scheduled • Confirm that alarm activations are recorded properly • Assess system condition by reviewing false alarm records • Call out the service provider for servicing where necessary • Ensure that regular checks are carried out by the service provider
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Monitor the intrusion alarm systems and take prompt and accurate actions to handle abnormal conditions observed; and • Operate the intrusion alarm systems correctly and keep them in good working condition
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Monitor access control systems
Code	107684L3
Range	This unit of competency applies to security personnel responsible for performing security control operations. It covers the abilities to monitor the access control systems and take appropriate actions in the event of abnormal conditions or other security situations.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about the access control systems: <ul style="list-style-type: none"> • Describe the configuration and coverage of the access control systems • Describe the operations of the access control systems • Describe the policies, procedures and guidelines relevant to response actions to various abnormal conditions or other security situations. 2. Monitor access control systems <p>Be able to:</p> <ul style="list-style-type: none"> • Carry out the required tasks according to laid-down policies, procedures and guidelines <ul style="list-style-type: none"> • Monitor the access control systems for abnormal conditions on site • Take prompt and appropriate actions in the event of abnormal conditions, including: <ul style="list-style-type: none"> • Act promptly and accurately to door alarms such as door held open too long, access requests from unauthorised or deactivated cards, etc. • Act promptly and accurately to access requests from holders of malfunctioned cards • Continue to monitor the area until the situation is resolved • Ascertain the situation and potential intrusion • Check access database and access records • Monitor the area through the CCTV systems and review recorded CCTV footages (if any) • Check alarm records of the intruder alarm system (if any) <ul style="list-style-type: none"> • Evaluate the situation and take further action as appropriate • Reset the CCTV systems when the situation is resolved • Keep the access control systems in good working condition according to laid-down policies, procedures and guidelines <ul style="list-style-type: none"> • Confirm no loss of signal from each device, reader and controller • Confirm that door alarms and access activities are recorded properly • Review access reports to confirm no access requests from unauthorised and deactivated access cards • Update regularly details about access cards, card holders, and access rights in the access database • Call out the service provider for servicing where necessary • Ensure that regular checks are carried out by the service provider
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Monitor the access control systems and take prompt and accurate actions to handle abnormal conditions and access requests; and • Operate the access control systems correctly and keep them in good working condition
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Perform testing and commissioning of a security system for a client's site
Code	107685L3
Range	This unit of competency applies to frontline security personnel responsible for providing services associated with the design, installation, repair and/or maintenance of security systems and devices of a company holding a Type III security company license in Hong Kong. It covers the abilities to manage testing and commissioning of a security system for a client's site.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> Knowledge about testing and commissioning of a security system <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> Understand the requirements of the Security and Guarding Service Ordinance (Cap 460) for security personnel engaged in the design, installation, repair and/or maintenance of security systems and devices to hold a valid Category D Security Personnel Permit Understand the requirements under the Electricity (Registration) Regulations (Cap 406D) for all workers engaged in electrical work to be registered as an Electrical Worker with the Electrical & Mechanical Services Department Understand the company's policy, procedures and guidelines with regard to testing and commissioning of a security system Understand the different phases and the testing criteria of a security system Understand the client's functional, technical and operational specifications for the security system Understand the configuration, deployment, transmission, termination and control of the security system Understand various components of the security system and the function of each component in the field Understand the physical environment of the premises Perform testing and commissioning of a security system for a client's site <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> Perform testing and commissioning of a security system by phases, within the agreed timeframe and in accordance to the agreed criteria Check the components and field devices to ensure that they meet the client's technical specifications and perform normal functioning prior to installation Check the components and field devices after installation to ensure that they are properly installed and function according to client's specifications Carry out a full testing of the system together with the client and the security control to confirm that the performance of the system meets the client's functional and operational specifications Record details of the outcome of testing and commissioning Follow through with the faults and failures until the issues are resolved Carry out further testing to confirm the technical, functional and operational performance of the system and the field devices Hand over the system to the client only after all the testing activities and rectifications are complete and meet the specified performance criteria Keep clear records of the performance standards of the security system which will form the baseline for ongoing performance and maintenance

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Perform testing and commissioning of a security system according to the specified schedule and criteria; and• Carry out the testing and commissioning activities correctly and safely and ensure that they meet the requirements of relevant workplace safety and security laws and regulations and policies, procedures and guidelines.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Prepare and conduct the hand over a newly installed security system to the client
Code	107686L3
Range	This unit of competency applies to security personnel at supervisory level and above responsible for providing services associated with the design, installation, repair and/or maintenance of security systems and devices of a company holding a Type III security company license in Hong Kong. It covers the abilities to properly hand over a newly installed security system to the client.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about handing over a newly installed security system to the client</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Understand the requirements of the Security and Guarding Service Ordinance (Cap 460) for security personnel engaged in the design, installation, repair and/or maintenance of security systems and devices to hold a valid Category D Security Personnel Permit • Understand the requirements under the Electricity (Registration) Regulations (Cap 406D) for all workers engaged in electrical work to be registered as an Electrical Worker with the Electrical & Mechanical Services Department • Understand the company's policy, procedures and guidelines with regard to handing over of a security system • Understand the client's functional, technical and operational specifications for the security system • Understand the configuration, deployment, transmission, termination and control of the security system • Understand various components of the security system and the function of each component in the field • Understand the physical environment of the premises <p>2. Prepare and conduct the hand over a newly installed security system to the client</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Prepare the necessary documentation and information about the system to be handed over: <ul style="list-style-type: none"> • Contact details for servicing and support about the system • The operating manual of the system • Details of the performance standards of the system • A complete set of drawings and diagrams to show the distribution of the components and devices of the security system in the field and the wiring and configuration of the system • Train designated operator(s) and authorised representative(s) of the client about the function and operations of the system and devices • Hand over the system and necessary documentation and obtain the client's sign-off for taking over the system
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Prepare and conduct the hand over a newly installed security system to the client and ensure that it will be operated correctly and safely by providing the client with the necessary documentation and training in accordance to the laid-down policies, procedures and guidelines of the company
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Prepare for the operation of a CCTV system at a premises
Code	107687L3
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing physical security and technological support of an organisation. It covers the abilities to prepare for the operation of a CCTV system after its installation at a premises.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about the operation of a CCTV system at a premises Be able to:</p> <ul style="list-style-type: none"> • Understand the nature and mode of business operations at the premises • Understand the function of various components of the CCTV system • Understand the distribution of the CCTV cameras and the monitoring scope of each camera • Understand the policies, procedures and guidelines about handling of security incidents and events as well as door alarms at the premises • Understand the requirements of relevant laws and occupations and policies, procedures and guidelines relevant to workplace monitoring and personal data privacy <p>2. Prepare for the operation of a CCTV system at a premises Be able to:</p> <ul style="list-style-type: none"> • Identify the person responsible for managing the CCTV system at the premises • Train staff on site about: <ul style="list-style-type: none"> • How to operate the CCTV system • How to comply with laid-down policies, procedures and guidelines regarding access, storage and destruction of CCTV footages • How to regularly check that the CCTV system is in good working condition • How to record and report faults, malfunctions and abnormalities • How to follow through with repair and maintenance • How to communicate with security control of faults, malfunctions and abnormalities as well as security incidents and emergencies • How to handle requests for viewing the CCTV footages in accordance to the requirements of personal data privacy laws and occupations and policies, procedures and guidelines of the company
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Prepare staff on-site on how to correctly operate and maintain the CCTV system and how to effectively handle faults and malfunctions as well as handle requests for viewing the CCTV footages in compliance with the requirements of personal data privacy laws and regulations and policies, procedures and guidelines of the company.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Perform servicing of a security system for a client's site
Code	107688L3
Range	This unit of competency applies to frontline security personnel responsible for providing services associated with the design, installation, repair and/or maintenance of security systems and devices of a company holding a Type III security company license in Hong Kong. It covers the abilities to perform servicing of a security system for a client's site in accordance to the laid-down policies, procedures and guidelines of the company.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about servicing of a security system for the client's site Be able to:</p> <ul style="list-style-type: none"> • Understand the requirements of the Security and Guarding Service Ordinance (Cap 460) for security personnel engaged in the design, installation, repair and/or maintenance of security systems and devices to hold a valid Category D Security Personnel Permit • Understand the requirements under the Electricity (Registration) Regulations (Cap 406D) for all workers engaged in electrical work to be registered as an Electrical Worker with the Electrical & Mechanical Services Department • Understand the company's policies, procedures and guidelines with regard to servicing of security systems • Describe the skills and techniques for servicing the security system for the client's site <p>2. Perform servicing of a security system for the client's site Be able to:</p> <ul style="list-style-type: none"> • Perform servicing of the security system for the client's site in accordance to the specified scope and schedule • Carry out servicing in accordance to laid-down policies, procedures and guidelines of the company • Operate relevant systems, devices and equipment correctly and safely • Report the outcomes of servicing to the client and the supervisor with regard to the status of the system and devices • Follow through to rectify defects, malfunctions and any other issues until they are resolved • Provide updates to the client and the supervisor any issues requiring their attention • Maintain clear and accurate records about the servicing actions and outcomes
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Perform servicing of a security system for a client's site in accordance to the servicing plan and relevant policies, procedures and guidelines of the company; and • Maintain clear and accurate records about the servicing actions and outcomes.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Liaise with government and regulatory bodies about service delivery and performance of security systems
Code	107689L3
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing the operations of a company holding a Type III security company license for the design, installation, repair and/or maintenance of security systems and/or devices in Hong Kong. It covers the abilities to liaise and work with government and regulatory bodies about service delivery and performance of security systems.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify factors that will impact on liaising and working with government and regulatory bodies</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Evaluate the requirements relevant to the operations of a company holding a Type III security company license for the design, installation, repair and/or maintenance of security systems and devices in Hong Kong • Describe the functions and operations of relevant government and regulatory bodies and the laws and regulations relevant to their operations, which may include but not limited to: <ul style="list-style-type: none"> • The Security and Guarding Services Industry Authority • The Police Licensing Office • The Police Security Company Inspection Unit • The Police Intruder Alarm Inspection Unit • The Electrical & Mechanical Services Department • Describe the operation of the Police Phased Response System For Intruder Alarms <p>2. Liaise with government and regulatory bodies about service delivery and performance of security systems</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Establish protocols and procedures for liaising with relevant government and regulatory bodies • Maintain up-to-date contact details of relevant government and regulatory bodies for quick and effective contact when needed • Develop procedures and guidelines for security personnel to liaise with and seek advice and assistance from relevant government and regulatory bodies about service delivery and performance of security systems • Develop procedures and guidelines for security personnel to facilitate the work of relevant government and regulatory bodies • Maintain detailed records of visits and inspections by relevant government and regulatory bodies and the outcome of their visits and inspections • Report to senior management any issues or matters arising from contacts, visits and inspections by government and regulatory bodies associated with service delivery and performance of security systems
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Maintain good working relationship with government and regulatory bodies according to laid-down policies, procedures and guidelines.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Operate and report faults and malfunctions of physical security facilities, systems and equipment by frontline security personnel
Code	107690L2
Range	This unit of competency applies to security personnel responsible for performing frontline security duties at a premises. It covers the abilities to properly operate the physical security facilities, systems and equipment associated with his/her role and within his/her areas of responsibility and promptly report faults/malfunctions observed.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about physical security facilities, systems and equipment</p> <ul style="list-style-type: none"> • Be familiar with the physical environment, physical security facilities, systems and equipment within his/her areas of responsibilities • Be familiar with the physical security facilities, systems and equipment allocated to perform his/her role • Be familiar with the normal working conditions and abnormal working conditions of the physical environment, physical security facilities, systems and equipment • Understand how to operate the physical security facilities, systems according to laid-down procedures and guidelines • Understand his/her roles and responsibilities in reporting faults and malfunctions observed in the physical environment, physical security facilities, systems and equipment • Possess the observation skills to identify issues and abnormalities • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Operate and report faults and malfunctions of physical security facilities, systems and equipment by frontline security personnel</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Observe the physical environment within his/her areas of responsibility • Operate facilities, systems and equipment allocated for his/her role according to laid-down procedures and guidelines • Monitor facilities, systems and equipment within his/her areas of responsibility: <ul style="list-style-type: none"> • Keep a list of the facilities, systems and equipment • Conduct periodic checks of their status of performance • Record their status of performance as required • Record and report faults, malfunctions or abnormalities observed to supervisors and/or security control according to laid-down procedures and guidelines • Follow up with supervisors and/or security control regarding the status of repair and maintenance until normal operation is restored
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Operate properly and monitor closely facilities, systems and equipment allocated or within his/her areas of responsibility according to laid-down guidelines and procedures; and • Record and report faults, malfunctions and abnormalities observed.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Perform programming of a security system for a client's site
Code	107691L2
Range	This unit of competency applies to frontline security personnel responsible for providing services associated with the design, installation, repair and/or maintenance of security systems and devices of a company holding a Type III security company license in Hong Kong. It covers the abilities to perform programming of a security system for a client's site according to instructions and the laid-down policies, procedures and guidelines of the company.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about programming of a security system for a client's site Be able to:</p> <ul style="list-style-type: none"> • Understand the requirements of the Security and Guarding Service Ordinance (Cap 460) for security personnel engaged in the design, installation, repair and/or maintenance of security systems and devices to hold a valid Category D Security Personnel Permit • Understand the requirements under the Electricity (Registration) Regulations (Cap 406D) for all workers engaged in electrical work to be registered as an Electrical Worker with the Electrical & Mechanical Services Department • Understand the company's policy, procedures and guidelines with regard to programming of a security system • Understand the company's policy, procedures and guidelines with regard to health and safety when carrying out programming of a security system <p>2. Perform programming of a security system for a client's site Be able to:</p> <ul style="list-style-type: none"> • Obtain information and specific programming instructions from the supervisor • Complete programming at the client's site within the scheduled timeframe • Program the system according to design and the specific instructions from the supervisor • Operate the system, devices, equipment and tools for programming correctly and safely • Observe all relevant policies, procedures and guidelines of the company
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Perform programming of a security system for a client's site according to design and relevant programming instructions; and • Carry out programming activities correctly and safely and ensure that they meet the requirements of relevant workplace safety and security laws and regulations and policies, procedures and guidelines of the company.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Perform basic installation including wiring and cabling of a security system for a client's site
Code	107692L2
Range	This unit of competency applies to frontline security personnel responsible for the installation and servicing of security systems and devices of a company holding a Type III security company license for providing relevant security work in Hong Kong. It covers the abilities to perform installation of a security system for a client's site including wiring and cabling, in accordance to design and the laid-down policies, procedures and guidelines of the company.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about installation including wiring and cabling:</p> <ul style="list-style-type: none"> • Understand the requirements of the Security and Guarding Service Ordinance (Cap 460) for security personnel engaged in the design, installation, repair and/or maintenance of security systems and devices to hold a valid Category D Security Personnel Permit • Understand the requirements under the Electricity (Registration) Regulations (Cap 406D) for all workers engaged in electrical work to be registered as an Electrical Worker with the Electrical & Mechanical Services Department • Understand the company's policy, procedures and guidelines with regard to installation, wiring and cabling of a security system • Understand the company's policy, procedures and guidelines with regard to health and safety when carrying out installation, wiring and cabling work • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Perform basic installation including wiring and cabling of a security system for a client's site Be able to:</p> <ul style="list-style-type: none"> • Complete installation, wiring and cabling work at the client's site within the scheduled timeframe • Use the correct system and devices as specified • Use the correct type of cable • Install the system and devices according to design • Lay wiring and cabling according to design • Operate systems, devices, equipment and tools correctly and safely • Observe all relevant policies, procedures and guidelines of the company
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Perform installation, wiring and cabling of a security system for a client's site; and • Ensure that work was done according to design and relevant policies, procedures and guidelines of the company.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Conduct basic design and recommendation of a security system for a client's site
Code	107693L2
Range	This unit of competency applies to security personnel responsible for the design and recommendation of security systems and devices of a company holding a Type III security company license for providing relevant security work in Hong Kong. It covers the abilities to provide an initial design and recommendation for an appropriate security system, including relevant devices for a client's site.
Level	2
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about basic design and recommendation of a security system:</p> <ul style="list-style-type: none"> • Understand the client's physical security requirements • Understand the overall objectives of physical security • Understand laws and regulations relevant to security services, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Personal Data (Privacy) Ordinance, Cap 486 • Understand duty of care and third party responsibilities with regard to maintaining safety and security of the premises under protection • Understand the physical environment and safety and security measures in place • Possess the basic skills and techniques for conducting site security reviews and surveys • Possess knowledge in the deployment of security systems to achieve the desired level of physical security • Possess good inter-personal skills for promoting ideas and recommendations <p>2. Conduct basic design and recommendation of a security system for a client's site Be able to:</p> <ul style="list-style-type: none"> • Perform an initial security risk assessment to identify security threats and risks for the client • Determine the desired level of physical security based on: <ul style="list-style-type: none"> • Client's requirements • Client's physical security policy • Findings of security risk assessment after checking the site of the client, etc. • Work out an initial security system, with details such as: <ul style="list-style-type: none"> • The potential security risks identified • The size of the security system required • Whether the system will be monitored on site or off site • Whether the system will be compatible with other security measures on site • Suggested spots / locations for the: <ul style="list-style-type: none"> • Installation of security devices such as alarm, CCTV and lighting system, etc. • Laying of wire and cable, etc. • Document the findings and recommendations into an initial proposal for the client • Discuss with and make recommendations to clients regarding the proposed security system • Seek approval of the client, management and other stakeholders about the recommended security system

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Conduct basic design and recommendation of a security system for the client's site according to requirements and findings of security risk assessment; and• Make appropriate recommendations regarding the security system and relevant devices to be installed at the client's site.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Perform periodic reviews of the design and operations of physical security
Code	107694L4
Range	This unit of competency applies to security personnel at managerial level responsible for planning and design of physical security of an organisation. It covers the abilities to perform periodic reviews of the design and operations of physical security in order to maintain its effectiveness.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about the design and operation of physical security:</p> <ul style="list-style-type: none"> • Understand the physical security policy of the organisation • Understand the functions and scope of service of physical security • Understand laws and regulations relevant to safety and security of the workplace in Hong Kong • Be proficient in best practices about physical security operations • Be proficient in best practices about security control operations • Be proficient in best practices about guarding operations • Be proficient in the skills and techniques for conducting security risk assessment • Be proficient in the skills and techniques for conducting site security surveys • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Perform periodic reviews of the design and operations of physical security</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Perform a security risk assessment to identify current status of security threats and risks • Determine the effectiveness of physical security measures by reviewing: <ul style="list-style-type: none"> • Reports of faults and malfunctions about the facilities, systems and equipment • False alarm reports of the intrusion alarm systems • Door alarm reports of the access control systems • Review reports of incidents and emergencies to determine the effectiveness of physical security in achieving the objectives of deterrence, detection, delay and response • Perform site security surveys to confirm the status of the physical security environment, facilities, systems and equipment as well as practices and operations • Determine the effectiveness of the physical security design • Determine the effectiveness and efficiency of physical security operations • Identify vulnerabilities and mitigating measures • Document findings and recommendations into a review report • Report to management of findings and recommendations • Obtain management endorsement of recommendations and budget approvals • Follow through with the implementation of the endorsed recommended actions

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Perform periodic reviews to confirm the effectiveness and efficiency of the design and operations of physical security; and• Recommend and implement mitigating measures to remediate the shortcomings.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Liase with clients about the service standards and performance of security systems
Code	107695L3
Range	This unit of competency applies to security personnel at managerial level responsible for managing the operations of a company holding a Type III security company license for providing services associated with the design, installation, repair and/or maintenance of security systems and/or devices in Hong Kong. It covers the abilities to liaise with clients about the service standards and performance of security systems and effectively monitor service delivery in order to take timely actions to improve services and/or agree on necessary changes to the service level agreements.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about liaison with clients about the service standards and performance of security systems</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Analyse the requirements relevant to the operations of a company holding a Type III security company license for the design, installation, repair and/or maintenance of security systems and devices in Hong Kong • Analyse the requirements of the laws and regulations relevant to security services, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Personal Data (Privacy) Ordinance, Cap 486 • Analyse the duty of care and third party responsibilities with regard to maintaining safety and security of the premises under protection • Analyse the terms and conditions of the service level agreements with clients • Analyse the status of performance of the security systems for the client's site <p>2. Liaise with clients about service standards and performance of security systems</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Discuss and agree with clients on the service standards and performance of the security systems required and the methodology for assessing and frequency of reporting about service delivery • Establish measures to monitor complaints and feedback • Collate data about the service standards and performance of security systems and provide regular reports to the clients as required • Coordinate regular and ad hoc meetings with client representatives at working level to address topical issues as they arise in order to identify opportunities for improvement • Hold formal and regular review meetings with clients at senior management level with a view to: <ul style="list-style-type: none"> • Review the service and operations • Assess performance against service level agreements • Resolve deviations from the service level agreements and/or performance specifications of the systems • Manage the expectation of clients by benchmarking services and performance against similar arrangements by other service providers • Discuss and agree with clients about necessary changes to service level agreements and budget allocations • Maintain proper records of all discussions, decisions, actions and outcomes.

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Assess performance using prescribed methodology and provide regular reports to clients about service delivery as required;• Hold regular meetings with clients to review, discuss and agree on ways and means to improve performance and any necessary changes to service level agreements; and• Maintain proper records of all discussions, decisions, actions and outcomes.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Coordinate training of security personnel for managing physical security and technological support
Code	107696L3
Range	This unit of competency applies to security personnel at managerial level responsible for managing physical security and technological support of an organisation. It covers the abilities to co-ordinate training of security personnel in order to ensure that they deliver effective and efficient physical security and technological support services to the organisation in accordance to the policies, procedures and guidelines as well as relevant laws and regulations.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will impact on the training of security personnel for managing physical security and technological support</p> <p>Be able to:</p> <ul style="list-style-type: none">• Evaluate the scope of services of physical security and technological support to identify the job roles and tasks• Evaluate the qualifications, experiences and skills required for performing the job roles and tasks• Evaluate best practices for adult training and learning• Evaluate training resources for managing physical security and technological support

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Competency	<p>2. Coordinate training of security personnel for managing physical security and technological support</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify training needs of various roles/tasks, which should include but not limited to: <ul style="list-style-type: none"> • The physical security policy of the organisation • The minimum standards of physical security of the organisation • The organisation’s duty of care and third party responsibilities relevant to safety and security of the premises under protection • Laws and regulations relevant to the operations of physical security and technological support • A good understanding of the principles of “protection-in-depth” and “CPTED” as well as their application in the design of security of a premises • A good understanding of international best practices in physical security and the application of security systems and devices • A good understanding of the configuration, components, functions and operations of electronic security systems • A good understanding of international security standards relevant to physical security facilities, systems and devices • Skills and knowledge for project management • Skills and knowledge for security risk assessment and site security surveys • Skills and knowledge for budgeting and resource planning • Estimate the training budgets required • Identify internal and external training resources available • Select the training resources based on factors such as relevancy, quality, cost, etc. • Develop the training programs for various roles/tasks • Present the training proposals for obtaining the endorsement of management and stakeholders about the training programs and budget • Communicate with/inform different stakeholders about the details of the available training programs (e.g. mandatory and optional training for various roles/tasks) • Monitor and maintain records about the enrolment, attendance, completion and certification of training of the security personnel • Conduct reviews on training effectiveness using various means and techniques of evaluation • Control and ensure the effective and efficient use of the training budgets
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish training programs to meet the training needs and objectives and the requirements of relevant laws and regulations; • Monitor the performance of the training programs to ensure that they achieve the desired outcomes; and • Conduct periodic reviews for continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Title	Coordinate training of security personnel for the design, installation, repair and/or maintenance of security systems and devices
Code	107697L3
Range	This unit of competency applies to security personnel at managerial level responsible for managing the operations of a company holding a Type III security company license in Hong Kong. It covers the abilities to co-ordinate training of security personnel for design, installation, repair and/or maintenance of security systems and devices in order to ensure that they deliver effective and efficient services in accordance to laid-down policies, procedures and guidelines, relevant laws and regulations, and the service level agreements with clients.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will impact on the training of security personnel for the design, installation, repair and/or maintenance of security systems and devices</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Evaluate the scope of services of the company in the design, installation, repair and/or maintenance of security systems and devices • Evaluate the terms and conditions of the service level agreements with clients • Evaluate the job roles and tasks involved • Evaluate the requirements in licensing and training, qualifications, skills and experiences required for performing the job roles and tasks • Evaluate best practices for adult training and learning • Evaluate the training resources for the design, installation, repair and/or maintenance of security systems and devices <p>2. Coordinate training of security personnel for design, installation, repair and/or maintenance of security systems and devices</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify training needs of various roles/tasks, which should include but not limited to: <ul style="list-style-type: none"> • Relevant policies, procedures and guidelines of the company • Duty of care and third party responsibilities relevant to safety and security of the premises under protection • Laws and regulations relevant to the design, installation, repair and/or maintenance of security systems and/or devices • A good understanding of the concepts of “protection-in-depth” and “CPTED” in the design of security of a premises • A good understanding of international best practices in physical security and the application of security systems and devices • A good understanding of the configuration, components, functions and operations of security systems and devices • A good understanding of international security standards relevant to security systems and devices • Skills and knowledge for project management • Skills and knowledge for budgeting and resource planning • Skills and knowledge for sourcing materials and parts for installation/servicing of security systems and devices • Skills and knowledge for providing quotations for installation/servicing of security systems and devices

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Physical Security & Technological Support

Competency	<ul style="list-style-type: none"> • Skills and knowledge for dismantling, assembling and fabricating the components of security systems • Skills and knowledge for wiring and cabling for security systems • Skills and knowledge for installing security systems and devices • Skills and knowledge for programming security systems • Skills and knowledge for testing and commissioning security systems • Skills and knowledge for servicing security systems and devices • Estimate the training budgets required • Identify internal and external training resources available • Select the training resources based on factors such as relevancy, quality, cost, etc. • Develop the training programs for various roles/tasks • Present the training proposals for obtaining the endorsement of management and stakeholders about the training programs and budget approvals • Communicate with/inform different stakeholders about the details of the available training programs (e.g. mandatory and optional training for various roles/tasks) • Monitor and maintain records about the enrolment, attendance, completion and certification of training of the security personnel • Conduct reviews on training effectiveness using various means and techniques of evaluation • Control and ensure the effective and efficient use of the training budgets
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish training programs to meet the training needs and objectives and meet the requirements in training and licensing for a company operating under a Type III security company license in Hong Kong; • Monitor the performance of the training programs in order to ensure that they achieve the desired outcomes; and • Conduct periodic reviews for continuous improvement

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Manage guarding operations
Code	107698L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing guarding operations of an organisation or a premises. It covers the abilities to properly deploy manpower and resources in order to ensure that operations are effective and efficient and meet the requirements of relevant laws and regulations.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about guarding operations:</p> <ul style="list-style-type: none"> • Understand the requirements of a Type I security company license for a company to provide guarding services in Hong Kong if the organisation holds a Type I security company license • Understand the laws and regulations relevant to guarding operations, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Personal Data (Privacy) Ordinance, Cap 486 • Understand duty of care and third party responsibilities with regard to maintaining safety and security of the premises under protection • Understand the threats and risks of the premises under protection • Possess the skills for risk profiling and analysis • Possess the skills for resource planning and budgeting • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Manage guarding operations</p> <p>Be able to:</p> <ul style="list-style-type: none">• Formulate adequate policies, procedures and guidelines as well as contingency plans for guarding services• Set up management and/or administrative controls to oversee execution to the desired outcomes and service level agreements with clients• Establish adequate security control operations to support guarding operations• Deploy adequate manpower to perform guarding services, ensuring that security personnel for guarding services hold valid permit and are properly vetted and trained as required• Deploy adequate systems, devices and equipment to support guarding services and ensure that they are maintained in good working condition• Ensure that the operations comply with the requirements of relevant license, laws and regulations as well as policies, procedures and guidelines• Ensure that operations, incidents and emergencies are properly dealt with and recorded• Ensure that post-incident reviews are carried out to identify gaps and failures which will be followed-through until the issues are resolved• Ensure that policies, procedures and guidelines as well as contingency plans are regularly exercised and tested in order to maintain their relevance and effectiveness• Ensure that guarding operations are managed within the approved budgets and timelines• Conduct periodic reviews to ensure the effectiveness and efficiency of guarding operations
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none">• Establish guarding operations to meet the requirements of relevant license, laws and regulations as well as policies, procedures and guidelines;• Ensure that the guarding operations are effective and efficient and achieve the desired outcomes; and• Conduct periodic reviews for continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Establish service level agreements with clients about guarding operations
Code	107699L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing guarding operations of an organisation or a premises. It covers the abilities to establish service level agreements with internal and/or external clients and ensure that the services comply with the requirements of relevant licence, laws and regulations as well as policies, procedures and guidelines, and meet the service quality and standards agreed with the clients.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about guarding operations and service level agreements with clients:</p> <ul style="list-style-type: none"> • Understand the requirements of a Type I security company license for a company to provide guarding services in Hong Kong if the organisation holds a Type I security company license • Understand laws and regulations relevant to guarding operations which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Understand duty of care and third party responsibilities with regard to maintaining safety and security of sites under protection • Understand the scope of guarding services • Understand the costs and resources required for the services • Understand the terms and conditions of relevant insurance policies • Understand policies, procedures and guidelines relevant to guarding operations • Understand the threats and risks associated with the client and the premises under protection • Understand the key principles and terms and conditions of service level agreements in respect of guarding services • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Establish service level agreements with clients about guarding operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Obtain client's specifications of guarding services and service quality and standards required • Assess threats and risks, resources and costs required to meet the client's specifications • Develop the proposed service plan, which should include but not limited to: <ul style="list-style-type: none"> • Services to be provided – in-scope vs. out-of-scope services • Resources to be deployed • Service quality and standards to be expected • Obligations of the service provider and the client • Legal and regulatory considerations • Risk considerations and insurance coverage • Protocols • Processes involved • Policies, procedures and guidelines • Contingency plans • Service fees • Present the proposed service plan to the client either in a tendering process or in a direct outsourcing process • Consolidate client's feedback and revised requirements as the preferred service level agreement • Establish the formal service level agreement for the approval of senior management and legal advisor and other relevant stakeholders • Obtain the client's final sign-off of the approved service level agreement • Monitor performance and ensure compliance with the terms and conditions of the service level agreement • Carry out periodic reviews and take corrective actions where necessary
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish service level agreements with clients that provide effective and efficient guarding services; and • Ensure that the services meet the requirements of all relevant license; laws and regulations; policies, procedures and guidelines; as well as the expected service quality and standards.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Establish the guarding services plan
Code	107700L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing guarding operations of an organisation or a premises. It covers the abilities to establish the guarding services plan for a client or a premises under protection and implement the plan to provide effective and efficient guarding services.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about planning for guarding services:</p> <ul style="list-style-type: none"> • Understand the requirements of a Type I security company license for a company to provide guarding services in Hong Kong if the organisation holds a Type I security company license • Understand laws and regulations relevant to guarding operations which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Understand duty of care and third party responsibilities with regard to maintaining safety and security of sites under protection • Be familiar with the service level agreements with the client • Be familiar with the nature and objectives of business of the client and the premises • Be familiar with the physical environment and safety and security measures • Be familiar with the threats and risks against the client and the premises • Be familiar with the objectives and roles and responsibilities of guarding services • Be familiar with the costs and resources associated with the services • Be proficient in relevant policies, procedures and guidelines relevant to guarding operations • Be proficient in the concepts and skills for risk profiling and risk assessment • Be proficient in the concepts and skills for resource planning and budgeting • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Establish the guarding services plan</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Conduct threat and risk assessment in order to determine the scope and level of protection required • Develop the guarding services plan to mitigate threats, vulnerabilities and risks: <ul style="list-style-type: none"> • Determine guarding needs and the budgets and resources available • Determine the standard of performance and the service quality required • Determine the deployment of guard posts, roles and tasks as well as shifts and working hours • Document the guarding services plan and confirm the plan, its scope and objectives with relevant parties • Implement the guarding services plan: <ul style="list-style-type: none"> • Deploy the necessary manpower, equipment and resources • Develop the necessary policies, procedures and guidelines • Co-ordinate training and drills to familiarise security personnel for guarding services, users and other relevant parties with the guarding operations • Monitor performance to ensure compliance with the established policies, procedures and guidelines as well as services level agreements with the client • Conduct periodic reviews for continuous improvement of the plan and guarding services
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish a guarding services plan to mitigate the threats and risks against the client and the premises; • Ensure that the services meet the requirements of relevant licence, laws and regulations; policies, procedures and guidelines; as well as the expected service quality and standards; and • Conduct periodic reviews to ensure the effectiveness and efficiency of the plan and services.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Establish security control operations to support guarding services
Code	107701L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing guarding operations of an organisation or a premises. It covers the abilities to determine the functions of the security control and establish security control operations to support guarding operations.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about security control operations:</p> <ul style="list-style-type: none">• Understand requirements in “The matters to which the SGSIA shall have regard when determining an application for a security company license” with regard to security control operations to support guarding operations if the organisation holds a Type I security company license in Hong Kong• Understand laws and regulations relevant to security control operations:<ul style="list-style-type: none">• Security and Guarding Services Ordinance, Cap 460• Occupational Safety and Health Ordinance, Cap 509 and associated regulations• Personal Data (Privacy) Ordinance, Cap 486• Understand duty of care and third party responsibilities with regard to maintaining safety and security of sites under protection• Be proficient in security control operations• Be proficient in guarding operations• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts• Possess the people skills and communication skills to deal with others• Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Plan and prepare for security control operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Determine the functions of security control, which should include but not limited to: <ul style="list-style-type: none"> • Serving as a communication hub to support frontline security personnel • Serving as a duty reporting centre to coordinate deployment of security personnel • Serving as a service centre to handle customer enquiries and complaints • Serving as a centre for monitoring electronic security systems and key controls • Serving as a centre for reporting and record-keeping of events and incidents • Develop the security control operations plan: <ul style="list-style-type: none"> • Assess risks associated with security control operations • Determine the scope of guarding services • Determine the functions, services as well as the service standard and quality expected of the security control • Determine the construction of the security control which should meet all required standards of safety and security • Determine the systems, devices and equipment as well as building infrastructure to support security control operations • Determine the operations of the security control which should meet all required standards of security, fire safety, and occupational safety and health as well as service level agreements with clients • Determine the roles and tasks, shifts and working hours as well as manpower requirements to perform the operations • Document the security control operations plan and confirm its scope and objectives with relevant parties • Implement the security control operations plan: <ul style="list-style-type: none"> • Deploy the necessary manpower, systems and devices, and related resources • Develop the necessary policies, procedures and guidelines as well as contingency plans • Co-ordinate training and drills to familiarise security personnel for guarding services, users and other parties with the control room operations • Monitor performance to ensure that the control room operations comply with the policies, procedures and guidelines as well as contingency plans • Conduct periodic reviews of the plan and the operations for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish security control operations that become an integral part of the guarding operations; and • Maintain the effectiveness and efficiency of security control operations through training and continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Formulate policies, procedures and guidelines for guarding operations
Code	107702L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing guarding operations of an organisation or a premises. It covers the abilities to formulate the policies, procedures and guidelines to maintain safety and security of the organisation or premises.
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <p>1. Knowledge about security policies, procedures and guidelines:</p> <ul style="list-style-type: none"> • Understand laws and regulations relevant to guarding operations which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Understand duty of care and third party responsibilities with regard to maintaining safety and security of the premises under protection • Be familiar with the nature and objectives of business of the organisation or premises • Be familiar with the physical environment of the organisation or premises and the safety and security measures • Be familiar with the threats and risks against the organisation or premises and the business operations on site • Be proficient in best practices of guarding operations • Understand the key principles and processes for the formulation of policies, procedures and guidelines • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Formulate policies, procedures and guidelines for guarding operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify the major duties and responsibilities of guarding operations, which may include: <ul style="list-style-type: none"> • Prevention of unauthorised access to premises and properties • Registration of visitors and taking precautionary measures to protect their personal data from unauthorised access and use • Controlling movement of persons and vehicles on private roads • Enforcing no parking rules on private roads • Patrolling • Preventing and detecting crimes and accidents • Preventing property from damage • Reporting and recording incidents • Handling emergencies in accordance to the contingency plans • Monitoring security systems • Safe-keeping and controlling of keys • Any other roles and responsibilities as required • Establish the policies to manage guarding operations, based on factors such as: <ul style="list-style-type: none"> • Organisational and legislative requirements • Service agreements with clients • Security risks • Resources available • Develop guidelines to specify the minimum requirements regarding resources in personnel, facilities, systems, devices and equipment and how these may be integrated to achieve the objectives of the respective policies • Develop contingency plans to manage various emergencies • Identify the roles and tasks involved • Identify the processes involved in each task • Develop the procedures for carrying out the tasks • Document the policies, procedures and guidelines in the prescribed format • Obtain the endorsement of senior management and relevant stakeholders • Publish and implement the policies, procedures and guidelines • Monitor performance and ensure compliance with the policies, procedures and guidelines • Carry out periodic reviews to ensure the effectiveness and relevance of the policies, procedures and guidance
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Formulate policies, procedures and guidelines to guide guarding operations; and • Contribute to the effective and efficient operation of guarding operations
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Formulate contingency plans for emergencies
Code	107703L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing guarding operations of an organisation or a premises. It covers the abilities to develop contingency plans for emergencies and ensure that the security personnel for guarding services perform as planned in the event of emergencies.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about contingency planning and guarding operations:</p> <ul style="list-style-type: none"> • Understand laws and regulations relevant to guarding operations which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Understand duty of care and third party responsibilities with regard to maintaining safety and security of sites under protection • Be familiar with the nature and objectives of business of the organisation or premises • Be familiar with the physical environment of the organisation or premises and the safety and security measures • Be familiar with the threats and risks against the organisation or premises • Be familiar with the service level agreements with client • Be familiar with insurance arrangements and the associated terms and conditions • Be proficient in the policies, procedures and guidelines associated with guarding operations of the organisation or premises • Be proficient in the types of contingencies associated with guarding operations • Be proficient in the concepts and skills in contingency planning • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Manage contingency planning for emergencies</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify the types of emergencies associated with guarding operations, which may include but not limited to: <ul style="list-style-type: none"> • Criminal activities • Fire outbreak • Sick or injured person • Electricity failure • Gas leakage • Lift failure • Typhoon • Flooding • Bombs or suspicious objects • Sounding of burglar alarm • Suspicious persons • Crowd control • Falling objects • Collapse of building parts • Develop contingency plans to maintain safety and security and essential services, which should cover: <ul style="list-style-type: none"> • Command and control • Communications • Life safety and property protection • Recovery and restoration of operations • Coordination with the police and other emergency services • Media handling • Document the contingency plans • Obtain the endorsement of management and other stakeholders • Put in place the necessary systems and resources to support the plans • Familiarise security personnel for guarding services and relevant parties with the contingency plans through training, drills and exercises • Ensure that security personnel for guarding services and relevant parties perform according to the plans in the event of emergencies • Perform periodic reviews of the contingency plans and the associated operations for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Compile effective contingency plans that meet all legal and regulatory requirements in safety and security as well as service level agreements with the client; • Ensure that security personnel for guarding services and relevant parties perform according to the plans in the event of emergencies; and • Perform periodic reviews to ensure the effectiveness of the plans and operations.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Formulate the fire safety plan
Code	107704L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing guarding operations of an organisation or a premises. It covers the abilities to formulate the fire safety plan of the organisation or premises.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about fire safety:</p> <ul style="list-style-type: none"> • Understand laws and regulations relevant to guarding operations which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Understand duty of care and third party responsibilities with regard to maintaining safety and security of sites under protection • Be familiar with the laws, regulations and codes relevant to fire safety, which should include but not limited to: <ul style="list-style-type: none"> • Fire Services Ordinance, Cap 95 and associated regulations • Fire Safety (Commercial Premises) Ordinance, Cap 502 • Fire Safety (Buildings) Ordinance, Cap 572 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Codes of Practice for Minimum Fire Service Installations and Equipment and Inspection, Testing and Maintenance of Installations and Equipment • Fire Resisting Construction in Buildings • Be familiar with the nature and mode of operation of the businesses on site • Be familiar with the physical environment and fire safety measure • Be familiar with the principles and techniques in formulating the fire safety plan of the organisation or premises • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Formulate the fire safety plan of the organisation or premises:</p> <p>Be able to:</p> <ul style="list-style-type: none">• Collate building plans and details about fire safety installations, devices and equipment• Ensure that fire safety installations, devices and equipment meet the requirements of relevant laws, regulations and standards and are maintained in good working condition• Ensure that business operations on site are approved by relevant authorities and properly licensed and match with the purpose of use of the premises• Ensure that building installations and modifications are approved by relevant authorities such as the Buildings Department and the Fire Services Department• Develop policies, procedures and guidelines in relation to fire safety• Designate roles and responsibilities for maintaining fire safety, and dealing with fire alarm activations and fire incidents• Develop fire orders for dealing with fire alarm activations and fire incidents• Publish and display fire orders in prominent locations on site• Appoint Chief Fire Marshals and Fire Marshals• Co-ordinate training, drills and exercises to ensure that personnel with designated roles and responsibilities in fire safety as well as other users are familiar with the fire orders, the response actions and how to operate the systems, devices and equipment• Monitor performance to ensure compliance with relevant policies, procedures and guidelines and fire orders• Conduct post-incident reviews to identify gaps and failures and follow through until issues are resolved• Perform periodic reviews for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none">• Formulate the fire safety plan to maintain fire safety of the organisation or premises; and• Ensure that all measures and operations comply with established policies, procedures and guidelines as well as relevant laws, regulations and standards.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Develop and manage the guarding services plan for an organisation or a premises
Code	107705L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing guarding services of an organisation. It covers the abilities to develop and manage the implementation of a guarding services plan for an organisation or a premises under protection
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical requirements for a guarding services plan</p> <p>Be able to:</p> <ul style="list-style-type: none">• Evaluate the physical security policy of the organisation• Evaluate the physical security design plan of the premises• Evaluate the requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong• Evaluate the organisation's common law duty of care and obligations in providing safe and secure environments in the following legislations:<ul style="list-style-type: none">• The Occupational Safety and Health Ordinance, Cap 509• The Occupiers Liability Ordinance, Cap 314• Analyse the physical environment and the safety and security measures in place• Analyse the functions and roles and responsibilities of guarding services• Analyse the organisation's policies and guidelines for information security and information classification, transmission, storage and destruction• Analyse the organisation's policies, procedures and guidelines in workplace monitoring and personal data privacy• Evaluate best practices of guarding operations• Evaluate the concepts and skills for resource planning and budgeting

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Develop and manage the guarding services plan</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify the security threats and risks facing the organisation or premises; • Define the scope and level of security required based on risks identified • Develop the guarding services plan to mitigate the security threats and risks, which should include: <ul style="list-style-type: none"> • The guarding needs and the budget and resources available • The standard of performance and service quality required • Develop the guard posts, guarding tasks/duties, shifts and working hours • Evaluate whether guarding services are to be wholly or partially provided by proprietary or outsourced manpower • Document the guarding services plan and confirm the plan, its scope and objectives with relevant parties <ul style="list-style-type: none"> • Manage the implementation of the guarding services plan • Evaluate and arrange for the necessary manpower, equipment and resources for the planned services • Evaluate and arrange for the formulation of the policies, procedures and guidelines necessary for guarding operations • Develop measures and controls to ensure that security personnel deployed for guarding operations and other parties with a role to play in the guarding services plan are properly trained for their roles and tasks • Conduct periodic reviews to monitor the effectiveness and efficiency of the guarding services plan and operations
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Develop and manage the implementation of the guarding services plan to mitigate the security threats and risks identified, meet the legal and regulatory requirements and achieve the desired outcomes; and • Conduct periodic reviews to ensure that guarding services plan remains relevant and effective in meeting the organisation's needs and objectives.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Comply with duty of care and third party responsibilities in managing safety and security of the premises under protection
Code	107706L4
Range	This unit of competency applies to security personnel of supervisory and above levels responsible for managing guarding operations of an organisation or a premises. It covers the abilities to understand the duty of care and third party responsibilities of guarding services in managing safety and security of the premises under protection and ensure that appropriate actions are taken to discharge relevant responsibilities.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> Knowledge about duty of care and third party responsibilities: <ul style="list-style-type: none"> Be proficient in the requirements of laws and regulations relevant to guarding services as the occupier of the premises under protection: <ul style="list-style-type: none"> Common Law duty of care and third party responsibilities Occupier's Liability Ordinance, Cap 314 Occupational Safety and Health Ordinance, Cap 509 and associated regulations with regard to maintaining health safety of the workplace Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts Possess the people skills and communication skills to deal with others Possess the literacy skills to clearly and accurately record information and activities Comply with relevant laws and regulations in managing safety and security of the premises: <p>Be able to:</p> <ul style="list-style-type: none"> Understand the basic duties of guarding services with regard to maintaining safety and security of the premises: <ul style="list-style-type: none"> The duty to maintain safety and security of the premises at a reasonable standard; The duty to identify safety and security threats and risks that are reasonably foreseeable; and The duty to take appropriate measures to mitigate the threats and risks. Understand the duty of guarding services as an occupier of a premises under the Occupier's Liabilities Ordinance Understand the duty of guarding services under the Occupational Safety and Health Ordinance and associated regulations with regard to health and safety issues of the workplace Incorporate these duties into guarding operations Develop and implement adequate measures as well as policies, procedures and guidelines to comply with the requirements Monitor performance to ensure that operations comply with the requirements Perform periodic reviews for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> Understand the duties of guarding services in respect of duty of care and third party responsibilities for managing safety and security of the premises under protection; and Ensure that guarding operations incorporate the duties and comply with the requirements.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Comply with laws and regulations in the execution of guarding operations
Code	107707L4
Range	This unit of competency applies to security personnel of supervisory level and above responsible for managing guarding operations of an organisation or a premises. It covers the abilities to identify and understand laws and regulations relevant to guarding operations and ensure that they are complied with in the execution of guarding operations.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about guarding operations:</p> <ul style="list-style-type: none">• Be proficient in the roles and responsibilities of guarding services• Be proficient in guarding operations• Be proficient in policies, procedures and guidelines relevant to guarding operations• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts• Possess the people skills and communication skills to deal with others• Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Comply with laws and regulations in the execution of guarding operations: Be able to:</p> <ul style="list-style-type: none"> • Understand the elements and application of laws and regulations relevant to guarding operations, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance (Cap 460) and the criteria and conditions of associated license and permit relevant to the provision of guarding services in Hong Kong • Prevention of Bribery Ordinance (Cap 201) relevant to the code of conduct of security personnel for guarding services • Personal Data (Privacy) Ordinance (Cap 486) with regard to workplace monitoring and management of personal data collected in the course of guarding operations • Occupational Safety and Health Ordinance (Cap 509) and associated regulations regarding fire precaution and health safety duties • Road Traffic (Parking on Private Roads) Regulations (Cap 374) regarding enforcement of parking rules on private roads • Smoking (Public Health) Ordinance (Cap 371) regarding enforcement of no smoking rules • Noise Control Ordinance (Cap 400) regarding handling of noise complaints • Criminal Procedure Ordinance (Cap 221) regarding arrest, use of force, questioning and search when carrying out crime prevention duties • Elements of offences that fall within the definition of arrestable offence, which security personnel may come across in the course of guarding operations: <ul style="list-style-type: none"> • Offences against property, e.g. blackmail, theft, robbery and burglary • Offences against the person, e.g. common assault, assault and wounding, homicide • Possession of or trafficking in dangerous drug • Illegal gambling • Other crimes, e.g. rape, indecent assault and criminal intimidation • Ensure that requirements of relevant laws and regulations are incorporated into the policies, procedures and guidelines and/or instructions as well as contingency plans for guarding operations • Ensure that operations comply with the requirements of relevant laws and regulations • Perform periodic reviews for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Identify and understand laws and regulations relevant to guarding operations; and • Ensure that relevant laws and regulations are complied with in the execution of guarding operations.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Perform threat and risk assessment for guarding operations
Code	107708L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing guarding operations of an organisation or a premises. It covers the abilities to assess threats and risks against the organisation and premises under protection and determine the scope of guarding operations to mitigate the threats and risks identified.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about threat and risk assessment and guarding operations:</p> <ul style="list-style-type: none"> • Understand laws and regulations relevant to guarding operations which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Understand duty of care and third party responsibilities with regard to maintaining safety and security of the premises under protection • Be familiar with the nature and objectives of business of the organisation and the premises under protection • Be familiar with the physical environment and the safety and security measures • Be familiar with the threats and risks against the organisation and the premises under protection as well as the business operations on site • Be proficient in the concepts and skills for risk profiling and risk assessment • Be proficient in the concepts and skills for resource planning and budgeting • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Perform threat and risk assessment for guarding operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Gather information about the scope of services and operations about guarding operations, which should include but not limited to: <ul style="list-style-type: none"> • The location, layout and physical environment of the premises • The nature and mode of operations of the business as well as the people and property on site • Identify critical personnel, operations and property on site • Identify security threats against the organisation, the premises and the business operations on site based on historical data as well as other similar operations • Determine their risk level by evaluating: <ul style="list-style-type: none"> • The likelihood of occurrence • The impact should they occur • Determine measures required to mitigate the risks • Identify vulnerabilities through: <ul style="list-style-type: none"> • Review of existing security measures • Site security surveys • Recommend deployment of security personnel for guarding services to enhance safety and security • Document the findings and recommendations and incorporate these into the guarding operations plan
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Correctly identify the threats and risks against the organisation, the premises and the business operations; and • Recommend cost-effective and efficient deployment of security personnel for guarding services to mitigate the threats and risks.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Deploy systems, devices and equipment for guarding operations
Code	107709L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing guarding operations of an organisation or a premises. It covers the abilities to deploy systems, devices and equipment to support effective and efficient guarding operations.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about systems, devices and equipment for guarding operations:</p> <ul style="list-style-type: none"> • Understand laws and regulations relevant to guarding operations, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Be familiar with the service level agreements with the client • Be proficient in the policies, procedures and guidelines as well as contingency plans relevant to guarding operations • Be proficient in the latest developments in technology in relation to systems, devices and equipment associated with guarding operations • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Deploy systems, devices and equipment to support guarding operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Determine threats and risks associated with the organisation or premises, and the business operations on site • Determine the roles and responsibilities of guarding services • Determine adequate systems, devices and equipment to support guarding operations, which should include but not limited to: <ul style="list-style-type: none"> • Uniform and personal protective equipment for security personnel for guarding services • Guard tour patrol systems • Systems, devices and equipment for communications • Systems, devices and equipment for access control • Systems, devices and equipment to monitor the workplace • Systems, devices and equipment to detect unauthorized entry or intrusion to the premises • Systems, devices and equipment to facilitate the execution of various guarding duties and tasks • Develop procedures and guidelines as well as contingency plans in the event of faults or failures of the systems, devices and equipment • Ensure that personnel are properly trained on the policies, procedures and guidelines as well as contingency plans • Monitor performance to ensure that personnel operate the systems, devices and equipment correctly and safely • Conduct periodic reviews for continuous improvement

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Deploy appropriate systems, devices and equipment to support guarding operations;• Ensure that the systems, devices and equipment are operated in accordance to relevant policies, procedures and guidelines as well as contingency plans; and• Conduct periodic reviews for continuous improvement.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Formulate the emergency evacuation plan
Code	107710L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing guarding operations of an organisation or a premises. It covers the abilities to develop the emergency evacuation plan of the organisation or premises to protect life and safety of people during an emergency.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about emergency evacuation:</p> <ul style="list-style-type: none"> • Understand laws and regulations relevant to guarding operations which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Understand duty of care and third party responsibilities with regard to maintaining safety and security of sites under protection • Understand that protecting life and safety of people is the first priority during an emergency • Be familiar with threats and risks against the organisation, the premises and the businesses on site • Be familiar with the contingency plans to deal with the threats and emergencies including but not limited to fire and bomb threats • Be familiar with the nature and mode of operation of the businesses on site • Be familiar with the physical environment and safety and security measures • Be familiar with the protocols, policies, procedures and guidelines as well as facilities for emergency communications • Be familiar with the principles and techniques in formulating the emergency evacuation plan of the organisation or premises • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Formulate the emergency evacuation plan</p> <p>Be able to:</p> <ul style="list-style-type: none">• Identify emergency scenarios that may result in an evacuation• Develop policies, procedures and guidelines for emergency evacuation• Determine safety and security measures to prevent and manage emergencies• Determine emergency evacuation routes and assembly points• Determine protocols and facilities, systems, devices and equipment for emergency communications• Designate personnel and assign roles and responsibilities for emergency evacuation• Coordinate training, drills and exercises to ensure that personnel and other users are familiar with the policies, procedures and guidelines and know how to evacuate in the event of an emergency• Ensure that evacuation routes, exit doors and exit points are kept free of obstruction• Ensure that adequate facilities, systems, devices and equipment are in place and kept in good working condition to facilitate emergency evacuation• Ensure that actions and decisions with regard to an emergency evacuation are properly recorded• Conduct post-incident reviews to identify gaps and failures and follow through until issues are resolved• Perform periodic reviews for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are to abilities to:</p> <ul style="list-style-type: none">• Formulate an emergency evacuation plan to facilitate an effective evacuation in the event of an emergency; and• Ensure that all operations and measures comply with policies, procedures and guidelines as well as relevant laws, regulations and standards.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Formulate the safety and security plan for special events
Code	107711L4
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing guarding operations of an organisation or a premises. It covers the abilities to properly plan for and implement the plan for the safety and security of special events in order to meet the needs and objectives of the special events.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about safety and security of special events:</p> <ul style="list-style-type: none"> • Understand laws and regulations relevant to guarding operations which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Understand duty of care and third party responsibilities with regard to maintaining safety and security of sites under protection • Understand requirements of the Public Order Ordinance, Cap 245 about public meetings/events and the roles and responsibilities of the organisers of these meetings/events • Understand the nature and objectives of the special events • Understand the roles and responsibilities of security guarding at the special events • Be proficient in the concepts and skills for crowd management • Be proficient in the concepts and skills for dealing with a wide range of incidents and emergencies including but not limited to protests and strikes, bomb threats, evacuation and hostage situations • Possess the skills for security risk profiling and risk analysis • Possess the skills for resource planning and budgeting • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Manage the safety and security of special events</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify the nature and objectives of the special events, which may include: <ul style="list-style-type: none"> • Board-meetings • Annual general meetings • A social event, e.g. a ball, a cocktail reception, an annual dinner, etc. • A public gathering, e.g. an exhibition, a concert, a sports event, etc. • Conduct threat and risk assessment taking into consideration relevant factors about the event, the crowd, the venue, security personnel and resources available, the presence of law enforcement and other emergency services, insurance, relevant legal considerations and political concerns • Develop the safety and security plan to mitigate threats, vulnerabilities and risks: <ul style="list-style-type: none"> • Determine security needs and services required • Determine guard posts, tasks/duties, shifts and working hours • Establish command and control and authority • Establish policies and procedures about search, admission and access control, control of crowd movement and behaviour • Establish protocols, roles and responsibilities and procedures for handling incidents and emergencies • Establish means of communications and call signs with relevant internal and external parties • Document and confirm the safety and security plan, its scope and objectives with relevant internal and external parties • Implement the safety and security plan for special events <ul style="list-style-type: none"> • Deploy manpower, equipment and resources for the planned services • Ensure providers of security services hold valid security company licenses in Hong Kong • Ensure that security personnel hold valid Security Personnel Permits • Coordinate training and drills to familiarise security personnel and other relevant parties with the policies, procedures and guidelines and their roles and responsibilities • Monitor performance to ensure compliance with the laid-down policies, procedures and guidelines • Handle incidents and emergencies according to the laid-down policies, procedures and guidelines • Record all activities and incidents • Conduct post-event reviews for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Develop and implement the safety and security plan to meet the needs and objectives of the special events; • Ensure that security operations are effective and efficient and achieve the desired outcomes; and • Conduct post-event reviews for continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Define the standard of conduct and performance of security personnel for guarding services
Code	107712L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing guarding operations of an organisation or a premises. It covers the abilities to establish the standard of conduct and performance of security personnel for guarding services.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about the standard of conduct and performance of security personnel for guarding services:</p> <ul style="list-style-type: none"> • Understand the roles and responsibilities and standard of conduct and performance of a security personnel holding a Security Personnel Permit for performing Category A and/or B security work in Hong Kong • Understand laws and regulations relevant to guarding operations which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Understand duty of care and third party responsibilities with regard to maintaining safety and security of sites under protection • Understand the scope of guarding services • Understand the service level agreements with the clients • Understand the policies, procedures and guidelines relevant to guarding operations • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Define the standard of conduct and performance of security personnel for guarding services Be able to:</p> <ul style="list-style-type: none"> • Specify the standard of good conduct of security personnel for guarding services: <ul style="list-style-type: none"> • Hold a valid Security Personnel Permit for the type of security work • Comply with all the conditions and criteria of the Security Personnel Permit • Do not sleep, drink alcohol or smoke on duty • Do not accept advantages in connection with duties • Treat people with tact and courtesy • Specify the standard of performance of security personnel for guarding services, which should include but not limited to: <ul style="list-style-type: none"> • Be punctual on duty in accordance to the duty roster • Be suitably attired on duty and wear the specified uniform • Exercise due care and diligence in the performance of duty • Comply with relevant laws and regulations when carrying out guarding duties • Carry out duties in accordance to established policies, procedures and guidelines • Operate the systems, devices and equipment safely and in accordance to the training and instructions for their operations • Obey all lawful instructions from supervisors and management • Formulate policies, procedures and guidelines for the required standard of conduct and performance • Publish the policies, procedures and guidelines and train security personnel accordingly • Keep proper records of activities and incidents • Carry out post-incident investigations to identify gaps and failures and follow through until issues are resolved • Perform periodic reviews for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Formulate appropriate policies, procedures and guidelines to govern the conduct and performance of security personnel for guarding services; and • Ensure that the policies, procedures and guidelines comply with relevant laws and regulations as well as relevant Security Personnel Permit
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Formulate the traffic management plan on private roads
Code	107713L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing guarding operations. It covers the abilities to properly plan for and implement the plan for managing traffic on private roads in accordance to relevant laws and regulations.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Identify laws and regulations and other requirements that will affect traffic and vehicle controls on private roads</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Evaluate the requirements laws and regulations relevant to guarding operations which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Evaluate the organisation's duty of care and third party responsibilities with regard to maintaining safety and security of sites under protection • Evaluate the requirements of laws and regulations relevant to traffic management and controls and in particular, on private roads: <ul style="list-style-type: none"> • CAP 374 - Road Traffic Ordinance • CAP 374G - Road Traffic (Traffic Control) Regulations • CAP 374O - Road Traffic (Parking On Private Roads) Regulations. • Evaluate the traffic management plan of the organisation or premises (if any) • Evaluate best practices in traffic and vehicle controls • Evaluate relevant requirements and standards regarding systems, devices and equipment as well as signages and markings for traffic and vehicle controls

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Formulate the traffic management plan on private roads</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify the private roads of the organisation or premises • Provide adequate signages and markings are provided to support the traffic management needs of the organisation or premises and/or traffic and vehicle controls on the private roads • Develop policies, procedures and guidelines to support traffic and vehicle controls on the private roads and in accordance to relevant laws and regulations • Deploy adequate systems, devices and equipment to support traffic and vehicle controls on the private roads • Deploy adequate manpower resources to carry out traffic and vehicle controls on the private roads • Equip personnel with adequate devices and equipment to protect their safety and security when carrying out traffic and vehicle controls • Identify and provide training to personnel deployed for carrying out traffic and vehicle controls • Monitor performance to ensure that operations comply with policies, procedures and guidelines and relevant laws and regulations • Develop monitoring measures to ensure that proper records are maintained about all activities and incidents • Conduct post-incident reviews and follow through with gaps and failures until they are resolved • Perform periodic reviews for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Formulate a traffic management plan to facilitate safe and effective control of traffic and vehicles on the private roads of the organisation or premises; and • Monitor the operations to ensure that they comply with policies, procedures and guidelines as well as relevant laws and regulations.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Manage security personnel for guarding operations
Code	107714L4
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing guarding operations of an organisation or a premises. It covers the abilities to manage the performance of a team of security personnel for guarding services according to laid-down policies, procedures and guidelines of the organisation or premises.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Identify laws and regulations and other requirements relevant to the management of security personnel for guarding operation</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify requirements about employment, leave and rest days, reward and compensation, training, licensing, supervision, discipline and termination in relation to guarding services in Hong Kong, which include: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Employment Ordinance, Cap 57 • Employees' Compensation Ordinance, Cap 282 • Explain the goals and performance standards of guarding services • Explain the guarding services plan • Explain the scope of guarding services • Explain the policies, procedures and guidelines relevant to guarding operations <p>2. Manage security personnel for guarding operation</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Coordinate and deploy security personnel and resources for the respective duties/tasks: <ul style="list-style-type: none"> • Match tasks/duties, working hours and rotation requirements with individual capabilities and other relevant attributes • Clearly communicate the roles and responsibilities, procedures for performing the tasks/duties and the expected outcome • Acknowledge and balance the needs of the task, the team and the individual where possible • Monitor performance: <ul style="list-style-type: none"> • Monitor performance to ensure compliance with the laid-down policies, procedures and guidelines • Recognise and reward good performance • Coach security personnel to enhance their capabilities • Take disciplinary actions against serious failures/mistakes and/or repeat offenders • Give direction and support when needed <ul style="list-style-type: none"> • Take control and give direction on urgent and/or critical matters • Provide guidance and support in handling customer complaints and resolving problems and conflicts • Record and review performance outcome for continuous improvement <ul style="list-style-type: none"> • Develop monitoring measures to ensure that all activities and incidents are properly recorded • Investigate incidents to identify gaps and failures and take corrective actions • Identify training needs and provide training to further develop the security personnel • Provide feedback to management in order to improve the security services management plan and policies and procedures

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Lead security personnel to effectively perform guarding services according to the laid-down policies, procedures and guidelines; and• Monitor the performance, conduct and behaviour and service quality of security personnel in order to maintain the effectiveness and efficiency of guarding operation
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Coordinate drills and exercises for guarding operations
Code	107715L3
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing guarding operations of an organisation or a premises. It covers the abilities to coordinate drills and exercises of contingency plans and procedures associated with guarding operations in order to confirm emergency preparedness and capabilities.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about drills and exercises of plans and procedures for guarding operations:</p> <ul style="list-style-type: none"> • Be proficient in the scope of guarding services • Be proficient in the policies, procedures and guidelines in relation to guarding operations • Be proficient in the contingency plans • Be proficient in laws and regulations relevant to guarding operations, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Be proficient in duty of care and third party responsibilities with regard to maintaining safety and security of sites under protection • Be proficient in the licensing and training requirements relevant to guarding operations • Be familiar with the service level agreements with clients • Be proficient in best practices in coordinating drills and exercises and in evaluating emergency preparedness • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Coordinate drills and exercises of contingency plans and procedures</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify contingency plans and procedures requiring drills and exercises, which should include but not limited to: <ul style="list-style-type: none"> • Emergency evacuation • Fire incidents • Crimes such as robbery • Bomb threat • Power failure • Fooding • Any other emergency situations specific to the site • Determine the types of drills and exercises which may include: <ul style="list-style-type: none"> • Table-top drills/exercises • Walk-through drills/exercises • Functional drills/exercises • Full-scale drills/exercises • Develop the programs for drills and exercises, taking a progressive approach from individual groups and on individual components to full-scale drills and exercises Determine the objective, scope and evaluation criteria for the drills and exercises Plan for the drills and exercises: <ul style="list-style-type: none"> • Develop scenarios • Set up the necessary facilities and operations • Appoint the facilitator(s), assessors and observers • Carry out drills and exercises as planned • Keep track of attendance and performance during the drills and exercises • Carry out debriefings about the drills and exercises • Evaluate the results of drills and exercises as well as feedback from all parties involved • Maintain proper records about all aspects of drills and exercises • Follow-up with gaps and failures identified to ensure continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Plan proper drills and exercises in order to ensure the emergency response capabilities of guarding services; • Carry out the drills and exercises as planned and on regular basis; and • Follow-up on the outcomes of the drills and exercises for continuous improvement.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Conform to the policies, procedures and guidelines in the execution of guarding operations
Code	107716L3
Range	This unit of competency applies to security personnel of all levels responsible for performing guarding operations. It covers the abilities to conform to the policies, procedures and guidelines in the execution of guarding operations.
Level	3
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge about security policies and standards:</p> <ul style="list-style-type: none"> • Be proficient in the scope of guarding services • Be proficient in the policies, procedures and guidelines in relation to guarding operations • Be proficient in the contingency plans • Be proficient in laws and regulations relevant to guarding operations, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Be proficient in duty of care and third party responsibilities with regard to maintaining safety and security of sites under protection • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others Possess the literacy skills to clearly and accurately record information and activities <p>2. Conform to policies, procedures and guidelines in the execution of guarding operations Be able to:</p> <ul style="list-style-type: none"> • Identify operations associated with the guarding services, which may include: <ul style="list-style-type: none"> • Prevention of unauthorised access to premises and properties • Registration of visitors and taking precautionary measures to protect their personal data from unauthorised access and use • Controlling movement of persons and vehicles on private roads • Enforcing no parking rules on private roads • Patrolling • Preventing and detecting crimes and accidents • Preventing property from damage • Reporting and recording incidents • Handling emergencies in accordance to the contingency plans • Monitoring security systems • Safe-keeping and controlling of keys • Any other roles and responsibilities as required • Be proficient in the policies, procedures and guidelines associated with these operations • Execute these operations in accordance to the policies, procedures and guidelines • Be familiar with the operations of systems, devices and equipment deployed to support these operations by the organisation or management • Operate the systems, devices and equipment correctly and safely and in accordance to the training and instructions for their operations

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Conform to the policies, procedures and guidelines in the execution of guarding operations; and• Contribute to the effectiveness and efficiency of guarding operations
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Conform to the standard of conduct and performance of security personnel for guarding operations
Code	107717L3
Range	This unit of competency applies to security personnel of all levels responsible for performing guarding operations. It covers the abilities to conform to the standard of conduct and performance of security personnel for guarding operations.
Level	3
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge about the standard of conduct and performance of security personnel for guarding operations:</p> <ul style="list-style-type: none"> • Understand the roles and responsibilities and standard of conduct and performance of security personnel holding a Security Personnel Permit for performing Category A and/or B security work in Hong Kong • Be proficient in laws and regulations relevant to guarding operations, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Be proficient in duty of care and third party responsibilities with regard to maintaining safety and security of sites under protection • Be proficient in the policies, procedures and guidelines and contingency plans in relation to guarding operations • Be proficient in the standard of conduct and performance of security personnel for guarding services • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Conform to the standard of conduct and performance of security personnel for guarding operations</p> <ul style="list-style-type: none"> • Observe the criteria and conditions of a Security Personnel Permit • Adhere to the standard of good conduct of security personnel for guarding services: <ul style="list-style-type: none"> • Do not sleep, drink alcohol or smoke on duty • Do not solicit or accept money or benefits in carrying guarding duties • Treat people with tact and courtesy • Observe the standard of performance of security personnel for guarding services: <ul style="list-style-type: none"> • Be punctual on duty in accordance to the duty roster • Be suitably attired on duty and wear the specified uniform • Exercise due care and diligence in the performance of duty • Comply with relevant laws and regulations when carrying out guarding duties • Carry out duties in accordance to established policies, procedures and guidelines • Operate the systems, devices and equipment safely and in accordance to the training and instructions for their operations • Obey all lawful instructions from supervisors and management

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Conform to the policies, procedures and guidelines governing the conduct and performance of security personnel for guarding services; and• Contribute to the effectiveness and efficiency of guarding operations.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Handle systems, devices and equipment for guarding operations
Code	107718L3
Range	This unit of competency applies to security personnel of all levels responsible for performing guarding operations. It covers the abilities to handle systems, devices and equipment for guarding operations, meeting all safety and security requirements of relevant laws and regulations and the laid-down policies, procedures and guidelines.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about systems, devices and equipment for guarding operations:</p> <ul style="list-style-type: none">• Be proficient in laws and regulations relevant to guarding operations, which should include but not limited to:<ul style="list-style-type: none">• Security and Guarding Services Ordinance, Cap 460• Occupational Safety and Health Ordinance, Cap 509 and associated regulations• Personal Data (Privacy) Ordinance, Cap 486• Be proficient in the policies, procedures and guidelines in relation to guarding operations• Be proficient in the functions and operations of systems, devices and equipment for guarding operations• Be proficient in contingency plans for dealing with emergencies involving systems, devices and equipment for guarding operations• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts• Possess the people skills and communication skills to deal with others• Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Handle systems, devices and equipment for guarding operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Keep track of systems, devices and equipment allocated for guarding operations, which may include but not limited to: <ul style="list-style-type: none"> • Uniform and personal protective equipment for security personnel for guarding services • Guard tour patrol systems • Systems, devices and equipment for communications • Systems, devices and equipment for access control • Systems, devices and equipment to monitor the workplace • Systems, devices and equipment to detect unauthorized entrance or intrusion to the premises • Systems, devices and equipment to facilitate the execution of various guarding duties and tasks • Learn the functions and operations of the systems, devices and equipment • Handle the systems, devices and equipment in accordance to laid-down policies, procedures and guidelines: <ul style="list-style-type: none"> • Check that the systems, devices and equipment are in good working condition at the commencement of duty each day • Never go on duty with systems, devices and equipment that are defective and/or malfunctioning • Record and report defects and malfunctions immediately and seek replacements and/or repairs and maintenance • Use the systems, devices and equipment only in association with guarding services • Operate the systems, devices and equipment correctly • Return the systems, devices and equipment immediately at the end of duty each day • Respond to emergencies in accordance to relevant contingency plans • Record and report all incidents and emergencies involving the systems, devices and equipment
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Understand the functions and operations of the systems, devices and equipment allocated for guarding operations; and • Handle the systems, devices and equipment correctly and in a safe and secure manner in accordance to the laid-down policies, procedures and guidelines as well as contingency plans
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Maintain effective communications for guarding operations
Code	107719L3
Range	This unit of competency applies to security personnel of all levels responsible for performing guarding operations. It covers the abilities to maintain effective communications to support guarding operations.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about effective communications for guarding operations:</p> <ul style="list-style-type: none"> • Be proficient in laws and regulations relevant to guarding operations, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Be proficient in the policies, procedures and guidelines in relation to guarding operations • Be proficient in the functions and operations of communications systems, devices and equipment for guarding operations • Be proficient in protocols, policies, procedures and guidelines in relation to communications for guarding operations • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Maintain effective communications for guarding operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Keep track of systems, devices and equipment allocated for communications in support of guarding operations, which may include but not limited to: <ul style="list-style-type: none"> • Radios / Walkie-talkies • Mobile phones • Any other means of communications • Learn the functions and operations of the systems, devices and equipment • Learn the protocols for communicating with various internal/external parties involved in guarding operations • Learn the call signs, codes and terminologies for communications • Comply with laid-down policies, procedures and guidelines in communications for guarding operations <ul style="list-style-type: none"> • Use the systems, devices and equipment for communications only in association with guarding services • Operate the systems, devices and equipment correctly • Observe the protocols for communication with internal/external parties • Observe call signs, codes and terminologies for communications • Know what and how to communicate clearly and concisely to achieve the desired outcomes

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Communicate effectively to support guarding operations;• Ensure that protocols, call signs, codes and terminologies are observed; and• Ensure that messages are communicated clearly and concisely to achieve the desired outcomes.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Work with government and non-government agencies in the execution of guarding operations
Code	107720L3
Range	This unit of competency applies to security personnel of all levels responsible for performing guarding operations. It covers the abilities to work with government and non-government agencies in the execution of guarding operations.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about government and non-government agencies associated with guarding operations:</p> <ul style="list-style-type: none"> • Understand the functions and operations of government and non-government agencies associated with guarding operations, which may include: <ul style="list-style-type: none"> • Government emergency services such as the Hong Kong Police, Fire Services and ambulance services, etc. • Any other services with a role to play in connection with the building facilities, and systems, devices and equipment associated with safety and security • Understand relevant policies, procedures and guidelines regarding working with government and non-government agencies in the execution of guarding operations • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Work with government and non-government agencies in the execution of guarding operations Be able to:</p> <ul style="list-style-type: none"> • Maintain up-to-date contact details of relevant government and non-government agencies for quick and effective contact when needed • Follow laid-down policies, procedures and guidelines to liaise with and seek advice and assistance from relevant government and non-government agencies about guarding services • Follow laid-down policies, procedures and guidelines to facilitate the work of relevant government and non-government agencies, which may include: <ul style="list-style-type: none"> • Inspection of guarding operations • Routine checks and/or service and maintenance of building facilities and systems, devices and equipment for safety and security • Annual inspection of security company license • Maintain detailed records of visits and inspections by relevant government and non-government agencies and the outcome of their visits and inspections • Work with government emergency services and non-government agencies during an emergency: <ul style="list-style-type: none"> • Notify them swiftly and clearly at the outbreak of an emergency • Establish protocols and key contacts at scene • Co-ordinate response actions in accordance to their instructions/advices with regard to their specific areas of expertise • Maintain detailed records of all decisions and actions • Co-operate with any follow-up investigations and/or actions of the government emergency services and non-government agencies • Report to management any issues or matters arising from contacts, visits and inspections by government and non-government agencies associated with guarding services

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Maintain good working relationship with government and non-government agencies according to laid-down policies, procedures and guidelines; and• Work effectively with government emergency services and non-government agencies in dealing with emergencies, ensuring safety and security of the site under protection.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Supervise a team of security personnel to perform guarding operations
Code	107721L3
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing guarding operations of an organisation or a premises. It covers the abilities to lead a team of security personnel to complete a task of guarding services in accordance to laid-down policies, procedures and guidelines and achieve the desired outcome.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> Knowledge about leading a team of security personnel to complete a security task: <ul style="list-style-type: none"> Be proficient in laws and regulations relevant to guarding operations, which should include but not limited to: <ul style="list-style-type: none"> Security and Guarding Services Ordinance, Cap 460 Occupational Safety and Health Ordinance, Cap 509 and associated regulations Personal Data (Privacy) Ordinance, Cap 486 Be proficient in duty of care and third party responsibilities with regard to maintaining safety and security of the site under protection Be proficient in the standard of conduct and performance of security personnel for guarding services Be proficient in policies, procedures and guidelines and contingency plans in relation to guarding operations Be proficient in the functions and operations of systems, devices and equipment associated with guarding operations Possess the skills to command and control security personnel Possess the skills to train and coach security personnel Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts Possess the people skills and communication skills to deal with others Possess the literacy skills to clearly and accurately record information and activities Supervise a team of security personnel to complete a guarding task <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> Establish the objective and desired outcome of the task Understand legal responsibilities and relevant laws and regulations Understand relevant policies, procedures and guidelines as well as contingency plans Deploy the manpower resource as well as systems, devices and equipment required to complete the task Determine and clearly communicate roles and responsibilities and the objective and desired outcome of the task to team members Ensure that team members understand relevant legal responsibilities as well as the policies, procedures and guidelines, and contingency plans Ensure that team members are equipped with the necessary systems, devices and equipment and can operate them correctly and safely Monitor performance in order to ensure that operations comply with relevant laws and regulations as well as the laid-down policies, procedures and guidelines, and achieve the desired outcome Identify gaps and failures and take corrective actions Conduct post-incident reviews for continuous improvement

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Supervise a team of security personnel to complete a task of guarding services in accordance to laid-down policies, procedures and guidelines; and• Monitor performance to ensure that the objective of the task and the desired outcome are achieved.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Supervise the conduct and performance of security personnel for guarding operations
Code	107722L3
Range	This unit of competency applies to security personnel of supervisory level and above responsible for managing guarding operations. It covers the abilities to supervise the conduct and performance of security personnel for guarding services in order to ensure that they meet the required standard as laid down in relevant policies, procedures and guidelines.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about the standard of conduct and performance of security personnel for guarding services: <ul style="list-style-type: none"> • Be proficient in the policies, procedures and guidelines and contingency plans in relation to guarding operations • Be proficient in the standard of conduct and performance of security personnel for guarding services • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities 2. Supervise the conduct and performance of security personnel for guarding operations <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Ensure that security personnel observe the criteria and conditions of a Security Personnel Permit • Carry out regular checks to ensure that security personnel adhere to the principles of conduct when carrying out guarding duties: <ul style="list-style-type: none"> • Do not sleep, drink alcohol or smoke on duty • Do not accept advantages in connection with duties • Treat people with tact and courtesy • Monitor continuously the performance of security personnel for guarding services, which should include but not limited to: <ul style="list-style-type: none"> • Be punctual on duty in accordance to the duty roster • Be suitably attired on duty and wear the specified uniform • Exercise due care and diligence in the performance of duty • Comply with relevant laws and regulations when carrying out guarding duties • Carry out duties in accordance to established policies, procedures and guidelines • Operate the systems, devices and equipment safely and in accordance to the training and instructions for their operations • Obey all lawful instructions from supervisors and management • Identify gaps and failures and take corrective actions and/or disciplinary actions where necessary • Keep proper records of incidents, actions and decisions • Carry out post-incident reviews for continuous improvement • Report to management incidents/issues requiring their attention

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Supervise the conduct and performance of security personnel for guarding services to ensure that they meet the required standard; and• Identify gaps and failures and take corrective actions and/or disciplinary actions where necessary.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Supervise the handling of incidents and emergencies
Code	107723L3
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing guarding operations. It covers the abilities to supervise frontline security personnel in their handling of incidents and emergencies, ensuring that they are handled in accordance to laid-down policies, procedures and guidelines as well as contingency plans.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about response to incidents and emergencies associated with guarding operations:</p> <ul style="list-style-type: none"> • Be proficient in laws and regulations relevant to guarding operations, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Be proficient in duty of care and third party responsibilities with regard to maintaining safety and security of the site under protection • Be proficient in policies, procedures and guidelines and contingency plans in relation to guarding operations • Be proficient in the functions and operations of systems, devices and equipment associated with guarding operations • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Supervise the handling of incidents and emergencies</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Monitor closely the guarding operations at all time • Operate the systems, devices and equipment for communications correctly • Detect and/or receive reports of incidents and emergencies associated with guarding operations, which may include but not limited to: <ul style="list-style-type: none"> • Suspicious and/or abnormal incidents or circumstances • Emergencies, such as crime, fire, accident, or other emergencies • Determine the nature and severity of the incidents or emergencies • Ensure that actions are taken according to relevant policies, procedures and guidelines as well as contingency plans • Provide guidance and assistance where necessary • Ensure that internal and external support are coordinated as required • Ensure that internal and/or external communications are coordinated • Keep management informed as required • Continue the above activities and actions until normal operation is restored • Perform post-incident reviews with management to identify gaps and failures • Take corrective actions or other necessary actions until issues are resolved • Ensure that the incident, actions and decisions are recorded as required and all relevant information and records are kept according to laid-down policies, procedures and guidelines

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Ensure that incidents and emergencies are handled in accordance to laid-down policies, procedures and guidelines as well as contingency plans; and• Contribute to safety and security of the premises under protection
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Coordinate response actions at the scene of an emergency
Code	107724L3
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing guarding operations. It covers the abilities to take charge of and co-ordinate actions at the scene of an emergency in accordance to laid-down policies, procedures and guidelines as well as contingency plans.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about emergency response:</p> <ul style="list-style-type: none"> • Be proficient in laws and regulations relevant to guarding operations, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Be proficient in duty of care and third party responsibilities with regard to maintaining safety and security of the site under protection • Be proficient in policies, procedures and guidelines and contingency plans in relation to guarding operations • Be proficient in the functions and operations of systems, devices and equipment associated with guarding operations • Be proficient in the emergency command and control structure • Be proficient in the media management plan in an emergency • Understand the government's emergency response system and the operations of emergency services and related organisation • Possess the leadership skills to lead and command actions in an emergency • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Co-ordinate response actions at the scene of an emergency</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Monitor closely the guarding operations at all time • Operate the systems, devices and equipment for communications correctly • Detect and/or receive reports of incidents and emergencies associated with guarding operations, which may include but not limited to: <ul style="list-style-type: none"> • Suspicious and/or abnormal incidents or circumstances • Emergencies, such as crime, fire, accident, or other emergencies • Determine the nature and severity of the incidents or emergencies • Attend scene and take charge of incidents that may have major impact on life and property • Assess impact on life, property and operations at scene • Notify government emergency services (e.g. police, fire services, and medical services) if not already done • Order an evacuation or other appropriate actions should there be imminent risks to life and safety • Activate the emergency command and control structure where necessary • Keep parties responsible for emergency command and control informed of developments • Seek their assistance and support where needed • Deploy manpower and resources to cordon off the scene, attend to the injured, and provide support to government emergency services • Consult with business/tenant representative(s) and activate actions to completely or partially shut down business operations • Work with government emergency services to carry out any other response actions to minimize impact on life safety and property • Determine re-occupation of the facility in consultation with government emergency services and other organisations such as the Buildings Department for issues in relation to building safety • Ascertain safety and security before re-entering the facility • Ascertain readiness of building infrastructure, people, systems and equipment, process, and data for resumption of operations • Resume operations as appropriate
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Take charge of the response actions at the scene of an emergency; • Coordinate effectively response actions with relevant internal and external parties at the scene to minimize impact on life safety, property and operations; and • Ensure that actions taken comply with relevant laws and regulations as well as the laid-down policies, procedures and guidelines.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Handle enquiries and complaints
Code	107725L3
Range	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to handle enquiries and complaints in accordance to laid-down policies, procedures and guidelines as well as contingency plans.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about handling of enquiries and complaints Be able to:</p> <ul style="list-style-type: none"> • Describe the policies, procedures and guidelines relevant to the handling of enquiries and complaints • Describe the concepts and skills for effective communication • Describe the concepts and skills for effective problem solving <p>2. Handle enquiries and complaints Be able to:</p> <ul style="list-style-type: none"> • Take appropriate actions to handle enquiries/complaints in accordance to laid-down policies, procedures and guidelines • Communicate effectively with courtesy and tact • Exercise problem solving skills in identifying the issues and the solutions • Follow through until the issues are resolved or taken over by an appropriate party, e.g. security control, supervisor and/or management where relevant • Record details about the enquiry/complainant, actions taken and the outcome
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Handle enquiries and complaints in accordance to laid-down policies, procedures and guidelines; and • Communicate effectively and exercise good problem solving skills in the process.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Liase with government and regulatory bodies about guarding services
Code	107726L3
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing guarding operations. It covers the abilities to liaise and work with government and regulatory bodies about guarding services and work effectively with them in the event of an emergency.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify factors that will affect liaising and working with government and regulatory bodies</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Describe the functions and operations of government and regulatory bodies associated with guarding services which may include: <ul style="list-style-type: none"> • The Security & Guarding Service Industry Authority • The Police Licensing Office • The Police Crime Prevention Bureau • Government emergency services, e.g. Hong Kong Police, Fire Services Department, Medical and Health Department, etc. • Explain their mode of operation and laws and regulations relevant to their operations • Explain the organisation's policies, procedures and guidelines about liaising and working with government and regulatory bodies <p>2. Liaise with government and regulatory bodies about guarding operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Establish protocols and procedures for liaising with relevant government and regulatory bodies • Maintain up-to-date contact details of relevant government and regulatory bodies for quick and effective contact when needed • Develop procedures and guidelines for security personnel to liaise with and seek advice and assistance from relevant government and regulatory bodies about guarding services • Develop procedures and guidelines for security personnel to facilitate the work of relevant government and regulatory bodies • Maintain detailed records of visits and inspections by relevant government and regulatory bodies and the outcome of their visits and inspections • Work with government emergency services during an emergency: <ul style="list-style-type: none"> • Notify them swiftly and clearly at the outbreak of an emergency • Establish protocols and key contacts at scene • Co-ordinate response actions in accordance to their instructions/advices • Maintain detailed records of all decisions and actions • Co-operate with any follow-up investigations and/or actions of the government emergency services • Report to senior management any issues or matters arising from contacts, visits and inspections by government and regulatory bodies associated with guarding operations

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Maintain good working relationship with government and regulatory bodies according to laid-down policies, procedures and guidelines; and• Work with government emergency services in dealing with emergencies in order to effectively maintain the safety and security of the people, assets and operations of the premises under protection.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Perform static post duties
Code	107727L2
Range	This unit of competency applies to frontline security personnel responsible for performing guarding duties. It covers the abilities to carry out static post duties to the desired outcome in accordance to laid-down policies, procedures and guidelines.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about static post duties:</p> <ul style="list-style-type: none"> • Understand the objective and desired outcome of static post duties • Be familiar with the tasks associated with static post duties • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Be proficient in the operations of relevant systems, devices and equipment • Possess the people skills to deal with others • Possess the communication skills to clearly and accurately report incidents • Possess the literacy skills to clearly and accurately record information and activities <p>2. Perform static post duties</p> <p>Be able to:Be able to:</p> <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role and the tasks to be performed, which may include: <ul style="list-style-type: none"> • Reception and concierge services • Access control duties • Monitoring of intrusion alarm systems • Monitoring of CCTV systems • Tele-protection duties • Carry out effective static post duties in accordance to laid-down policies, procedures and guidelines as well as contingency plans • Operate relevant systems, devices and equipment correctly and safely • Take appropriate and swift actions to handle incidents and emergencies • Handle people with tact and courtesy • Keep proper records of all activities and incidents • Report incidents and issues requiring management attention clearly and accurately
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Perform static post duties to the desired outcome in accordance to laid-down policies, procedures and guidelines; and • Contribute to safety and security of the premises under protection.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Perform patrol duties
Code	107728L2
Range	This unit of competency applies to frontline security personnel responsible for performing guarding duties. It covers the abilities to carry out patrol duties to the desired outcome in accordance to laid-down policies, procedures and guidelines.
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge about patrol duties:</p> <ul style="list-style-type: none"> • Understand the objective and desired outcome of patrol duties • Be familiar with the physical environment and activities at the patrol areas and patrol routes • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Be proficient in the operations of relevant systems, devices and equipment • Possess the people skills to deal with others • Possess the communication skills to clearly and accurately report incidents • Possess the literacy skills to clearly and accurately record information and activities <p>2. Perform patrol duties</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role, which may include: <ul style="list-style-type: none"> • Prevent and detect crime • Prevent and detect fire • Prevent and detect accident • Carry out effective patrol duties in accordance to laid-down policies, procedures and guidelines, paying special attention to: <ul style="list-style-type: none"> • Suspicious and/or abnormal circumstances in the environment, e.g. a crime, a fire or other emergencies • Suspicious activities/persons/objects in the patrol area • Damage/malfunctioning of building facilities and equipment including fire fighting equipment • Obstruction to emergency exits and exit routes • Operate relevant systems, devices and equipment correctly and safely • Take appropriate and swift actions to handle incidents and emergencies • Record and report all observations of damage/malfunctioning of building facilities and equipment as required and follow up until they are resolved • Handle people with tact and courtesy • Keep proper records of all activities and actions • Report incidents and issues requiring management attention clearly and accurately
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Perform patrol duties to the desired outcome in accordance to laid-down policies, procedures and guidelines; and • Contribute to safety and security of the premises under protection.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Perform access control duties
Code	107729L2
Range	This unit of competency applies to frontline security personnel responsible for performing access control duties. It covers the abilities to carry out access control duties to the desired outcome in accordance to laid-down policies, procedures and guidelines.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about access control duties:</p> <ul style="list-style-type: none"> • Understand the objective and desired outcome of access duties • Be familiar with the Personal Data (Privacy) Ordinance (Cap 486) with regard to the collection, use and security of personal data collected through access control duties • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Be proficient in the operations of relevant systems, devices and equipment • Possess the people skills to deal with others • Possess the communication skills to clearly and accurately report incidents • Possess the literacy skills to clearly and accurately record information and activities <p>2. Perform access control duties</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role • Carry out effective access control duties in accordance to laid-down policies, procedures and guidelines: <ul style="list-style-type: none"> • Monitor closely people entering and/or exiting the premises and/or designated restricted/protected zones of the premises • Identify people using the approved means of identification • Allow entry of people who meet the requirements for entry • Deny entry of people who do not meet the requirements for entry • Register details of people entering and/or exiting the premises and/or the restricted/protected zones as required • Operate relevant systems, devices and equipment correctly and safely • Record and report all observations of irregular/abnormal activities or circumstances • Take appropriate and swift actions to handle incidents and emergencies • Handle people with tact and courtesy • Keep proper records of all activities and actions • Report incidents and issues requiring management attention clearly and accurately
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Perform access control duties to the desired outcome in accordance to laid-down policies, procedures and guidelines; and • Contribute to safety and security of the premises under protection
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Perform traffic control duties
Code	107730L2
Range	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to carry out traffic control duties to the desired outcome in accordance to laid-down policies, procedures and guidelines.
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge about traffic control duties:</p> <ul style="list-style-type: none"> • Understand the objective and desired outcome of traffic control duties • Be familiar with the environment of the area for traffic control • Be proficient in proper traffic hand signals for traffic control • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Be proficient in the operations of relevant systems, devices and equipment including personal protective equipment • Possess the people skills to deal with others • Possess the communication skills to clearly and accurately report incidents • Possess the literacy skills to clearly and accurately record information and activities <p>2. Perform traffic control duties</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role • Carry out effective traffic control in accordance to laid-down policies, procedures and guidelines: <ul style="list-style-type: none"> • Monitor closely vehicles entering, exiting and moving within the premises • Identify vehicles using the approved means of identification • Allow entry of vehicles which meet the requirements for entry • Deny entry of vehicles which do not meet the requirements for entry • Register details of vehicles entering/exiting the premises as required • Ensure that vehicles only park in designated parking areas • Ensure that vehicles only move in the direction as designated by the traffic signs • Ensure that vehicles do not obstruct exits, exit routes or other users of the premises • Direct traffic movement using proper traffic hand signals • Operate relevant systems, devices and equipment correctly and safely • Record and report all observations of irregular/abnormal activities or circumstances • Take appropriate and swift actions to handle incidents and emergencies • Handle people with tact and courtesy • Keep proper records of all activities and actions • Report incidents and issues requiring management attention clearly and accurately

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Perform traffic control to the desired outcome in accordance to laid-down policies, procedures and guidelines; and• Contribute to safety and security of the premises under protection
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Enforce parking rules on private roads
Code	107731L2
Range	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to carry out parking rules on private roads to the desired outcome in accordance to laid-down policies, procedures and guidelines.
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge about parking rules on private roads:</p> <ul style="list-style-type: none"> • Understand the objective and desired outcome of enforcing parking rules on private roads • Understand the provisions about impounding, removing and storage charges under the Road Traffic (Parking on Private Roads) Regulations (Cap 374) • Be familiar with the environment, traffic signs and restricted parking areas on the private roads • Be proficient in proper traffic hand signals for traffic control • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Be proficient in the operations of relevant systems, devices and equipment including the designated immobilisation devices for impounding unauthorised vehicles • Possess the people skills to deal with others • Possess the communication skills to clearly and accurately report incidents • Possess the literacy skills to clearly and accurately record information and activities <p>2. Enforce parking rules on private roads</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from supervisor the objective and desired outcome of the role • Identify the restricted parking areas and associated traffic signs and time zones • Carry out effective enforcement of parking rules on private roads in accordance to laid-down policies, procedures and guidelines: <ul style="list-style-type: none"> • Identify the authorised vehicles using designated means of identification • Advise the owner of unauthorised vehicles to remove the vehicles • Impound unauthorised vehicles that are unattended or otherwise the owner refuses or fails to remove the vehicles • Remove impounded vehicles to storage when they meet the criteria for removal • Release the impounded vehicles only after the owner pays the approved storage fees • Operate the relevant systems, devices and equipment including the designated immobilisation devices correctly and safely • Record and report all observations of irregular/abnormal activities or circumstances • Take appropriate and swift actions to handle incidents and emergencies • Handle people with tact and courtesy • Keep proper records of all activities and actions • Report incidents and issues requiring management attention clearly and accurately

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Enforce parking rules on private roads in accordance to laid-down policies, procedures and guidelines; and• Contribute to safety and security of the premises under protection.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Perform crowd control duties
Code	107732L2
Range	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to carry out crowd control duties to the desired outcome in accordance to laid-down policies, procedures and guidelines.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about crowd control duties:</p> <ul style="list-style-type: none"> • Understand the objective and desired outcome of crowd control duties • Be familiar with the physical environment, exit points, exit routes and signages as well as facilities for health and safety • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Be proficient in the operations of relevant systems, devices and equipment and in particular, those for communications • Possess the people skills to deal with others • Possess the communication skills to clearly and accurately report incidents • Possess the literacy skills to clearly and accurately record information and activities <p>2. Perform crowd control duties Be able to:</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role • Carry out effective crowd control duties in accordance to laid-down policies, procedures and guidelines: <ul style="list-style-type: none"> • Monitor the crowd closely to ensure that the capacity of the premises and/or areas under protection will not be exceeded • Take appropriate actions to keep the crowd within a safe size • Direct crowd movement, providing clear and precise information • Ensure that nobody in the crowd behaves in a manner that is disorderly, dangerous, and/or causes concerns to other people in the crowd • Assist those in need of help • Maintain close communications with other parties involved in crowd control • Operate the relevant systems, devices and equipment correctly and safely • Record and report all observations of irregular/abnormal activities or circumstances • Take appropriate and swift actions to handle incidents and emergencies • Handle people with tact and courtesy • Keep proper records of all activities and actions • Report incidents and issues requiring management attention clearly and accurately
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Perform effective crowd control duties to the desired outcome in accordance to laid-down policies, procedures and guidelines as well as contingency plans; and • Contribute to safety and security of the premises under protection
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Perform search duties
Code	107733L2
Range	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to carry out search duties to the desired outcome in accordance to laid-down policies, procedures and guidelines.
Level	2
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about search duties:</p> <ul style="list-style-type: none"> • Understand the objective and desired outcome of search duties • Be familiar with the physical environment for search duties • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Be proficient in the operations of relevant systems, devices and equipment • Possess the people skills to deal with others • Possess the communication skills to clearly and accurately report incidents • Possess the literacy skills to clearly and accurately record information and activities <p>2. Perform search duties</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role, which may include searching and/or screening of bags and luggages, vehicles, and/or premises or certain areas/utensils/containers of the premises to identify prohibited items such as drugs, explosives and/or offensive weapons. • Carry out effective search duties in accordance to laid-down policies, procedures and guidelines <ul style="list-style-type: none"> • Adhere to laid-down procedures and approach which should be systematic and comprehensive • Operate relevant systems, devices and equipment correctly and safely <ul style="list-style-type: none"> • X-Ray machines • Machines for the detection of metal • Machines for the detection of explosives • Hand-held metal detectors • Search mirrors • Observe closely the search target as well as activities in the surrounding environment • Handle suspicious objects/circumstances following laid-down safety rules and contingency plans • Record and report all observations of irregular/abnormal activities or circumstances • Take appropriate and swift actions to handle incidents and emergencies • Handle people with tact and courtesy • Keep proper records of all activities and actions • Report incidents and issues requiring management attention clearly and accurately

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Perform effective search duties in accordance to laid-down policies, procedures and guidelines; and• Contribute to safety and security of the premises under protection
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Handle noise complaints
Code	107734L2
Range	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to handle noise complaints to the desired outcome in accordance to laid-down policies, procedures and guidelines.
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge about noise complaints:</p> <ul style="list-style-type: none"> • Understand the objective and desired outcome of handling noise complaints • Understand the provisions under the Noise Control Ordinance (Cap 400) with regard to: <ul style="list-style-type: none"> • Responsibilities of an individual not to make or cause to be made any noise which is a source of annoyance to any person • Responsibilities the owner, tenant, occupier or person in charge of any domestic premises who knowingly permits or suffers noise which is a source of annoyance to any person within a designated period of time • Be familiar with the various kinds of noise producing activities which are prohibited within a designated period of time as stated in the Ordinance • Be familiar with the proper way of handling noise complaints in domestic premises or public places • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Be proficient in the operations of relevant systems, devices and equipment • Possess the people skills to deal with others • Possess the communication skills to clearly and accurately report incidents • Possess the literacy skills to clearly and accurately record information and activities <p>2. Handle noise complaints</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role • Handle noise complaints effectively in accordance to laid-down policies, procedures and guidelines: <ul style="list-style-type: none"> • Inform the offender that the activities have breached the Noise Control Ordinance (Cap 400) • Request the offender to stop the activities • Seek further assistance from relevant government department(s) such as the Police and/or the Environmental Protection Department if the offender refuses to stop the activities or continues with the activities that make or cause to be made any noise which is a source of annoyance to any person • Record and report all observations of irregular/abnormal activities or circumstances • Take appropriate and swift actions to handle incidents and emergencies • Handle people with tact and courtesy • Keep proper records of all activities and actions • Report incidents and issues requiring management attention clearly and accurately

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Handle noise complaints effectively to the desired outcome in accordance to laid-down policies, procedures and guidelines; and• Contribute to safety and security of the premises under protection.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Handle incidents and emergencies
Code	107735L2
Range	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to handle incidents and emergencies to the desired outcome in accordance to laid-down policies, procedures and guidelines as well as contingency plans.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about incidents and emergencies associated with guarding operations:</p> <ul style="list-style-type: none">• Understand the objective and desired outcome of handling incidents and emergencies• Be proficient in laws and regulations relevant to guarding operations, which should include but not limited to:<ul style="list-style-type: none">• Security and Guarding Services Ordinance, Cap 460• Occupational Safety and Health Ordinance, Cap 509 and associated regulations• Personal Data (Privacy) Ordinance, Cap 486• Be proficient in duty of care and third party responsibilities with regard to maintaining safety and security of the site under protection• Be proficient in relevant policies, procedures and guidelines as well as contingency plans• Be proficient in the operations of relevant systems, devices and equipment• Possess the people skills to deal with others• Possess the communication skills to clearly and accurately report incidents• Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Handle incidents and emergencies associated with guarding operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role • Understand policies, procedures and guidelines as well as contingency plans associated with various types of emergencies, which may include: <ul style="list-style-type: none"> • Criminal activities • Fire outbreak • Sick or injured person • Electricity failure • Gas leakage • Lift failure • Typhoon • Flooding • Bombs or suspicious objects • Sounding of burglar alarm • Suspicious persons • Crowd control • Falling objects • Collapse of building parts • Handle incidents and emergencies in accordance to laid-down policies, procedures and guidelines as well as contingency plans: <ul style="list-style-type: none"> • Determine the nature and severity of the incidents or emergencies • Take appropriate and swift actions to handle the incidents or emergencies • Seek guidance and assistance from the supervisor and/or security control where necessary • Coordinate activities of internal and/or external parties • Maintain effective communications with internal and/or external parties • Keep security control and the supervisor informed of developments • Operate relevant systems, devices and equipment correctly and safely • Record and report all observations of irregular/abnormal activities or circumstances • Continue the above activities and actions until normal operation is restored • Handle people with tact and courtesy • Keep proper records of all activities and actions • Report incidents and issues requiring management attention clearly and accurately
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Handle incidents and emergencies effectively to the desired outcome in accordance to laid-down policies, procedures and guidelines as well as contingency plans; and • Contribute to safety and security of the premises under protection
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Handle an intrusion alarm activation
Code	107736L2
Range	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to handle an intrusion alarm activation to the desired outcome in accordance to laid-down policies, procedures and guidelines as well as contingency plans
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about an intrusion alarm activation: <ul style="list-style-type: none"> • Understand the objective and desired outcome of handling an intrusion alarm activation • Be familiar with the physical environment and security measures • Be familiar with the protocols and procedures for responding to an intrusion alarm activation • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Be proficient in the operations of relevant systems, devices and equipment • Possess the people skills to deal with others • Possess the communication skills to clearly and accurately report incidents • Possess the literacy skills to clearly and accurately record information and activities 2. Handle an intrusion alarm activation <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role • Take appropriate and swift actions in response to an intrusion alarm activation in accordance to laid-down policies, procedures and guidelines: <ul style="list-style-type: none"> • Observe the external perimeter of the alarmed area to identify any signs of break-in or abnormal/suspicious circumstances • Inform the key-holder of the alarmed area about the intrusion alarm activation (if not already done by the security control) • Inform the police about the intrusion alarm activation (if not already done by the security control) • Guard the alarmed area and seek further assistance and/or backup where necessary • Enter the alarmed area with the key-holder and police upon their arrival • Ascertain the cause of the alarm activation • Take appropriate actions to resolve the issues until normal operation is resumed • Maintain close communications with security control and/or the supervisor at every stage • Operate relevant systems, devices and equipment correctly and safely • Record and report all observations of irregular/abnormal activities or circumstances • Handle people with tact and courtesy • Keep proper records of all activities and actions • Report incidents and issues requiring management attention clearly and accurately

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Take appropriate and swift actions in response to an intrusion alarm activation and achieve the desired outcome in accordance to laid-down policies, procedures and guidelines as well as contingency plans; and• Contribute to safety and security of the premises under protection.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Handle a scene of crime
Code	107737L2
Range	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to handle a scene of crime to the desired outcome in accordance to laid-down policies, procedures and guidelines.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about handling a scene of crime:</p> <ul style="list-style-type: none">• Understand the objective and desired outcome of handling a scene of crime, which may include:<ul style="list-style-type: none">• Contain the situation• Attend to injured person(s)• Preserve evidence at scene• Arrest offenders• Be familiar with provisions under Criminal Procedure Ordinance (Cap 221) governing arrest and use of force and procedures after an arrest is made• Be familiar with the elements of arrestable offences which security personnel may come across in the execution of guarding duties• Be proficient in relevant policies, procedures and guidelines as well as contingency plans• Be proficient in the operations of relevant systems, devices and equipment• Possess the people skills to deal with others• Possess the communication skills to clearly and accurately report incidents• Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Handle a scene of crime</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role • Take appropriate and swift actions in response to a scene of crime in accordance to laid-down policies, procedures and guidelines: <ul style="list-style-type: none"> • Observe from the external perimeter the nature and severity of the crime • Ascertain safety and security of people on site • Inform government emergency services such as the police and medical services (if not done by the security control) • Seek further assistance and/or backup where necessary • Contain the scene (where possible): <ul style="list-style-type: none"> • Cordon off the scene as required • Preserve evidence and any exhibits associated with the crime • Apply first-aid to injured person(s) where available • Arrest the offender(s) if it is safe to do so • Use minimum force when effecting the arrest • Hand over the scene and offender(s) to police upon their arrival • Hand over the injured to medical services upon their arrival • Continue to facilitate the work of the police at scene until normal operation is resumed • Maintain close communications with security control and/or the supervisor at every stage • Operate relevant systems, devices and equipment correctly and safely • Record and report all observations of irregular/abnormal activities or circumstances • Handle people with tact and courtesy • Keep proper records of all activities and actions as well as details of the scene • Report incidents and issues requiring management attention clearly and accurately
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Take appropriate and swift actions to handle a scene of crime to the desired outcome in accordance to laid-down policies, procedures and guidelines as well as contingency plans; and • Contribute to safety and security of the premises under protection.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Make an arrest
Code	107738L2
Range	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to take lawful and correct actions in making an arrest in accordance to laid-down policies, procedures and guidelines.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about making a lawful arrest:</p> <ul style="list-style-type: none">• Understand the objective and desired outcome of making an arrest• Be familiar with the provisions of Criminal Procedure Ordinance (Cap 221) with regard to arrest and use of force and the need to hand over the arrested person to police as soon as practicable• Be familiar with the definition of an arrestable offence, and offences that fall within the definition of arrestable offence, which security personnel may come across in the execution of guarding duties:<ul style="list-style-type: none">• Offences against property, e.g. blackmail, theft, robbery and burglary• Offences against the person, e.g. common assault, assault, wounding and homicide• Possession of or trafficking in dangerous drug• Illegal gambling• Other crimes, e.g. rape, indecent assault, and criminal intimidation• Be familiar with the operation of Police in dealing with an arrest• Be proficient in relevant policies, procedures and guidelines as well as contingency plans• Possess the people skills to deal with others• Possess the communication skills to clearly and accurately report incidents• Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Make an arrest</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role • Maintain close communications with security control and/or the supervisor at every stage • Seek internal and/or external assistance or backup where necessary • Carry out lawful arrest actions in accordance to laid-down policies, procedures and guidelines: <ul style="list-style-type: none"> • Observe the activities of the offender(s) • Determine before making an arrest: <ul style="list-style-type: none"> • Is the arrest lawful? • Is the arrest necessary? • Is the arrest correct? • Take arrest actions only if it is safe to do so • Use minimum force to make the arrest • Preserve exhibits and any other evidence associated with the offence • Hand over the arrested person(s) to the Police as soon as practicable • Operate relevant systems, devices and equipment correctly and safely • Record and report all observations of irregular/abnormal activities or circumstances • Handle people with tact and courtesy • Keep proper records of all activities and actions • Report incidents and issues requiring management attention clearly and accurately
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Take lawful and appropriate arrest actions in accordance to laid-down policies, procedures and guidelines; and • Contribute to safety and security of the premises under protection.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Handle suspicious persons
Code	107739L2
Range	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to handle suspicious persons to the desired outcome in accordance to laid-down policies, procedures and guidelines.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about suspicious persons:</p> <ul style="list-style-type: none"> • Understand the objective and desired outcome of handling suspicious persons • Be familiar with the boundary and physical environment of the premises • Understand that trespassing is not a crime and does not fall within the definition of an arrestable offence • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Be proficient in the operations of relevant systems, devices and equipment • Possess the people skills to deal with others • Possess the communication skills to clearly and accurately report incidents • Possess the literacy skills to clearly and accurately record information and activities <p>2. Handle suspicious persons Be able to:</p> <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role • Maintain close communications with security control and/or the supervisor at every stage • Seek assistance or backup where necessary • Carry out appropriate actions in accordance to laid-down policies, procedures and guidelines: <ul style="list-style-type: none"> • Observe the activities of the suspicious person(s) • Determine whether the activities constitute a crime or trespassing • Approach the suspicious person(s) only if it is safe to do so • Question the suspicious person(s) about their identity, purpose and authority of being at the premises • If trespassing is confirmed, request the trespasser(s) to leave the premises and follow through until the trespasser(s) are out of the boundary of the premises • Operate relevant systems, devices and equipment correctly and safely • Record and report all observations of irregular/abnormal activities or circumstances • Handle people with tact and courtesy • Keep proper records of all activities and actions • Report incidents and issues requiring management attention clearly and accurately
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Handle suspicious persons to the desired outcome in accordance to relevant policies, procedures and guidelines; and • Contribute to safety and security of the premises under protection.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Handle a fire alarm activation
Code	107740L2
Range	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to handle a fire alarm activation to the desired outcome in accordance to laid-down policies, procedures and guidelines as well as contingency plans
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about a fire alarm activation: <ul style="list-style-type: none"> • Understand the objective and desired outcome of handling a fire alarm activation • Be familiar with the physical environment and fire safety measures • Be familiar with the fire orders • Be familiar with the operation of the fire alarm system • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Be proficient in the operations of relevant systems, devices and equipment • Possess the people skills to deal with others • Possess the communication skills to clearly and accurately report incidents • Possess the literacy skills to clearly and accurately record information and activities 2. Handle a fire alarm activation <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role • Maintain close communications with security control and/or the supervisor at every stage • Take appropriate and swift actions in response to a fire alarm activation in accordance to laid-down policies, procedures and guidelines: <ul style="list-style-type: none"> • Observe the alarmed area for any signs of smoke or fire or otherwise any other abnormal/suspicious circumstances • Report to security control and/or the supervisor accordingly • Seek assistance and backup where necessary • If it is a false alarm, guard the alarmed area until the cause of alarm is ascertained • If there is a fire and it is safe to do so, take actions to fight the fire • Evacuate the immediate vicinity of the fire where necessary • Take follow-up actions to protect life and safety of people and property until normal operation is resumed • Operate relevant systems, devices and equipment correctly and safely • Record and report all observations of irregular/abnormal activities or circumstances • Handle people with tact and courtesy • Keep proper records of all activities and actions • Report incidents and issues requiring management attention clearly and accurately

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Take appropriate and swift actions in response to a fire alarm activation in accordance to laid-down policies, procedures and guidelines as well as contingency plans; and• Contribute to safety and security of the premises under protection.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Handle an incident of fire
Code	107741L2
Range	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to take appropriate and swift actions to handle an incident of fire in accordance to laid-down policies, procedures and guidelines as well as contingency plans.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about handling an incident of fire:</p> <ul style="list-style-type: none">• Be familiar with the physical environment and fire safety measures• Be familiar with the fire orders• Be familiar with the function and operation of fire fighting equipment such as fire extinguishers• Be proficient in policies, procedures and guidelines as well as contingency plans relevant to fire safety• Be proficient in the functions and operations of systems, devices and equipment relevant to fire safety• Possess the people skills to deal with others• Possess the communication skills to clearly and accurately report incidents• Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Handle an incident of fire</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role • Maintain close communications with security control and/or the supervisor at every stage • Take appropriate and swift actions to handle an incident of fire in accordance to laid-down policies, procedures and guidelines: <ul style="list-style-type: none"> • Determine the nature and severity of the fire • Activate the fire alarm where necessary • Report to security control and/or the supervisor and seek assistance and backup where necessary • Inform government emergency services (e.g. police, fire services and ambulance services) about the fire by dialling 999 if not already done by security control • If it is safe to do so, take actions to fight the fire • Evacuate the immediate vicinity of the fire where necessary • If emergency evacuation is declared, follow actions as prescribed in the fire orders • Evacuate in an orderly manner according to the pre-planned zones as announced through the PA system • Check the floors to ensure that they are properly evacuated • Provide support to those in need of special help or assistance • Inform emergency services immediately about those unaccounted for after the evacuation • Facilitate the work of government emergency services • Maintain security of the premises by setting up proper cordon line to control access in and out of the area • Remove the cordon line/access control after the site is declared safe for re-occupation by the government emergency services and upon receiving instruction from the security control and/or the supervisor • Operate relevant systems, devices and equipment correctly and safely • Record and report all observations of irregular/abnormal activities or circumstances • Handle people with tact and courtesy • Keep proper records of all activities and actions • Report incidents and issues requiring management attention clearly and accurately
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Take appropriate and swift actions to handle an incident of fire in accordance to laid-down policies, procedures and guidelines; and • Contribute to safety and security of the premises under protection.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Handle an emergency evacuation
Code	107742L2
Range	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to take appropriate and swift actions to handle an emergency evacuation in accordance to laid-down policies, procedures and guidelines as well as contingency plans.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about emergency evacuation:</p> <ul style="list-style-type: none">• Understand that protecting life and safety of people is the first priority during an emergency• Be familiar with the emergency evacuation plan• Be familiar with the physical environment and safety and security measures• Be familiar with the protocols, policies, procedures and guidelines as well as facilities for emergency communications• Be proficient in policies, procedures and guidelines as well as contingency plans relevant to emergency evacuation• Be proficient in the functions and operations of systems, devices and equipment relevant to emergency evacuation• Possess the people skills to deal with others• Possess the communication skills to clearly and accurately report incidents• Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Handle an emergency evacuation</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role • Maintain close communications with security control and/or the supervisor at every stage • Take appropriate and swift actions to handle an emergency evacuation in accordance to laid-down policies, procedures and guidelines: <ul style="list-style-type: none"> • Determine the nature and severity of the emergency • Cordon off the immediate vicinity of the affected area • Adopt means of communication other than radio transmission (where necessary) in order to ensure that explosive devices will not be unintentionally detonated • Report to security control and/or the supervisor and seek assistance and backup where necessary • Inform government emergency services about the emergency (if not already done by security control) • If emergency evacuation of the whole or part of the premises is considered necessary by the government emergency services, follow actions as prescribed in the emergency evacuation plan • Evacuate in an orderly manner according to the pre-planned zones and/or the instruction of government emergency services • Check the floors to ensure that they are properly evacuated • Provide support to those in need of special help or assistance • Inform emergency services immediately about those unaccounted for after the evacuation • Facilitate the work of government emergency services • Maintain security of the premises by setting up proper cordon line to control access in and out of the affected area • Remove the cordon line/access control after the site is declared safe for re-occupation by the government emergency services and upon receiving instruction from the security control and/or the supervisor • Operate relevant systems, devices and equipment correctly and safely • Record and report all observations of irregular/abnormal activities or circumstances • Handle people with tact and courtesy • Keep proper records of all activities and actions • Report incidents and issues requiring management attention clearly and accurately
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Take appropriate and swift actions to handle an emergency evacuation in accordance to laid-down policies, procedures and guidelines; • Contribute to safety and security of the premises under protection.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Enforce no smoking rules
Code	107743L1
Range	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to carry out no smoking rules to the desired outcome in accordance to laid-down policies, procedures and guidelines.
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge about no smoking rules:</p> <ul style="list-style-type: none"> • Understand the objective and desired outcome of enforcing no smoking rules • Understand the provisions about enforcing no smoking rules under the Smoking (Public Health) Ordinance (Cap 371) • Be familiar with the environment, no smoking signs and designated “no smoking areas” at the premises • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Be proficient in the operations of relevant systems, devices and equipment • Possess the people skills to deal with others • Possess the communication skills to clearly and accurately report incidents • Possess the literacy skills to clearly and accurately record information and activities <p>2. Enforce no smoking rules</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role • Identify the designated “No Smoking Area” and associated no smoking signs • Carry out effective enforcement of no smoking rules in accordance to laid-down policies, procedures and guidelines: <ul style="list-style-type: none"> • Indicate to the offender that smoking is prohibited in the “No Smoking Area” • Request the offender to extinguish the cigarette/tobacco product • Request the offender to leave the “No Smoking Area” if the offender refuses to extinguish the cigarette/tobacco product • Operate the relevant systems, devices and equipment correctly and safely • Record and report all observations of irregular/abnormal activities or circumstances • Take appropriate and swift actions to handle incidents and emergencies • Handle people with tact and courtesy • Keep proper records of all activities and actions • Report incidents and issues requiring management attention clearly and accurately
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Enforce no smoking rules to the desired outcome in accordance to laid-down policies, procedures and guidelines; and • Contribute to safety and security of the premises under protection.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Report defects, faults and malfunctions of facilities, systems, devices and equipment
Code	107744L1
Range	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to identify and report defects, faults and malfunctions of facilities, systems, devices and equipment and take actions to ensure safety and security in accordance to laid-down policies, procedures and guidelines as well as contingency plans.
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge about facilities, systems, devices and equipment:</p> <ul style="list-style-type: none"> • Be familiar with the physical environment, building facilities as well as safety and security measures • Be proficient in the function and operation of all relevant systems, devices and equipment • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Possess the people skills to deal with others • Possess the communication skills to clearly and accurately report incidents • Possess the literacy skills to clearly and accurately record information and activities <p>2. Report defects, faults and malfunctions of facilities, systems, devices and equipment</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role • Monitor closely the environment and the status of the facilities, systems, devices and equipment while carrying out daily guarding duties • Identify faults or malfunctions or otherwise any abnormal/irregular conditions about the facilities, systems, devices and equipment • Take immediate actions to contain the situation from causing danger to people and/or damage to property, e.g. <ul style="list-style-type: none"> • Erect warning signs and cordon off the affected area • Turn off the water supply in case of serious leakage • Assess the impact of the faults or malfunctions • Seek support and backup from security control and/or the supervisor where necessary • Activate relevant contingency plans where necessary • Record and report details of the faults or malfunctions • Arrange for repair and maintenance of the faults or malfunctions (if not done by security control) • Follow up until the issues are resolved
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Detect faults or malfunctions of the facilities, systems, devices and equipment of the premises under protection and take corresponding actions to ensure safety and security in accordance to laid-down policies, procedures and guidelines; and • Contribute to safety and security of the premises under protection.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Record and report all activities and incidents associated with guarding operations
Code	107745L1
Range	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to clearly and properly record and report all activities and incidents associated with guarding operations in accordance to laid-down policies, procedures and guidelines as well as contingency plans.
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge about record-keeping for guarding operations:</p> <ul style="list-style-type: none"> • Understand the means, format and style about record-keeping, e.g. paper-based or computerised occurrence book • Be proficient in policies, procedures and guidelines relevant to record-keeping • Be proficient in the function and operation of systems, devices and equipment relevant to record-keeping • Possess the people skills to deal with others • Possess the communication skills to clearly and accurately report incidents • Possess the literacy skills to clearly and accurately record information and activities <p>2. Record and report all activities and incidents associated with guarding operations</p> <p>Be able to:Be able to:</p> <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role • Monitor closely the activities of guarding operations at all time • Operate the systems, devices and equipment associated with record-keeping correctly and safely • Maintain records of all activities and events about guarding operations, which should: <ul style="list-style-type: none"> • Be in the prescribed format and style as required • Be in chronological order • Include details of all activities and events about guarding operations • Record clearly and properly about When? Who? What? Where? Why? Of each communication, action and decision • Safe-keep the records in accordance to laid-down policies, procedures and guidelines
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Maintain clear and accurate records about all activities, actions and decisions associated with guarding operations; and • Safe-keep the records according to laid-down policies, procedures and guidelines
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Manage post-incident reviews and follow-up actions after an incident or emergency
Code	107746L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing guarding operations. It covers the abilities to carry out reviews after an emergency in order to identify ways and means to prevent re-occurrence and enhance capabilities in dealing with emergencies.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical requirements for managing post-incident reviews and follow-up actions after an emergency</p> <p>Be able to:</p> <ul style="list-style-type: none">• Evaluate the laws and regulations relevant to guarding operations, which should include but not be limited to:<ul style="list-style-type: none">• Security and Guarding Services Ordinance, Cap 460• Occupational Safety and Health Ordinance, Cap 509 and related regulations• Personal Data (Privacy) Ordinance, Cap 486• Evaluate the organisation's duty of care and third party responsibilities with regard to maintaining safety and security of sites under protection• Evaluate requirements of relevant contingency plans and measures for handling the emergency

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Manage post-incident reviews and follow-up actions after an incident or emergency Be able to:</p> <ul style="list-style-type: none"> • Carry out an investigation about the emergency, following the laid-down policies, procedures and guidelines in investigation • Analyse the design effectiveness and operational readiness and efficiency in each of the following stages of the emergency: <ul style="list-style-type: none"> • Mitigation • Preparation • Response • Recovery • Analyse the design effectiveness and operational readiness and efficiency in each of the following aspects about handling of the emergency: <ul style="list-style-type: none"> • Command and control • Communications • Life safety • Property protection • Coordination with internal/external parties • Media relations • Recovery and restoration • Identify loss and damage, insurance and liabilities • Identify gaps and failures and recommend ways and means to improve on capabilities and preventing reoccurrence and dealing with the emergency • Identify wrong-doer(s) and recommend disciplinary or restitution actions • Present the investigation report as the prescribed format and communicate the findings to management and relevant stakeholders as required • Review findings of the investigation with relevant authorised parties to: <ul style="list-style-type: none"> • Identify root causes of the emergency • Evaluate design effectiveness of policies, procedures and guidelines and contingency plans • Evaluate operational readiness, efficiency and effectiveness • Evaluate loss and damage caused by the emergency • Develop further actions • Follow through with further actions until the issuers are resolved
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Carry out a comprehensive post-incident review to identify the root causes of the emergency; and • Follow through with management decisions to prevent re-occurrence and enhance capabilities as well as carry out further actions to resolve issues
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Perform periodic reviews to ensure the effectiveness and efficiency of guarding operations
Code	107747L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing guarding operations of an organisation. It covers the abilities to establish a program to carry out periodic reviews to ensure the effectiveness and efficiency of guarding operations.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical requirements for performing periodic reviews of guarding operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Evaluate the laws and regulations relevant to guarding operations, which should include but not be limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Personal Data (Privacy) Ordinance, Cap 486 • Evaluate the organisation's duty of care and third party responsibilities with regard to maintaining safety and security of sites under protection • Identify security threats and risks • Analyse the guarding services plan • Analyse the policies, procedures and guidelines and contingency plans in relation to guarding operations • Analyse the terms and conditions of the service level agreements • Evaluate the manpower and resources available for guarding operations <p>2. Perform periodic reviews to ensure the effectiveness and efficiency of guarding operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Formulate policies, procedures and guidelines for the reviews • Establish the review program • Establish a recording system to track the outcomes of reviews • Deploy adequate manpower to perform periodic reviews • Develop measures and controls to ensure that personnel deployed for periodic reviews are properly trained • Develop measures and controls to ensure that periodic reviews are conducted in compliance with relevant policies, procedures and guidelines • Develop measures and controls to ensure that details of each review, the findings, as well as decisions and follow-up actions are properly recorded • Carry out a holistic review of the design effectiveness and operational effectiveness and efficiency of guarding operations upon the instruction/request of management or once every 2 – 3 years • Discuss the review outcomes with management and obtain their support and endorsement of the recommended actions • Follow through with management decisions/instructions • Keep proper records of the above actions and outcomes

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Establish a review program and policies, procedures and guidelines for conducting reviews of guarding operations; and• Perform a holistic review about design effectiveness and operational efficiency and effectiveness of guarding operations upon management instruction/request or at least once every 2-3 years; and• Follow through with management decisions/instructions and keep proper records about the reviews and decisions/actions.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Liase with clients about guarding services
Code	107748L3
Range	This unit of competency applies to security personnel at managerial level responsible for managing guarding operations of a company holding a Type I security company license in Hong Kong. It covers the abilities to liaise with clients to effectively monitor service delivery in order to take timely actions to improve guarding services and/or agree on necessary changes to the service level agreements.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Explain laws and regulations and other requirements that will affect monitoring of the performance of guarding services</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Understand the laws and regulations that will affect guarding operations, which should include but not be limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Personal Data (Privacy) Ordinance, Cap 486 • Understand the organisation's duty of care and obligations with regard to maintaining safety and security of premises under protection • Explain the roles and responsibilities of guarding services • Explain the performance standards and service quality required • Explain the policies, procedures and guidelines and contingency plans relevant to guarding operations • Explain the terms and conditions of the service agreements with clients <p>2. Liaise with clients about guarding services</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Discuss and agree with clients on the methodology for assessing and the frequency of reporting about service delivery • Establish a mechanism to monitor complaints and feedback • Collect data and provide regular reports to the clients as required • Hold regular and ad hoc meetings at working level to address topical issues as they arise, with a view to identify opportunities for improvement and any additional or unnecessary requirements • Hold formal and regular review meetings with clients at a senior level with a view to: <ul style="list-style-type: none"> • Review the service and operations • Assess performance against service level agreements • Work together to resolve issues if the service does not meet service level agreements • Resolve any misunderstanding or over-expectation • Benchmark the service against other similar arrangements • Endorse variations to service level agreements • Approve budget projections • Report the discussions, decisions, actions and outcomes to management and other relevant parties

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Assess performance using prescribed methodology and provide regular reports to clients about service delivery as required; and• Hold regular meetings with clients to review and discuss and agree on ways and means to improve performance and any necessary changes to service level agreements.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Train security personnel to perform guarding services
Code	107749L4
Range	This unit of competency applies to security trainers who are responsible for training security personnel to perform guarding services. It covers the knowledge and skills required to train security personnel to perform guarding services.
Level	4
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Knowledge about training security personnel to perform guarding services:</p> <ul style="list-style-type: none">• Be proficient in the training requirements under the licensing conditions for security companies to provide guarding services in Hong Kong• Be proficient in the major roles and responsibilities and standard of conduct and behavior of security personnel involved in guarding services• Be proficient in the course outline of the QASRS (“Quality Assurance System for the Recognition Scheme”) Security Training Courses• Be proficient in best practices of guarding operations• Be proficient in best practices of adult training and learning• Possess the critical thinking skills to determine the training needs and evaluate training effectiveness• Possess the people skills and communication skills to deal with others• Possess the literacy skills to clearly and accurately prepare training materials• Possess the presentation skills to effectively transfer knowledge and skills

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Train security personnel to perform guarding services</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Assess and define training needs • Plan and design training based on needs identified • Develop training materials and lesson plans in accordance to the QASRS course outline and based on latest developments and best practices • Determine the mode, means and schedule of training, ensuring that relevant requirements of the QASRS are met • Use and/or operate various teaching and learning resources, which may include: <ul style="list-style-type: none"> • Blackboards, whiteboards and flipcharts • Overhead projection transparencies • Handouts • Videos • Multimedia • Any other tools and equipment relevant to guarding operations • Deliver training using various techniques of instruction, which may include: <ul style="list-style-type: none"> • Lecturing and explaining • Demonstration • Group work • Questioning • Discussion • Case studies • Role play • Use various means and techniques of evaluation in order to determine <ul style="list-style-type: none"> • Satisfaction level of trainees • Learning outcome at various stages of training • Manage the course-end examination as required under QASRS <ul style="list-style-type: none"> • Set multiple choice questions • Develop the marking scheme • Analyze the examination results • Review the evaluation outcome and examination results for continuous improvement of training
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Take system approach in managing training; • Ensure relevance, accuracy and currency of training materials; • Transfer knowledge and skills using various techniques of instruction; and • Evaluate training outcome, ensuring that the needs of the organization, the tasks and the trainees are met and that training will be continuously improved
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Coordinate training of security personnel for guarding services
Code	107750L3
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing guarding operations of an organisation or a premises. It covers the abilities to co-ordinate training of security personnel in order to ensure effective and efficient guarding operations to meet policies, procedures and guidelines as well as the training and licensing requirements of relevant laws and regulations.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about training for guarding operations:</p> <ul style="list-style-type: none"> • Be proficient in the roles and responsibilities and standard of conduct and performance of a security personnel holding a Security Personnel Permit for performing Category A and/or B security work in Hong Kong • Be proficient in laws and regulations relevant to guarding operations which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Be proficient in duty of care and third party responsibilities with regard to maintaining safety and security of sites under protection • Be proficient in the scope of guarding services • Be familiar with the service level agreements with the clients • Be proficient in the policies, procedures and guidelines relevant to guarding operations • Be proficient in best practices for adult training and learning • Be proficient in training resources for guarding services in Hong Kong • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Competency	<p>2. Co-ordinate training of security personnel for guarding operations</p> <p>Be able to:</p> <ul style="list-style-type: none">• Identify training needs of various roles/posts, and in particular, training requirements for a company holding a Type I security company license for providing guarding services in Hong Kong• Determine training budgets available• Identify internal and external training resources available• Evaluate the quality of various training resources• Develop the training programs for various roles/posts• Obtain the endorsement of management and stakeholders about the training programs and budget approvals• Publish the training programs and specify mandatory and optional training for various roles/posts• Monitor and maintain records about the enrolment, attendance, completion and certification of training of the security personnel• Conduct periodic reviews to ensure relevance of the training programs to armoured transportation and training effectiveness using various means and techniques of evaluation• Control and ensure the effective and efficient use of the training budgets
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none">• Establish training programs to meet the training needs and objectives and relevant legal and regulatory requirements for providing guarding services in Hong Kong;• Ensure that training is effective and efficient and achieve the desired outcomes; and• Conduct periodic reviews for continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Perform progressive guarding services (Note: extended basic training in addition to QASRS)
Code	107751L2
Range	This unit of competency applies to frontline security personnel responsible for performing guarding services at a premises and has accumulated a certain level of job experiences. It covers the knowledge and skills required to perform progressive guarding services in accordance to established policies, procedures and guidelines relevant to the premises.
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge about progressive guarding services:</p> <ul style="list-style-type: none"> • Be proficient in the roles and responsibilities of a security personnel for guarding services • Be proficient in the policies, procedures and guidelines relevant to guarding services • Be proficient in the standards of conduct and performance of security personnel for guarding services • Be proficient in laws and regulations giving the performance of guarding services • Be proficient in data privacy provisions relevant to guarding services • Be proficient in health and safety provisions relevant to guarding services • Be proficient in fire safety provisions relevant to guarding services • Possess the decision making skills to determine and respond to dynamic situations • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Perform progressive guarding services</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Acquire the knowledge and skills required through proper training and on the job experiences • Exhibit the standards of conduct and behaviour required of a security personnel for guarding services • Exercise decision making skills and take appropriate actions in response to fire and emergencies • Observe all data privacy provisions whilst carrying out guarding services • Observe all fire safety precautions and prevention measures at work • Observe all relevant health and safety provisions at work • Observe all relevant traffic provisions whilst enforcing traffic controls and measures on private roads • Observe all relevant provisions whilst carrying out searched and arrest actions • Handle customer enquiries and complaints with tact and professionalism • Maintain proper and accurate records of all activities, incidents and emergencies
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to :</p> <ul style="list-style-type: none"> • Equip oneself with the required knowledge and skills of an experienced security personnel for guarding services; and • Complete the assigned tasks in accordance to policies, procedures and guidelines and relevant laws and regulations.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Handle emergency situations according to pre-established procedures (Note: extended basic training in addition to QASRS)
Code	107752L2
Range	This unit of competency applies to frontline security personnel responsible for performing guarding services at a premises and has accumulated a certain level of job experiences. It covers the abilities to decide and take appropriate actions at the outbreak of emergencies in accordance to laid-down policies, procedures and guidelines as well as contingency plans relevant to the premises.
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge about handling of emergency situations:</p> <ul style="list-style-type: none"> • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Be proficient in the function and operation of relevant systems, devices and equipment • Be proficient in the protocol and operation of systems, devices and equipment for effective communications with internal and external parties • Be proficient in the function and operation of government emergency services and relevant other non-government bodies • Possess the decision making skills to determine and respond to dynamic situations • Possess the people skills and communication skills to deal with other • Possess the literacy skills to clearly and accurately record information and activities <p>2. Handle emergency situations according to laid-down policies, procedures and guidelines as well as contingency plans</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify the types of emergency according to the situation • Determine the impact on life safety, property and business operations • Report swiftly and clearly to the security control and/or the supervisor of the situation • Seek assistance and support where necessary • Report (if not already done by the security control) swiftly and clearly to government emergency services such as the police, fire services and ambulance services and/or other relevant non-government bodies about what happened, the location and the assistance needed • Take appropriate actions to protect life and property • Provide support and assistance to government emergency services and other non-government agents upon their arrival • Work with internal and external parties to contain the situation and resume normal operations as soon as possible • Maintain close and effective communications with all internal and external parties at every stage • Keep security control and/or the supervisor updated of developments at all time • Record and report all the activities, decisions and actions

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Handle emergency situations promptly and effectively and maintain close communications and coordinated actions with all internal and external parties involved; and• Adhere to laid-down policies, procedures and guidelines as well as relevant contingency plans.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Guarding Services

Title	Perform basic guarding services for QASRS
Code	107753L1
Range	This unit of competency applies to frontline security personnel responsible for performing guarding services at a premises. It covers the knowledge and skills required to perform basic guarding services in accordance to the instructions and guidelines of the QASRS ("Quality Assurance System for the Recognition Scheme of Security Training Courses").
Level	1
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about basic guarding services for QASRS:</p> <ul style="list-style-type: none"> • Understand the roles and responsibilities of security personnel for guarding services • Understand the laws and regulations relevant to guarding services • Understand the health and safety requirements for guarding services • Understand the standards of conduct and performance of security personnel for guarding services • Understand the policies, procedures and guidelines for guarding services at the premises under protection <p>2. Perform basic guarding services for QASRS Be able to undergo the learning of the following contents and attain the learning outcomes:</p> <ul style="list-style-type: none"> • Role, General Duties and Responsibilities of a Security Guard: <ul style="list-style-type: none"> • The role and functions of security guards: to prevent and minimize loss and damage to life and property • Major duties and responsibilities including: <ul style="list-style-type: none"> • prevention of unauthorized access to premises and properties • registration of visitors and taking precautionary measures to protect the personal data from being disclosed to unauthorized persons/parties • regulating movement of persons and vehicles on private roads • taking proper steps to impound unauthorized vehicles in accordance to the Road Traffic (Parking on Private Roads) Regulations Cap. 374 • patrolling • prevention and detection of crimes and accidents • preventing valuable assets from damage • reporting and recording incidents properly • handling emergencies in accordance to the contingency plan as set out by the employer • monitoring of security systems • keeping of keys properly • being acquainted with the assignment instructions as set out by the employer • Conduct and Behaviour <ul style="list-style-type: none"> • not to sleep, take alcoholic drinks and participate in any improper activities in the execution of his/her duties • not act contrary to the requirements of his/her duties as a security personnel, such as being negligent, or remiss in the execution of his/her duties • be punctual to work, clock in and out or sign on and off in the attendance book • be polite • not to go off duty until handing over to staff of the next shift • to maintain good public relations with clients • Uniforms and Equipment <ul style="list-style-type: none"> • Uniforms

- Wear the right type of uniform
- Keep and maintain the uniform in a good condition
- Equipment
 - Types and use of general equipment including but not limited to the use of CCTV, radio, recording and patrolling systems, etc.
 - Knowledge of operation of equipment
- Legal Responsibilities and Relevant Legislation
 - Security and Guarding Services Ordinance (Cap. 460)
 - To notify the Commissioner of Police in writing of:
 - any change of employer, unless he/she is employed by a Licensed Security Company; and
 - Any institution of criminal proceedings against him/her within 14 days after the relevant event has occurred
 - Understands:
 - that one has to carry the security personnel permit at all times when on duty; and to produce this permit for inspection on demand by any police officer
 - that one can only perform the type(s) of security work as specified in the Security Personnel Permit
 - that one must not work over 372 hours per month and must not normally work over 12 hours per day
 - the basic functions and activities of the Security Companies Inspection Unit and Police Licensing Office
 - Personal Data (Privacy) Ordinance (Cap. 486)
 - The importance of the Ordinance and registration of visitors in the following manner:
 - not to place and keep the registration book open at the guard counter
 - to take all possible security measures to prevent visitors from gaining access to the personal information/data of the previous visitors
 - to store the registration book properly after registration
 - Criminal Procedure Ordinance (Cap. 221) governing arrest and use of force
 - Understands that:
 - a security guard has no more authority than a general citizen, and has no power of search
 - one has to call the Police immediately in case of occurrence of any crime
 - one can only arrest under safe conditions and must use minimum force when effecting an arrest
 - Able to maintain politeness when questioning the suspects, or effecting an arrest with minimum force
 - Road Traffic (Parking on Private Roads) Regulations (Cap. 374)
 - The condition that one can only impound/tow a vehicle at the "Restricted Parking Area" of a private road under the following conditions:
 - the vehicle is parked without authorization and the driver cannot be located
 - the driver is unable to remove the vehicle, or refuses or fails to remove the vehicle on being requested to do so by the owner of the private road concerned, or an authorized officer in respect of the road
 - Understands that one can only use an approved immobilization device to impound unauthorized vehicle
 - Has the basic knowledge of impounding, removal and storage charges
 - Prevention of Bribery Ordinance (Cap. 201)
 - The importance of the Ordinance so as to refrain from:
 - acceptance of money and benefit from clients or contractors in carrying out his/her duties
 - soliciting of money or benefits in any form
 - Smoking (Public Health) Ordinance (Cap. 371)
 - The knowledge of which area is designated as "No Smoking Area" in the

work site

- The following handling procedures, when smoking in a “No Smoking Area” is discovered:
 - to indicate to the offender that smoking is prohibited in the “No Smoking Area”
 - to request the offender to extinguish the cigarette/tobacco product
 - if the offender refuses to extinguish the cigarette, request him to leave the “No Smoking Area”
- Noise Control Ordinance (Cap.400)
 - The knowledge of the Ordinance:
 - that one should not make or cause to be made any noise which is a source of annoyance to any person
 - that it is an offence if one being the owner, tenant, occupier or person in charge of any domestic premises who knowingly permits or suffers noise which is a source of annoyance to any person within a designated period of time as stated in the Ordinance
 - To know:
 - the various kinds of noise producing activities which are prohibited within a designated period of time as stated in the Ordinance; and
 - the proper way of handling noise complaints in Domestic Premises or Public Places
- Fire Prevention and Procedures
 - Fire Prevention
 - the major causes of fire such as careless disposal of lighted cigarettes, etc.
 - use and maintenance of fire services installations
 - fire prevention including the importance of smoke doors
 - Handling Procedures
 - the proper procedures in the use of fire services installations
 - the proper steps to be taken in case of fire
 - degrees and kinds of fire: handling of small local fire
 - information required in a fire report
 - evacuation procedures
- Handling of Emergencies
 - remain calm in case of emergency
 - report case to the Police and supervisor and seek for assistance when emergency occurs
 - provide all possible assistance to law enforcement officer/technician, etc.
 - take appropriate steps according to contingency plans to cope with different types of emergencies as below:
 - all criminal activities
 - fire outbreak
 - sick or injured person
 - electricity failure
 - gas leakage
 - lift failure
 - typhoon
 - flooding
 - bombs or suspicious objects
 - sounding of burglar alarm
 - suspicious persons
 - crowd control
 - falling objects
 - collapse of building parts
- Reporting and Recording
 - book on and off duty punctually and with accuracy and legibility
 - hand over duty by recording in the occurrence book
 - record every event happening in the work site in the occurrence book
 - take appropriate follow-up action to solve the problems

	<p>report promptly important incidents to supervisor or responsible person for follow-up action</p> <ul style="list-style-type: none"> • Access Control and Patrolling Able to: <ul style="list-style-type: none"> • prevent unauthorized access • pay special attention to stranger who follow residents into the building • conduct patrols and be familiar with the work site • record and report patrol results • Health and Safety & Courtesy and Customer Relations <ul style="list-style-type: none"> • Understands that a security guard can also contribute to safety and health in the work site • Able to follow the proper work procedures in observing safety rules • Aware of the potential dangers at work sites • Understands the importance of being polite and courteous while on duty
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Equip oneself with the required knowledge and skills of a security personnel for guarding services; and • Perform basic guarding services in accordance to the instructions and guidelines of QASRS.
Remark	<p>The course provider of this level should be accredited for providing a security training course that has met the requirements for quality assurance as endorsed by the SGSIA. Any person achieving this level is deemed to have satisfied the requirement for proficiency in security work when applying for Categories A, B & C SPP</p>

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Title	Plan and prepare for close protection operations
Code	107754L5
Range	This unit of competency applies to security personnel at managerial level responsible for planning and preparation of close protection operations. It covers the abilities to conduct threat and risk assessment and develop and implement the close protection service plan for the safety and security of the client under protection.
Level	5
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about close protection operations</p> <ul style="list-style-type: none"> • Be proficient in best practices of close protection • Be proficient in the concepts and skills of risk profiling and risk assessment • Be proficient in the principles and concepts about the safety and security of premises and transportation • Be proficient in the core principles and best practices of information security • Possess the people skills and communication skills to liaise and co-ordinate with the clients and others • Be familiar with the concepts and skills for resource planning and budgeting <p>2. Plan and prepare for close protection operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Conduct threat and risk assessment <ul style="list-style-type: none"> • Compile the client's risk profile and collate information about the client's activities during the protection period • Identify potential threats, vulnerabilities and risks against the client • Determine the scope and level of protection required • Develop and implement a close protection plan to mitigate threats, vulnerabilities and risks <ul style="list-style-type: none"> • Determine the budget and resources required • Determine and set up protection measures for static environment • Determine travel arrangements, modes of transportation and routes and make alternative plans • Determine and arrange protection measures for public appearances and venues • Confirm the scope, objectives and security and contingency arrangements of the close protection plan with the client and other relevant parties • Determine and set up protocols with the client, with the media and other relevant parties • Determine and develop relevant policies, procedures and guidelines • Communicate the plan, the protocols and relevant policies and procedures to the client and others with a need to know • Carry out attack drills to ensure operational readiness

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Be able to identify threats, vulnerabilities and risks using best practices in risk profiling and risk assessment• Be able to set up and/or plan for effective protection measures to mitigate the threats, vulnerabilities and risks identified;• Be able to effectively communicate and confirm with the client and other relevant parties the protection measures, the protocols and the objectives of the close protection plan• Be able to coordinate and carry out attack drills in order to ensure operational readiness of the close protection plan
Remark	Pre-requisite: <ul style="list-style-type: none">• Supervise close protection operations

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Title	Compile a threat and risk assessment for close protection
Code	107755L5
Range	This unit of competency applies to managerial personnel for overall planning and designing threat / risk assessment for close protection. It covers the abilities to assess and recommend on the required scope and level of measures for close protection based on his / her sharp and smart instinct for security awareness.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about close protection: <ul style="list-style-type: none"> • Familiar with the general and effective measures for close protection • Understand the organisation's resources • Possess the abilities for sharp security awareness such as manpower required, size of protective area and posts • Possess the analytical and assessment skills for a wide range of scenarios 2. Compile a threat and risk assessment for close protection <p>Be able to:</p> <ul style="list-style-type: none"> • Consolidate the requirements from VIP regarding his / her personal needs, and solicit further information and intelligence about the VIP from different sources • Compile a list of activities and visiting sites of the VIP to identify possible threats, e.g. visitors to meet and nature of activities to participate • Assess VIP potential threats based on factors such as potential criminal acts, likely occurrence of incidents and sudden untoward incidents • Make recommendations on the scope and level of protective measures, including: <ul style="list-style-type: none"> • Searching of sites / vehicles • Size of protective circle • Manpower (1, 2 or more body guards) and protection tactics • High or low profile protection approach • Equipment to be used, etc. • Compile a full operational order based on the above considerations and decisions 3. Exhibit professionalism <ul style="list-style-type: none"> • Always present a professional image to members of the public and colleagues while compiling threat & risk assessment for the VIP
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the abilities to:</p> <ul style="list-style-type: none"> • Able to compile an effective operational order for the protection of VIP in different circumstances
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Title	Formulate close protection strategies
Code	107756L5
Range	This unit of competency applies to managerial personnel working in the head offices and responsible for overall planning and designing. It covers the abilities to formulate a set of appropriate and feasible close protection strategies based on the findings after a treat and risk assessment for the VIP in concern.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about strategies for close protection: <ul style="list-style-type: none"> • Understand the prescribed scope and level of VIP protective measures • Understand the organisation's available resources and flexibility in providing related protection services • Possess the ability to effectively communicate and liaise with the VIP regarding his / her protection needs and preferences • Possess the creativity and ingenuity in formulating and implementing effective close protection measures. 2. Formulate close protection strategies <p>Be able to:</p> <ul style="list-style-type: none"> • Consolidate the requirements for protection services of the VIP in concern, such as: <ul style="list-style-type: none"> • The VIP's desire to keep a high or low profile in public events • The public image as desired by the VIP • Whether close contact with the public is preferred • Solicit further information and intelligences about the VIP in concern • Identify the possible risks and threats that may be encountered by the VIP • Formulate appropriate protective strategies for close protection based on requirements and risk assessment results, such as but not limited to the followings: <ul style="list-style-type: none"> • Establish a close protection team with sufficient manpower, clear reporting structure and duty assignments • Provide close body guarding with appropriate tools and equipment to tackle possible attacks • Provide walking escort with sufficient manpower to prevent the VIP from being attacked • Provide vehicles escort with sufficient manpower and arrangements to handle possible attacks and car ambush, such as adding a rear car on top of the VIP car • Safeguarding the VIP's accommodation, office, or activity venues to prevent strange visitors • Formulate procedures to safeguard the VIP and arrange for evacuation in case of emergency • Arrange team members to take up 24 hours standby on call duty, if deemed necessary • Consolidate the above proposals as a set of close protection strategies and submit to management for consideration 3. Exhibit professionalism <ul style="list-style-type: none"> • Always keep a professional attitude and judgments in formulating the VIP protective strategies • Always take into consideration the 3R principles - Recognize, Response and Reinforce while formulating the VIP protective strategies

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Able to formulate appropriate and feasible protective strategies for the VIP in concern; and• Able to cater for the protection needs of the VIP based on available budget and resources
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Title	Develop security and contingency plans, procedures and protocols, including physical security of the close protection environment
Code	107757L5
Range	This unit of competency applies to managerial personnel working in the head offices and responsible for overall planning and designing. It covers the abilities to develop a set of planning and procedures for close Protection including security and contingency plans, procedures, protocols, etc.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about planning and procedures for close protection:</p> <ul style="list-style-type: none">• Familiar with the general and effective arrangements for close protection• Get hold of the detailed requirements for protecting the VIP in concern• Understand the organisation's available resources and flexibility in providing related protection services• Possess the analytical and assessment skills to plan for a wide range of scenarios• Possess the ability to liaise and co-ordinate with various internal and external parties through proper procedures and protocols• Familiar with the objectives and advantages of security advance protection

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Competency	<p>2. Develop security and contingency plans, procedures and protocols, including physical security of the close protection environment</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Prepare for the planning of close protection, including: <ul style="list-style-type: none"> • Identify the sites and venues to be visited by the VIP • Confirm the mode of travel or vehicles to be used by the VIP • Capture the attitudes of the VIP towards security protection • Conduct related threat and risk assessments • Develop the security and contingency planning for close protection, including: <ul style="list-style-type: none"> • Work out the detailed operations for security protection • Set up the command post and communication centre, if necessary • Lay down job and duty assignments of protection team members • Spot the venues / vehicles that need searching and guarding • Identify the location of facilities in venues visited by the VIP, such as fire extinguishers, safe haven, etc. • Lay down contingency measures to cater for emergencies • Develop details procedures and protocols for close protection, such as: <ul style="list-style-type: none"> • Confirm the event run-down of the VIP's activity and inform all members the steps to follow in the protection operation • Confirm the close protection modes and actions for different scenarios such as staying in a venue, in transit, whilst embus and debus, etc. • Stick to all pre-arrangements such as the prescribed itinerary and security measures as far as possible • Lay down the essential protocol elements in promoting a professional image such as the physical appearance, conduct and behaviour of the protection team members • Specify the detailed guidelines, requirements and good practices for the above protocol elements • Monitor team members to ensure they will observe the above security and contingency plans, and follow the procedure and protocol guidelines <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Always contribute the greatest effort and consideration in the planning tasks for close protection
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Can develop appropriate security and contingency planning for protection of the VIP in concern; and • Can also develop appropriate procedures and protocols for physical security of the close protection environment
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Title	Manage manpower planning for close protection
Code	107758L5
Range	This unit of competency applies to managerial personnel working in the head offices and responsible for overall planning and designing. It covers the abilities to formulate appropriate manpower planning for the organisation's close protection services, which should be effective and tailored according to budget and other constraints.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about manpower planning for security protection services: <ul style="list-style-type: none"> • Understand the requirements of the VIP towards the nature, scope and depth of the desired protection services • Familiar with the status and trend of manpower supply in the security services industry, both in terms of quantity and quality • Possess the ability to co-ordinate the duty of different members in a close protection team • Possess the ability to communicate and deal with different levels of security industry in-service personnel 2. Manage manpower planning for close protection <p>Be able to:</p> <ul style="list-style-type: none"> • Solicit and confirm the details of agreements and arrangements for protection services between the VIP and the organisation • Conduct a thorough assessment of the organisation's present and the future estimated manpower resources • Optimise staffing arrangement for the close protection services to avoid understaffing or overstaffing • Define and design the job requirements and description for close protection services, which may include the following postings: <ul style="list-style-type: none"> • Security manager and assistant security manager • Team in-charge • Close bodyguard • Members of the security advance party • VIP car or rear car drivers • Other members in the Operation Control Room (OCR), if established • Tabulate the skills and qualifications requirements for candidates to take up the above jobs • Deploy suitable employees from the existing pool for the designated posts • Formulate long-term plans for replacement of the chosen candidates 3. Exhibit professionalism <ul style="list-style-type: none"> • Always stick to the principle that manpower planning is the process of placing the most suitable number of employees at the most apt jobs in the most appropriate time frame • Always strike a proper balance between the protection needs of the VIP and the organisation's resources in manpower planning
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Able to formulate an appropriate manpower planning satisfying the protection requirements of the VIP; and • Able to effectively deploy the manpower resources of the organisation
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Title	Supervise close protection operations
Code	107759L4
Range	This unit of competency applies to security personnel at supervisory level and above. It covers the knowledge and skills required to supervise a team of security personnel to perform close protection operations.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about supervising close protection operations</p> <p>Be able to</p> <ul style="list-style-type: none"> • Understand the provisions of the Employment Ordinance about employment contract, leave and rest days, reward and compensation, disciplinary actions and summary dismissal • Understand the scope, objectives and principles of the close protection plan agreed with the client • Describe the concepts and skills to command and control security personnel deployed for close protection operations to accomplish close protection roles/tasks and handle incidents and emergencies • Describe the concepts and skills for coaching and training of security personnel deployed for close protection operations to further develop the capability of the team in carrying out close protection roles/tasks <p>2. Supervise a team of security personnel deployed for close protection operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Coordinate and deploy security personnel and equipment for close protection roles/tasks <ul style="list-style-type: none"> • Assign roles/tasks by taking into considerations the working hours, rotation requirements, individual capabilities and other relevant attributes • Communicate the roles and responsibilities, procedures for performing the roles/tasks and the expected outcome • Acknowledge and balance the needs of the task, team and individual where possible • Monitor performance and reward and punishment <ul style="list-style-type: none"> • Monitor performance to ensure compliance with the laid-down policies, procedures and guidelines as well as contingency plans • Recognise and reward good performance • Coach team members about shortcomings and take disciplinary actions against serious failures and mistakes where necessary • Give direction and support to the team when needed <ul style="list-style-type: none"> • Provide direction in the event of an emergency where necessary • Provide guidance and support in handling customer complaints and resolving problems • Review performance outcome for continuous improvement <ul style="list-style-type: none"> • Examine reports to ensure proper records of all incidents • Investigate incidents to identify gaps and failures and take corrective actions where necessary • Identify training needs and provide training to further develop the team • Provide feedback to line management to improve the close protection operations and policies and procedures

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Command and control the team to effectively perform close protection operations according to the laid-down policies, procedures and guidelines as well as contingency plans;• Uphold the conduct and behaviour and service quality of the team at a high standard at all time;• Direct and support the team to handle incidents and emergencies and resolve conflicts; and• Conduct reviews to identify areas for continuous improvement of the team and the close protection operations.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Title	Manage attack drills for close protection
Code	107760L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing close protection operations. It covers the abilities to coordinate attack drills of close protection operations in order to confirm the readiness and capabilities of the plans and operations for close protection.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about managing attack drills for close protection</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Describe the scope of close protection services and the roles and responsibilities of different roles/tasks • Describe the policies, procedures and guidelines as well as contingency plans for close protection • Describe the requirements of relevant laws and regulations, which should include but not limited to: <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Legal provisions with regard to “searches”, “use of force” and “making an arrest” • Describe the terms and conditions of the service level agreements with the client • Describe the close protection operations plan • Describe best practices in coordinating attack drills for close protection <p>2. Manage attack drills for close protection</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Prepare for performing the attack drills by analysing details of the close protection operations plan to identify components/scenarios requiring to be drilled on • Select the types of drills which may include: <ul style="list-style-type: none"> • Table-top drills • Walk-through drills • Functional drills • Develop and monitor the program of drills, taking a progressive approach from individual component to functional drills • Plan and monitor the implementation of the plan to prepare for the drills which should include: <ul style="list-style-type: none"> • Develop scenarios • Set up the necessary facilities and operations • Appoint the facilitator(s), assessors and observers • Develop measures and controls to keep track of attendance and performance during the drills • Develop measures and controls to maintain proper records about details of the drills • Monitor operations during the drills to identify any gaps and issues regarding the close protection operations plan and capabilities • Follow-up on gaps and issues identified until they are resolved • Evaluate the effectiveness of the drills based on participant’s feedback and their performance during the drills for future improvement

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Develop and monitor the performance of attack drills in order to ensure effectiveness of the design of the close protection operations plan and readiness of operations in handling contingencies associated with providing close protection to the client
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Title	Perform close protection operations
Code	107761L3
Range	This unit of competency applies to security personnel responsible for providing close protection to clients. It covers the abilities to maintain the safety and security of the clients under protection and to make swift and adequate responses to incidents and emergencies in order to safeguard the clients.
Level	3
Credit	1
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about close protection operations <ul style="list-style-type: none"> • Understand the laws and regulations relevant to close protection • Understand the roles and responsibilities of a close protection operative • Understand the close protection plan agreed with the client and its objectives and principles • Be familiar with best practices of close protection • Be familiar with safety and security principles and measures for premises and means of transportation • Possess the people skills and communication skills to liaise and co-ordinate with the client and others • Possess the decision-making skills for making swift and adequate responses to threats and emergencies 2. Maintain the safety and security of the client under protection <p>Be able to:</p> <ul style="list-style-type: none"> • Maintain close protection for the client under various circumstances including but not limited to: <ul style="list-style-type: none"> • Whilst in a static environment • Whilst on foot • Whilst in transit • Identify and respond to potential conflicts • Respond to threats and attacks against the client • Respond to medical emergencies • Maintain effective communication with the client and others
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Maintain effectively the safety and security of the client under various circumstances, using best practices in close protection; • Make swift and adequate responses to threats and emergencies in accordance to the objectives and principles of the close protection plan agreed with the client; and • Observe protocols and maintain effective communications with the client and others, ensuring clear understanding of the purpose of each action and the roles and responsibilities of parties involved
Remark	<p>Pre-requisite:</p> <ul style="list-style-type: none"> • Perform basic guarding services (QASRS) • Handle incidents and emergencies • Work with government/non-government agencies and understand the legal system and laws and regulations relevant to security guarding

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Title	Perform static protection for VIP
Code	107762L3
Range	This unit of competency applies to designated personnel responsible for providing static protection to VIP. It covers the abilities to provide personal protection to VIP while performing static post duties with professional judgments of the situation and proficient skills in safeguarding the VIP from being get hurt or affected.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about static protection for VIP: <ul style="list-style-type: none"> • Understand the prescribed static post duty guidelines of the organisation • Understand one’s own role in safeguarding the VIP in general • Understand safety and emergency procedures in particular environment • Possess the judgments and skills to react quickly to any sudden events • Familiar with legislations related to “Use of Force” 2. Perform static protection for VIP <p>Be able to:</p> <ul style="list-style-type: none"> • Prepare for possible attacks / harassments to the VIP, such as: <ul style="list-style-type: none"> • Familiarize with the physical features of the entire venue • Familiarize with possible escape routes • Familiarize with safe places in the proximity • Explore evacuation routes and medical care centre • Explore re-enforcement and back-up services • Handle actual attacks / harassments to VIP, such as: <ul style="list-style-type: none"> • Adopt quick response to protect the VIP from physical attacks • Act accordance to guidelines and within legal boundaries • Use minimum / suitable force to safeguard the VIP • Escort / lead the VIP away from the scene to a safe / designated place • Record and report to management about the incident of attack or harassment afterwards 3. Exhibit professionalism <ul style="list-style-type: none"> • Always present a professional image to members of the public and colleagues while carrying out close protection duties • Always handle the attacks / harassments to the VIP according to prevailing legislations
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the abilities to:</p> <ul style="list-style-type: none"> • Able to effectively safeguard the VIP from being attacked or harassed; and • Able to carry out static protection for VIP effectively
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Title	Perform close protection for VIP whilst in transit
Code	107763L3
Range	This unit of competency applies to designated personnel responsible for providing close protection to VIP whilst performing pedestrian escort. It covers the abilities to provide close protection to VIP engaging in vehicle transit maneuver with professional judgments of the situation and proficient skills in safeguarding the VIP from being get hurt or affected.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about essential elements of providing close protection for VIP engaging in vehicle transit maneuver: <ul style="list-style-type: none"> • Understand the prescribed close protection guidelines of the organisation • Understand one's own role in the vehicle escort for the VIP • Familiar with the safety and emergency procedures to be observed • Understand safety and emergency procedures in particular environment • Possess the proper judgments and skills to react quickly to sudden events • Familiar with related legislations and regulations 2. Perform close protection for VIP engaging in vehicle transit escort maneuver <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Plan for the possible attacks or car ambush during the vehicle travelling route • Prepare for the VIP's vehicle escort, such as: <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Familiarise with the special features along the route • Familiarise with possible escape methods and means • Familiarise with safe places in the proximity • Familiarise with the team work in the convoy and responsibilities of different team members in the VIP and front / rear cars • Stick to one's own assigned position and responsibilities while travelling • Take care of special dangerous positions and narrow locations along the route • Keep close observation of the environment while travelling • Determine and change the vehicle travelling routes as appropriate • Explore re-enforcement and back-up services • Handle actual attacks / harassments to VIP, such as: <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Adopt quick response to protect the VIP from physical attacks • Select and use appropriate personal protection equipment • Select appropriate escape methods, i.e. on foot or by the front / rear car • Use appropriate evasive and / or defensive driving tactics for escaping, as necessary • Escort / lead the VIP away from the scene to a safe /designated place • Act accordance to guidelines and within legal boundaries • Record and report to management about the incident of attack or harassment afterwards 3. Exhibit professionalism <ul style="list-style-type: none"> • Always present a professional image to members of the public and colleagues while carrying out close protection duties • Always handle the attacks / harassments to the VIP according to prevailing legislations

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Able to conduct effective vehicle escort drill; and• Able to know the appropriate steps in the evacuation situations; and• Able to arrange the position and operation of different members of the vehicle escort team
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Title	Perform pedestrian escort for VIP within a close environment
Code	107764L3
Range	This unit of competency applies to designated personnel responsible for providing close protection to VIP whilst performing pedestrian escort. It covers the abilities to provide personal protection to VIP engaging in pedestrian escort maneuver with professional judgments of the situation and proficient skills in safeguarding the VIP from being get hurt or affected.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about essential elements of providing close protection for VIP engaging in pedestrian escort maneuver:</p> <ul style="list-style-type: none"> • Understand the prescribed close protection guidelines of the organisation • Understand one's own role in the pedestrian escort for the VIP • Familiar with the safety and emergency procedures to be observed • Understand safety and emergency procedures in particular environment • Possess the proper judgments and skills to react quickly to sudden events • Familiar with legislations related to "Use of Force" <p>2. Perform close protection for VIP engaging in pedestrian escort maneuver Be able to:</p> <ul style="list-style-type: none"> • Plan for the possible attacks or harassments along the pedestrian route • Prepare for the VIP's pedestrian escort, such as: <ul style="list-style-type: none"> • Familiarise with the physical features along the pedestrian route • Familiarise with possible escape methods and means • Familiarise with safe places in the proximity • Familiarise with the team work in the positioning and responsibilities of different team members • Stick to one's own assigned position within the team while walking • Take care of special crowded or narrow locations • Keep observing the environment , the crowd and any special stranger • Explore re-enforcement and back-up services • Handle actual attacks / harassments to VIP, such as: <ul style="list-style-type: none"> • Dissuade people politely from getting too close to the VIP • Stop any stranger to approach the VIP by oneself or together with other team members • Adopt quick response to protect the VIP from physical attacks • Select and use appropriate personal protection equipment • Select appropriate escape methods, i.e. on foot or by car • Escort / lead the VIP away from the scene to a safe /designated place • Act accordance to guidelines and within legal boundaries • Record and report to management about the incident of attack or harassment afterwards <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Always present a professional image to members of the public and colleagues while carrying out close protection duties • Always handle the attacks / harassments to the VIP according to prevailing legislations

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Able to conduct effective pedestrian escort drill; and• Able to know the appropriate steps in the evacuation situations; and• Able to arrange the position and operation of different members of the pedestrian escort team
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Title	Perform pedestrian escort for VIP whilst embus and debus
Code	107765L3
Range	This unit of competency applies to designated personnel responsible for providing close protection to VIP whilst embus and debus. It covers the abilities to provide personal protection to VIP engaging in embus and debus maneuver with professional judgments of the situation and proficient skills in safeguarding the VIP from being get hurt or affected.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about essential elements of providing close protection for VIP engaging in embus and debus maneuver:</p> <ul style="list-style-type: none"> • Understand the prescribed close protection guidelines of the organisation • Understand one's own role in the close protection team in the execution • Understand safety and emergency procedures in particular environment • Possess the judgments and skills to react quickly to any sudden events • Familiar with legislations related to "Use of Force" <p>2. Perform close protection for VIP engaging in embus and debus maneuver Be able to:</p> <ul style="list-style-type: none"> • Prepare for the VIP's departure and arrival, such as: <ul style="list-style-type: none"> • Familiarise with the physical features of the departure and arrival points • Familiarise with possible escape methods • Familiarise with safe places in the proximity • Familiarise with the team work in the execution of the embus and debus drill • Explore escape routes and medical care centre • Explore re-enforcement and back-up services • Handle actual attacks / harassments to VIP, such as: <ul style="list-style-type: none"> • Adopt quick response to protect the VIP from physical attacks • Select and use appropriate personal protection equipment • Select appropriate escape methods, i.e. on foot or by car • Escort / lead the VIP away from the scene to a safe /designated place • Act accordance to guidelines and within legal boundaries • Record and report to management about the incident of attack or harassment afterwards <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Always present a professional image to members of the public and colleagues while carrying out close protection duties • Always handle the attacks / harassments to the VIP according to prevailing legislations
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Able to conduct effective embus and debus drill; and • Able to know the appropriate steps in the evacuation situations; and • Able to arrange the position and operation of the convoy
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Title	Perform security searching and checking for close protection
Code	107766L3
Range	This unit of competency applies to designated personnel responsible for security searching and checking of venues and vehicles for close protection. It covers the abilities to ensure non-existence of threats or harms in the site being visited by and vehicles used to carry the VIP.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about searching and checking for close protection: <ul style="list-style-type: none"> • Understand organisation's prescribed guidelines and arrangements for close protection • Understand related legislations and regulations • Possess the knowledge for effective and efficient searching • Possess the technique in operating searching and detecting tools • Familiar with the properties of dangerous goods such as bombs, poisons, etc. • Familiar with the properties of spy tools such as camera, recorder, etc. 2. Perform security searching and checking for close protection <p>Be able to:</p> <ul style="list-style-type: none"> • Carry out preparation work for effective searching and checking, such as: <ul style="list-style-type: none"> • Arrange suitable and qualified employees to perform the tasks • Prepare personal tools and / or sophisticated technical surveillance counter-measures (TSCM) equipment • Prepare guidelines or conduct briefing sessions for the searching task • Conduct venues searching such as a function room or an activity site according to prescribed procedures and steps • Conduct vehicles searching by dividing the car into several major portions for detailed searching • Conduct parcel and / or letter checking to ensure the non-existence of dangerous or suspicious items • Contact the Police Department for searching and checking of other special spots or items, if required • Perform follow up tasks after the above searching and checking according to prescribed guidelines 3. Exhibit professionalism <ul style="list-style-type: none"> • Always conduct the searching tasks in a dedicated and professional manner without omitting any step
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the abilities to:</p> <ul style="list-style-type: none"> • Able to complete the venue / vehicle searching effectively and efficiency; and • Able to discover suspicious items during the searching and checking process
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Title	Coordinate advanced driver training for close protection
Code	107767L3
Range	This unit of competency applies to security personnel at supervisory and above level responsible for managing close protection operations. It covers the abilities to arrange for advanced driver trainings for drivers designated for driving vehicles for close protection.
Level	3
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge about driving vehicles for close protection Be able to:</p> <ul style="list-style-type: none"> • Understand the close protection arrangements of the organisation • Understand the special requirements for vehicle driving in the course of close protection • Identify training resources for advanced driver training for close protection <p>2. Coordinate advanced driver training for close protection Be able to:</p> <ul style="list-style-type: none"> • Identify the basic requirements for drivers in the close protection convoy to be trained, such as the general roles and responsibilities of drivers, and co-operation with other members of the close protection team • Identify the convoy driving techniques to be trained • Identify the special driving techniques to be trained in case of car ambush or other emergencies • Select appropriate training sources and methods based on the above requirements • Monitor and maintain records about the enrolment, attendance, completion and certification of training • Conduct reviews on training effectiveness using various means and techniques of evaluation • Control and ensure the effective and efficient use of the training budgets
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the abilities to:</p> <ul style="list-style-type: none"> • Coordinate proper training for drivers of the close protection teams to learn the necessary driving techniques to support close protection operations within the approved budgets; and • Conduct periodic reviews to ensure that the training is relevant and effective and meets the needs and objectives of close protection.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Close Protection Services

Title	Coordinate skills and use of equipment trainings for close protection
Code	107768L3
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing close protection operations. It covers the abilities to arrange skills and use of equipment trainings for close protection.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about the skills and use of equipment trainings for close protection Be able to:</p> <ul style="list-style-type: none"> • Describe the agreements between the organisation and clients for close protection • Understand the skills requirements for various close protection functions • Understand the common tools and equipment used for close protection • Identify training resources for the skills and use of equipment trainings for close protection <p>2. Coordinate skills and use of equipment trainings for close protection Be able to:</p> <ul style="list-style-type: none"> • Identify training needs of various roles/posts for close protection • Calculate training budgets available • Identify internal and external training resources available • Select the training resources based on factors such as relevancy, quality, cost, etc. • Develop the training resources for various roles/posts • Present the training proposals for obtaining the endorsement of management and stakeholders about the training programs and budgets • Communicate with/inform different stakeholders about the details of the available training programs (e.g. mandatory and optional training for various roles/posts) • Monitor and maintain records about the enrolment, attendance, completion and certification of training • Conduct reviews on training effectiveness using various means and techniques of evaluation • Control and ensure the effective and efficient use of the training budgets
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Coordinate training programs for security personnel deployed for close protection operations to acquire the skills and use of equipment trainings for close protection and manage training within the approved budgets; and • Conduct periodic reviews to ensure that the training is relevant and effective and meets the needs and objectives of close protection.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Design for safety and security of the security control
Code	107769L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing security control operations of an organisation. It covers the abilities to identify risks and design a safe and secure environment to support security control operations.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about safety and security of the security control:</p> <ul style="list-style-type: none"> • Understand the requirements for “Control Room” and “Central Alarm Monitoring Station” in “The matters to which the SGSIA shall have regard when determining an application for a security company license” if the organisation is a licensed security company in Hong Kong. • Understand the functions and scope of services of the security control • Understand the building infrastructure and security measures in place • Be familiar with the sites and electronic security systems being monitored • Be familiar with international standards about safety and security of security control • Be familiar with the legal and regulatory requirements in fire safety and occupational safety and health relevant to security control operations • Possess the skills and techniques to conduct risk assessment • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Design for safety and security of security control</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify the functions and scope of services of the security control • Assess risks associated with security control operations and plan on how to mitigate these risks • Balance between operational efficiency and effectiveness and the needs for security, fire safety and occupational safety and health • Key areas of consideration include: <ul style="list-style-type: none"> • Location • Building construction and access control measures • Layout and furniture • Security systems and devices to be deployed and to be monitored • Systems and devices to support operations, e.g. communications, record-keeping, and safe-keeping of records and properties, etc. • Building infrastructure to support operations, e.g. power supply, telecommunications, ventilation and temperature control, flooding control, etc. • Determine measures and budget requirements • Document the design plan • Obtain the endorsement of management and relevant parties
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Compile a design plan that will facilitate the efficient and effective operations of the security control; and • Ensure that the design of the security control also meets the needs of security protection, fire safety and occupational safety and health.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Develop procedures and guidelines for security control operations
Code	107770L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing security control operations of an organisation. It covers the abilities to develop procedures and guidelines to support the effective and efficient operations of security control.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about security control operations:</p> <ul style="list-style-type: none"> • Understand the functions and scope of service of security control • Be familiar with the sites and electronic security systems and devices monitored at the security control • Be familiar with best practices about security control operations • Be familiar with legal and regulatory requirements relevant to security control operations • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Establish policies and procedures to facilitate security control operations::</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify operations requiring procedures and guidelines • Develop procedures and guidelines for a specific operation <ul style="list-style-type: none"> • Determine the objectives of the operation • Determine the requirements of relevant laws and regulations • Determine service level agreement where relevant • Determine performance standards and service quality • Determine systems and devices involved and how to operate them • Determine occupational safety and health issues • Determine dependencies with other operations and parties involved in the operation • Determine step-by-step actions to perform the specific operation • Determine contingencies • Determine management reporting requirements • Determine requirements for record-keeping • Document the procedures and guidelines in the prescribed format and style as required by the organisation • Consult with relevant parties to ensure their completeness and effectiveness • Obtain the endorsement of management and relevant stakeholders • Publish the endorsed procedures and guidelines according to the organisation's laid-down policies and guidelines • Train staff to ensure compliance with the procedures and guidelines • Monitor performance to ensure continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Develop procedures and guidelines that will support the efficient and effective operations of the security control;; • Ensure that the procedures and guidelines meet legal and regulatory requirements as well as the expected service standards and quality; and • Ensure that the procedures and guidelines will be complied with and continuously improved continuously.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Develop contingency plans for security control operations
Code	107771L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing security control operations of an organisation. It covers the abilities to develop contingency plans for the malfunction and/or failure of security systems and/or equipment at the security control in order to ensure safety and security of the premises and minimize disruption to business operations.
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <p>1. Knowledge about contingency planning and security control operations:</p> <ul style="list-style-type: none"> • Understand laws and regulations relevant to guarding operations which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Understand duty of care and third party responsibilities with regard to maintaining safety and security of sites under protection • Be familiar with the nature and objectives of business of the organisation • Be familiar with the physical environment of the organisation and the safety and security measures • Be proficient in the physical security policy of the organisation • Be proficient in the safety and security measures of the organisation • Be proficient in the types of malfunction and/or failure associated with security control operations that may impact on safety and security of people and property and/or disrupt business operations • Be proficient in the concepts and skills in contingency planning • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Manage contingency planning for the malfunction and/or failure of the security control operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify the types of emergencies associated with the malfunction and/or failure of security control operations that will require contingency planning • Develop contingency plans to maintain safety and security and continuity of essential services • Document the contingency plans • Obtain the endorsement of management and other stakeholders • Put in place the necessary systems and resources to support the plans • Familiarise security personnel and relevant parties with the contingency plans through training, drills and exercises • Ensure that security personnel and relevant parties perform according to the plans in the event of emergencies • Perform periodic reviews of the contingency plans and the associated operations for continuous improvement

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Compile effective contingency plans that meet all legal and regulatory requirements in safety and security and minimise impact on business operations;• Ensure that security personnel and relevant parties perform according to the plans in the event of emergencies; and• Perform periodic reviews to ensure the effectiveness of the plans and operations.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Establish a Central Alarm Monitoring Station (CAMS) to provide off-site monitoring of intrusion alarm systems for clients
Code	107772L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing the operations of a company holding a Type I security company license for the provision of security guarding services in Hong Kong. It covers the abilities to establish a Central Alarm Monitoring Station to provide off-site monitoring of intrusion alarm systems for clients.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about a Central Alarm Monitoring Station:</p> <ul style="list-style-type: none"> • Understand the requirements relevant to a “Central Alarm Monitoring Station” in “The matters to which the SGSIA shall have regard when determining an application for a security company license” (hereinafter called “The Matters”) for a company holding a Type I security company license in Hong Kong • Be proficient in the organisation’s policies and guidelines for information security and information classification, transmission, storage and destruction • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Establish a Central Alarm Monitoring Station</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Design the Central Alarm Monitoring Station to meet requirements in security, fire safety, and health and safety as specified in The Matters. • Arrange for standby lighting and power for uninterrupted operation and communications in the event of a mains failure for not less than 12 hours. • Develop adequate policies, procedures and guidelines for its operations • Safe-keep specified records/data in relation to its operations, which should be available for inspection by the authority: <ul style="list-style-type: none"> • Access control records of the Central Alarm Monitoring Station for a minimum period of 6 months • Certain sensitive client information as specified in The Matters with proper back-up storage • Deploy a minimum of 2 security personnel to man the Central Alarm Monitoring Station 24 hours daily • Deploy a minimum of 2 telephones, with a minimum of 2 adequately protected lines (2 incoming and 1 hunting)
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish a Central Alarm Monitoring Station to provide off-site monitoring of client's intrusion alarm systems; and • Ensure that the construction, set-up and operations of the Central Alarm Monitoring Station meet the requirements as specified in The Matters.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Establish service level agreements with clients about monitoring intrusion alarm systems at the client's site from a Central Alarm Monitoring Station
Code	107773L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing the operations of a Central Alarm Monitoring Station of a company holding a Type I security company license in Hong Kong. It covers the abilities to establish service level agreements with clients to provide off-site monitoring of client's intrusion alarm systems and ensure that the services comply with requirements of relevant licence, laws and regulations as well as policies, procedures and guidelines, and meet the service quality and standards agreed with the clients.
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <p>1. Knowledge about off-site monitoring of client's intrusion alarm systems from a Central Alarm Monitoring Station and service level agreements with clients:</p> <ul style="list-style-type: none"> • Understand the requirements for a company operating under a Type I security company license to provide guarding services in Hong Kong • Understand laws and regulations relevant to guarding services which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Personal Data (Privacy) Ordinance, Cap 486 • Understand duty of care and third party responsibilities with regard to maintaining safety and security of the sites under protection • Understand the scope of services with regard to off-site monitoring of the client's intrusion alarm systems • Understand the costs and resources required for the services • Understand relevant policies, procedures and guidelines • Understand the threats and risks associated with the client and the premises under protection • Understand the key principles and terms and conditions of service level agreements in respect of the design, installation, repair and/or maintenance of security systems and devices • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Competency	<p>2. Establish service level agreements with clients about off-site monitoring of intrusion alarm systems at the client's site</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Obtain client's specifications about the scope of services, the desired outcome and the service quality and performance standards required • Assess threats and risks, resources and costs required to meet the client's specifications • Develop the proposed service plan, which should include but not limited to: <ul style="list-style-type: none"> • Services to be provided – in-scope vs. out-of-scope services • Resources to be deployed • Service quality and standards to be expected • Obligations of the service provider and the client • Legal and regulatory considerations • Risk considerations and insurance coverage • Protocols • Processes involved • Policies, procedures and guidelines • Contingency plans • Service fees • Present the proposed service plan to the client either in a tendering process or in a direct outsourcing process • Consolidate client's feedback and revised requirements as the preferred service level agreement • Establish the formal service level agreement for the approval of senior management and legal advisor and other relevant stakeholders • Obtain the client's final sign-off of the approved service level agreement • Monitor performance and ensure compliance with the terms and conditions of the service level agreement • Carry out periodic reviews and take corrective actions where necessary
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish service level agreements with clients that provide effective and efficient services that meet the client's specifications; and • Ensure that the services meet the requirements of all relevant license; laws and regulations; policies, procedures and guidelines; as well as the expected service quality and standards.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Develop procedures and guidelines for responding to intrusion alarm activations at the client's site from a Central Alarm Monitoring Station
Code	107774L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing the operations of a Central Alarm Monitoring Station of a company holding a Type I security company license in Hong Kong. It covers the abilities to develop procedures and guidelines in order to ensure that effective and efficient actions will be taken in response to intrusion alarm activations at the client's site from the Central Alarm Monitoring Station.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about intrusion alarm activations at the client's site:</p> <ul style="list-style-type: none"> • Understand the laws and regulations relevant to guarding services, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Personal Data (Privacy) Ordinance, Cap 486 • Understand duty of care and third party responsibilities with regard to maintaining safety and security of the premises under protection • Understand the nature of business and mode of operations at the client's site • Understand the threats and risks against the client, the premises and businesses on site • Understand the physical environment and safety and security measures • Understand the function, operation and configuration of the intrusion alarm system on site • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Competency	<p>2. Formulate procedures and guidelines for responding to intrusion alarm activations at the client's site</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify scenarios requiring procedures and guidelines <ul style="list-style-type: none"> • Time of alarm • Types of alarm • Agree on processes and protocols for: <ul style="list-style-type: none"> • False alarms • Alarm validation • On site inspection • Report to police • Develop the procedures and guidelines for each scenario: <ul style="list-style-type: none"> • Determine the desired outcome • Determine the requirements of relevant laws and regulations • Determine service level agreement where relevant • Determine performance standards and service quality • Determine systems involved and how to operate them • Determine occupational safety and health issue • Determine step-by-step actions to achieve the desired outcome • Determine contingencies • Determine management reporting requirements • Determine requirements for record-keeping • Document the procedures and guidelines in the prescribed format and style • Consult with the client and relevant stakeholders to ensure their completeness and effectiveness • Provide training to staff and relevant parties to ensure compliance with the procedures and guidelines • Carry out periodic reviews to ensure the relevance and effectiveness of the procedures and guidelines
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Develop procedures and guidelines that will support the efficient and effective response actions to intrusion alarm activations at the client's site; • Ensure that the procedures and guidelines meet legal and regulatory requirements as well as the expected service standards and quality; and • Ensure that the procedures and guidelines will be complied with and continuously improved.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Develop and manage the security control operations plan
Code	107775L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing security control operations of an organisation. It covers the abilities to assess the operations of the security control and develop and manage implementation of the plan to perform these operations.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will impact on security control operations</p> <p>Be able to:</p> <ul style="list-style-type: none">• Evaluate relevant requirements in “The matters to which the SGSIA shall have regard when determining an application for a security company license” if the organisation is a licensed security company in Hong Kong• Analyse the organisation’s physical security plan• Analyse the organisation’s physical environment and security and safety measures• Analyse the organisation’s security services plan• Analyse the organisation’s security policies, procedures and guidelines• Analyse the organisation’s policies and guidelines for information security and information classification, transmission, storage and destruction

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Competency	<p>2. Develop and manage the security control operations plan</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify the functions of security control including but not limited to: <ul style="list-style-type: none"> • Serving as a communication hub to support frontline security personnel • Serving as a duty reporting centre to coordinate deployment of security personnel including tele-protection for security personnel at remote sites • Serving as a service centre to handle customer enquiries and complaints • Serving as a centre for monitoring electronic security systems and key controls • Serving as a centre for reporting and record-keeping of events and incidents • Develop the security control operations plan: <ul style="list-style-type: none"> • Define the required setup and capacity of the security control based on the security functions and scope of services in the security services plan • Develop the functions, services as well as the service standard and quality expected of the security control • Develop building infrastructure and physical security measures to perform the functions and meet the service standards • Develop tasks and duties, shifts as well as manpower required to perform the functions and meet the service standards • Assess the resources and budget required • Present the security control operations plan and obtain the endorsement of relevant stakeholders • Manage the implementation of the security control operations plan: <ul style="list-style-type: none"> • Deploy the necessary manpower, systems and devices, and related resources • Develop the necessary policies, procedures and guidelines • Coordinate training and drills to ensure that security personnel, users and other parties comply with the laid-down policies, procedures and guidelines • Monitor performance to ensure that operations are carried out as required • Conduct periodic reviews of the security control operations plan to ensure that it remain relevant and effective in meeting the requirements of relevant laws and regulations as well as achieving the desired outcomes
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Develop and manage the implementation of the security control operations plan to ensure that it meets the requirements of relevant laws and regulations and agreed services; • Monitor performance to ensure that operations comply with the laid-down policies, procedures and guidelines; and • Conduct periodic reviews to ensure that the plan and operations remain relevant and effective in meeting requirements of relevant laws and regulations and the desired outcomes
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Establish protocols with sites and guard posts monitored by the security control
Code	107776L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing security control operations of an organisation. It covers the abilities to set rules and develop procedures and guidelines for reporting and communication between the security control and frontline security personnel and other sites monitored by it.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about effective reporting and communication:</p> <ul style="list-style-type: none"> • Understand the functions of the security control in the overall security services plan of the organisation • Understand the reporting structure and roles and responsibilities of various security units • Understand the call signs and terminologies commonly used • Be familiar with the communications systems and equipment used • Be familiar with the organisation's policies and guidelines for information security and document sensitivity classification, transmission, storage and destruction • Possess the people skills and communication skills to deal with others • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the literacy skills to clearly and accurately record information and activities <p>2. Establish protocols between the security control and frontline security personnel and other sites monitored by it</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Establish the communication channels: <ul style="list-style-type: none"> • Identify the means and ways of communication and transmission; and • Ensure that equipment and devices are kept in good working condition. . • Develop the procedures and guidelines for reporting and communication: <ul style="list-style-type: none"> • Consider the functions of the security control • Set the rules for routine reporting, e.g. When? By whom? About what? How? • Set the rules for communication about issues and incidents, e.g. What needs to be communicated? When? By whom? About what? How? • Ensure that security control is to provide support and coordinate actions and not meant to replace frontline security managers/supervisors. • Mandate that all verbal and written communications follow the prescribed means and process as well as language and format of the organisation • Encourage open communication and active listening and questioning to clarify information and messages • Document the procedures and guidelines in the prescribed format and style as required by the organisation • Obtain the endorsement of management as well as other stakeholders • Training security personnel about the requirements as well as how to operate the communications systems and equipment • Monitor performance and ensure continuous improvement

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Develop procedures and guidelines to facilitate effective reporting and communication between the security control and frontline security personnel and other sites monitored by it; and• Ensure that reporting and communication conform with the function of the security control as well as relevant policies and guidelines of the organisation.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Supervise the daily operations of security control
Code	107777L4
Range	This unit of competency applies to security personnel at supervisory level and above responsible for performing security control operations. It covers the abilities to supervise security personnel to perform security control operations according to laid-down procedures and guidelines.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will affect supervision of security control operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Evaluate the requirements of relevant laws and regulations about employment, leave and rest days, reward and compensation, training, licensing, supervision, discipline and termination in relation to security services in Hong Kong, which include: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Employment Ordinance, Cap 57 • Employees' Compensation Ordinance, Cap 282 • Analyse the functions and scope of service of the security control • Analyse the security control operations plan • Analyse the job roles and tasks involved in security control operations • Analyse the qualifications, skills and experiences of personnel that meet the requirements of the job roles and tasks of security control operations • Analyse the sites and security systems and devices monitored at the security control • Analyse relevant laid-down procedures and guidelines • Evaluate the concepts and skills for command and control of security personnel to accomplish security duties/tasks • Evaluate the concepts and skills for leading and coaching security personnel to perform security control operations to meet the desired outcome of the job roles and takes of security control operations

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Competency	<p>2. Supervise the daily operations of security control</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Coordinate the deployment of security personnel to perform security control tasks <ul style="list-style-type: none"> • Assess the roles and tasks, working hours and rotation requirements as well as individual capabilities and other relevant attributes • Clearly communicate the roles and responsibilities, procedures for performing the roles and tasks and the expected outcome • Maintain a balance between the needs of the tasks, the team and the individual where possible • Monitor performance and exercise reward and punishment <ul style="list-style-type: none"> • Monitor performance to ensure compliance with laid-down procedures and guidelines • Recognize and reward good performance • Coach security personnel to enhance their capabilities • Take disciplinary actions against serious failures/mistakes and/or repeat offenders • Give direction and support when needed <ul style="list-style-type: none"> • Take control and give direction on urgent and/or critical matters • Provide guidance and support in handling customer complaints and resolving problems and conflicts • Record and review performance outcome for continuous improvement <ul style="list-style-type: none"> • Monitor to ensure that all events and incidents are recorded as required • Investigate incidents to identify gaps and failures and take corrective actions • Identify training needs and provide training to further develop the team and individuals • Provide feedback to management in order to improve security control operations
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Deploy security personnel and monitor performance to ensure that they comply with the laid-down policies, procedures and guidelines as well as uphold the required standard of conduct and performance for security security control operations; • Take control and give direction on urgent and/or critical matters and resolve problems and conflicts; and • Review operations and make recommendations to improve the effectiveness and efficiency of security control operations
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Investigate and report incidents
Code	107778L4
Range	This unit of competency applies to security personnel at supervisory level and above responsible for performing security control operations. It covers the abilities to review records of events and incidents about security services, carry out further investigation to clarify issues, and compile incident reports as the basis of management decisions and further actions.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about the investigation and reporting of incidents for security services Be able to:</p> <ul style="list-style-type: none"> • Describe the organisation's policies and guidelines regarding record-keeping of information and activities about security services • Describe the organisation's policies and guidelines about reporting of issues and incidents to management • Describe the organisation's policies and guidelines about investigation and compilation of incident reports • Describe the organisation's policies and guidelines about information security and information classification, transmission, storage and destruction <p>2. Investigate and report incidents Be able to:</p> <ul style="list-style-type: none"> • Identify and collate materials and information about the incident, which include: <ul style="list-style-type: none"> • Records kept at the security control • Reports from the electronic security systems relevant to the incident, e.g. Intrusion alarms, CCTV footages, and door alarms and access activities of the access control system, etc. • Any other facts and materials relevant to the incident, e.g. statements, notes, drawings and pictures, etc. about the incident, decisions and actions taken • Evaluate the relevance and reliability of the materials and information • Carry out further investigative actions to clarify facts and issues where necessary • Produce an incident report by stating clearly all the required information in the prescribed format and layout • Identify parties to be informed and provide them with the required information • Safe-keep the report with the appropriate security protection as required • Follow-up on issues and take further actions as directed by senior management
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Compile incident reports according to laid-down policies and guidelines of the organisation; and • Report to senior management and relevant stakeholders in the form of incident reports matters requiring their attention.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Compile duty roster and coordinate deployment of security personnel
Code	107779L3
Range	This unit of competency applies to security personnel responsible for performing security control operations. It covers the abilities to compile the duty roster and coordinate deployment of security personnel, making use of the organisation's manpower resources to achieve the best possible outcome.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about compilation of duty roster and deployment of security personnel Be able to:</p> <ul style="list-style-type: none"> • Understand the requirements of relevant laws and regulations about man-management, conditions of work and compensation in relation to security personnel for security control operations, which include: <ul style="list-style-type: none"> • The Security & Guarding Services Ordinance, Chapter 460 • The Employment Ordinance, Chapter 57 • The Occupational Health & Safety Ordinance, Chapter 509 • The Employees' Compensation Ordinance, Chapter 282 • Describe the capacity and capabilities of the organisation's manpower resources • Describe the terms and conditions of the service level agreement with the customers • Describe the market trend in the supply and demand of security personnel <p>2. Compile duty roster and coordinate deployment of security personnel Be able to:</p> <ul style="list-style-type: none"> • Identify essential information, such as <ul style="list-style-type: none"> • Sites to be covered • The span of coverage/operation of the services, e.g. the next 3 months • Duration of deployment, e.g. 7-day cycle • The number of postings at each site • The number of security personnel required for each site and each posting • The exact start and end time and shift schedule of each posting • The duties and tasks to be performed at each posting • Any other relevant factors • Compile the duty roster taking into consideration factors, such as: <ul style="list-style-type: none"> • Relevant procedures and guidelines of the organisation • Historical data about trends and customer demands • Skill sets and qualifications required and available • Needs of individual personnel regarding location, shift, leave and rest, as well as training and development • Consult with relevant stakeholders to confirm accuracy and completeness • Present the duty roster in the prescribed format and process as required • Coordinate deployment of personnel according to the duty roster and revise the deployment as required • Update the duty roster according to the actual deployment • Safe-keep the duty roster as required • Review changes and amendments for future improvements • Carry out periodic reviews of the manpower supply and demand of the organisation and report the trend to management as required

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Compile duty rosters that facilitate effective and efficient use of the available manpower resources of the organisation and comply with the requirements of relevant laws and regulations as well as meet the needs of the customer, the organisation and individual security personnel; and• Carry out periodic reviews of the manpower supply and demand of the organisation and report the trend to management as required
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Work with government / non-government services to handle security incidents
Code	107780L3
Range	This unit of competency applies to security personnel responsible for performing security control operations. It covers the abilities to effectively communicate and liaise with government and non-government services in order to support frontline security personnel in handling security incidents.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about liaison with government / non-government services: <ul style="list-style-type: none"> • Understand the functions and operations of government and non-government services relevant to handling of security incidents, which may include: <ul style="list-style-type: none"> • The Hong Kong Police • The Fire Services Department • The Health Department • Utilities companies for power supply and gas supply, etc. • Understand relevant laws and regulations • Understand the organisation's relevant guidelines and procedures • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities 2. Work with various government / non-government services <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Determine when and how to seek assistance from various government / non-government services • Follow laid-down guidelines and procedures to call out and work with these services in the event of a security incident requiring their attendance <ul style="list-style-type: none"> • Notify them swiftly and clearly about <ul style="list-style-type: none"> • What has happened • The address of the facility at risk • What is at risk • What support is needed • Identify contact details of personnel attending scene and convey the same to frontline security personnel at scene (if not already known) • Deploy security personnel to support their operations • Coordinate actions according to requests from frontline security personnel in consultation with personnel of these services at scene • Arrange for adequate support to any routine visits and check-up of government / non-government services at the facility • Follow-up on findings of non-compliance or defects, referring them to other appropriate parties of the organisation where relevant • Record all contacts with and visits by these services according to laid-down guidelines and procedures of the organisation • Report to senior management issues requiring their attention

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Maintain good working relationship with various government and non-government services; and• Work effectively with them to handle security incidents of the organisation according to laid-down policies and guidelines.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Handle customer enquiries and complaints
Code	107781L3
Range	This unit of competency applies to security personnel responsible for performing security control operations. It covers the abilities to properly handle customer enquiries and complaints so as to identify and resolve issues on the first call and contribute to customer satisfaction of the service performance and quality.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about enquires and complaints handling:</p> <ul style="list-style-type: none"> • Understand the organisation’s guidelines and procedures for handling customer complaints / enquiries, such as: <ul style="list-style-type: none"> • Quality customer services • The standard procedures and steps to deal with enquiries / complaints • Guidelines for handling highly demanding customers • The steps for escalating complaints to higher level supervisors • Understand the responsibilities of different postings at various locations • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities • Understand the responsibilities of different postings at various locations <p>2. Handle enquires and complaints received by the security control</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Maintain the channels for receiving customer enquires / complaints open at all time • Take appropriate actions to handle enquiries / complaints according to laid-down guidelines and procedures, which should include: <ul style="list-style-type: none"> • Maintain courtesy throughout the conversation • Obtain the identity and contact details of the enquirer / complainant • Obtain basic facts about the issue, e.g. When? Where? Who? About what? • Identify and resolve the immediate needs • Inform the enquirer / complainant what will be done about the outstanding issues, and when he/she may get a feedback • Provide the enquirer / complainant a point of contact for further questions • Refer outstanding issues to appropriate parties for follow-up actions, including escalation to senior management where necessary • inform the enquirer / complainant of the outcome • Record details about the enquiry / complainant, actions taken and the outcome
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to :</p> <ul style="list-style-type: none"> • Take actions to resolve customer enquiries and complaints according to laid-down guidelines and procedures; and • Keep records about all enquiries and complaints, actions taken and the outcome.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Provide logistical support to frontline security personnel
Code	107782L3
Range	This unit of competency applies to security personnel responsible for performing security control operations. It covers the abilities to provide timely support to frontline security personnel in order to maintain the effectiveness of the security service.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about the work of frontline security personnel at various posts: <ul style="list-style-type: none"> • Understand the protocols, reporting and communication requirements with frontline security personnel • Understand deployment details of frontline security personnel • Understand the nature of operation and the types of support required of frontline security personnel at each post • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities 2. Provide logistical support to frontline security personnel <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Maintain close contact with frontline security personnel, e.g.: <ul style="list-style-type: none"> • Confirm deployment at each post at the beginning of each shift • Continue to closely monitor the activities of each post via electronic security systems or other means of communication • Perform tele-protection checks on remote sites • Take prompt actions to support the work of frontline security personnel, which may include: <ul style="list-style-type: none"> • Deploy manpower to take over the post or as a temporary replacement in the event of needs • Deploy additional manpower to support in the event of security incidents or emergencies • Arrange for supervisory visits in the event of needs or any abnormalities be observed • Coordinate urgent supply of materials and equipment as needed • Coordinate communications with internal/external parties
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Provide timely logistical support to frontline security personnel; and • Ensure the effective operations of the security service.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Respond to security incidents and emergencies from the security control
Code	107783L3
Range	This unit of competency applies to security personnel responsible for performing security control operations. It covers the abilities to monitor activities at the scene of a security incident or emergency from the security control, coordinate communications, provide support where needed and maintain complete and clear records of actions and decisions according to laid-down procedures and guidelines.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about incident and emergency response Be able to:</p> <ul style="list-style-type: none"> • Describe the organisation's policies and guidelines in emergency management and business continuity management • Describe the organisation's policies and guidelines in media management • Describe the organisation's command and control structure relevant to emergency response • Describe the organisation's business continuity plan • Describe the organisation's incident response plans • Describe the organisation's media management plan • Describe the HK government's emergency response system and the operations of emergency services and related organisations • Describe the organisation's policies and guidelines in keeping complete and clear records of actions and decisions about incidents and emergencies • Describe the organisation's policies and guidelines about information security and document sensitivity classification, transmission, storage and destruction <p>2. Respond to security incidents and emergencies from the security control Be able to:</p> <ul style="list-style-type: none"> • Take prompt actions in response to reports of security incidents and emergencies <ul style="list-style-type: none"> • Dispatch frontline security personnel to scene if not already present • Evaluate the nature and severity of the incident based on initial reports • Monitor activities at scene and provide support to requests from frontline security personnel, which may include: <ul style="list-style-type: none"> • Dispatch additional manpower to scene • Inform government emergency services • Activate the building evacuation plan • Inform senior management and/or activate the emergency response plan of the organisation • Coordinate internal/external communications • Handle enquiries from the media and public • Continue the above activities until normal operation is restored • Keep complete and clear records of actions and decisions from start to end • Carry out follow-up actions: <ul style="list-style-type: none"> • Produce an incident report in the prescribed format and style and within the timeline as required by the organisation • Take further actions as directed by senior management • Document the report and keep all relevant information and records according to laid-down policies and guidelines.

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Respond promptly to reports of security incidents and emergencies;• Handle security incidents and emergencies by coordinating communications and providing support to frontline security personnel; and• Maintain complete and clear records of actions and decisions according to laid-down policies and guidelines.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Prepare to monitor security systems and equipment
Code	107784L3
Range	This unit of competency applies to security personnel responsible for performing security control operations. It covers the abilities to carry out testing and commissioning and other associated preparation for monitoring electronic security systems at the security control.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about preparation for monitoring electronic security systems <p>Be able to:</p> <ul style="list-style-type: none"> • Describe the site layout and physical security measures in place • Describe the electronic security systems including system configuration, distribution of devices on site and communication of signals with security control • Describe the policies, procedures and guidelines regarding operations in connection with the electronic security systems and devices on site • Describe the protocols and reporting and communication requirements between the security control and the site where the systems are installed • Describe the command and control structure for dealing with security incidents and emergencies on site 2. Prepare to monitor electronic security systems <p>Be able to:</p> <ul style="list-style-type: none"> • Prepare layout plans to show the boundary and protected points and zones as well as schematic drawings to show the distribution of the electronic security systems, devices and equipment on site • Carry out testing and commissioning according to laid-down policies, procedures and guidelines to confirm the accurate and effective working condition of the systems and devices, which include: <ul style="list-style-type: none"> • Connection between the devices, the systems and the security control • Communication and reports of intruder alarms at the security control • Communication and reports of door alarms and access activities at the security control • Communication and display and/or records of CCTV footages at the security control • Prepare for responding to abnormal conditions and security situations <ul style="list-style-type: none"> • Verify the accuracy of data regarding access cards, card holders, access rights, access zones and access approval authority, etc. • Collect and make available essential information such as protocols, contact details and response actions under various conditions regarding the systems and devices monitored by the security control • Acquaint with the contact points and the physical environment and operations of the systems and devices through on-site visits • Train security coordinators and users on site regarding how to work effectively with the security control, including the protocols and response actions

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Verify the readiness of the electronic security systems and devices for monitoring by the security control in accordance with laid-down policies, procedures and guidelines; and• Prepare relevant parties at the security control and on site to work effectively in response to abnormal conditions and security situations as required.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Perform tele-protection duties
Code	107785L2
Range	This unit of competency applies to security personnel responsible for performing security control operations. It covers the abilities to provide tele-protection to frontline security personnel working at remote sites or guard posts according to laid-down procedures and guidelines.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about tele-protection:</p> <ul style="list-style-type: none"> • Understand the organisation's policies and guidelines regarding supervision and tele-protection • Understand the objectives and operational procedures of tele-protection • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Perform tele-protection duties according to laid-down procedures and guidelines</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Obtain the full list of remote sites and guard posts covered by tele-protection • Verify the identity of the security personnel, location and "no duress" during each tele-protection • Take appropriate actions in the event that a tele-protection is missed or failed • Take appropriate actions in response to abnormalities or emergencies detected • Communicate management instructions to be carried out at the remote site or guard post where relevant • Provide direction and support to reports or requests from the remote site or guard post where relevant • Refer issues to the appropriate management personnel for follow-up actions • Record all activities and response actions regarding tele-protection
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Perform tele-protection duties according to laid-down guidelines and procedures; and • Take appropriate actions to respond to abnormalities and emergencies identified.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Track reports of defects, faults and malfunctions of facilities, systems, devices and equipment in the field
Code	107786L2
Range	This unit of competency applies to security personnel responsible for performing security control operations. It covers the abilities to track reports of defects, faults and malfunctions of facilities, systems, devices and equipment in the field and follow through until they are repaired, serviced or otherwise replaced in accordance to relevant policies, procedures and guidelines.
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge about facilities, systems, devices and equipment:</p> <ul style="list-style-type: none"> • Be familiar with the physical environment, building facilities as well as safety and security measures • Be proficient in the function and operation of all relevant systems, devices and equipment • Be proficient in relevant policies, procedures and guidelines as well as contingency plans • Possess the people skills to deal with others • Possess the communication skills to clearly and accurately report incidents • Possess the literacy skills to clearly and accurately record information and activities <p>2. Track reports of defects, faults and malfunctions of facilities, systems, devices and equipment in the field</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Track reports of faults or malfunctions or otherwise any abnormal/irregular conditions about the facilities, systems, devices and equipment in the field • Ensure that immediate actions are taken to contain the situation from causing danger to people and/or damage to property • Assess the impact of the faults or malfunctions • Activate relevant contingency plans where necessary • Refer the issues to relevant internal/external parties for repair and maintenance and/or servicing • Follow through until the issues are resolved • Keep records about the issues and the subsequent actions and decisions
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Track reports of faults or malfunctions of the facilities, systems, devices and equipment in the field and ensure that the issues will be resolved in accordance to laid-down policies, procedures and guidelines; and • Contribute to safety and security of the premises under protection.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Record information and activities about security services
Code	107787L2
Range	This unit of competency applies to security personnel responsible for performing security control operations. It covers the abilities to clearly and properly record security activities and incidents in accordance to laid-down policies, procedures and guidelines,
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge about keeping records about security activities and incidents:</p> <ul style="list-style-type: none"> • Understand the role of the security control in keeping records about security and incidents • Understand the organisation's policies and guidelines about the format, style and content for record-keeping in the security control • Understand the organisation's policies and procedures about information security and information classification, transmission, storage and destruction • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Record security activities and incidents</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Monitor closely the activities of security services at all time • Operate the facilities and equipment for record-keeping correctly • Maintain records of all activities and events about security services, which should: <ul style="list-style-type: none"> • Be in the prescribed format and style as required by the organisation • Be in chronological order • Include details of all activities and events about security services in the frontline, on sites as well as in the security control • Record clearly and properly about When? Who? What? Where? Why? of each communication, action and decision. • Safe-keep the records according to laid-down guidelines and procedures of the organisation
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities:</p> <ul style="list-style-type: none"> • Maintain clear and proper records about all activities, actions and decisions about security services; and • Record and safe-keep the records according to laid-down policies and guidelines of the organisation.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Perform Central Alarm Monitoring Station (CAMS) operations for initial basic training
Code	107788L2
Range	This unit of competency applies to security personnel responsible for performing Central Alarm Monitoring Station (CAMS) operations. It covers the knowledge about the functions and operations of CAMS related systems, and also the ability to operate central station equipment.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about CAMS operations:</p> <ul style="list-style-type: none">• Understand the overall objectives of physical security protection• Understand the requirements of frontline security personnel responsible for performing guarding services as detailed in the basic 16 hours QASRS training• Possess basic knowledge about the functions and operations of CAMS related systems• Possess basic knowledge and skills to operate central station equipment• Understand the role of a CAMS operator• Understand the emergency procedures associated with CAMS operations• Understand related legislations and regulations such as the Police Phased Response for Intruder Alarms

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Competency	<p>2. Perform CAMS operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Apply the knowledge and skills for CAMS operations in the daily tasks, which may cover: <ul style="list-style-type: none"> • Various CAMS functions • Alarm industry • Burglar alarm systems • Fire alarm systems • Environmental alarm systems, etc. • Observe and work according to CAMS related legislations and regulations, such as the four levels Police Phased Response for Intruder Alarms: <ul style="list-style-type: none"> • Level one - Full response • Level two - Reduced response • Level three - Limited response • Level four - No response • Carry out the roles of CAMS operator at work, including: <ul style="list-style-type: none"> • Standards of code • Monitoring of alarms • Other additional responsibilities • Legal liability • Personal safety • Alarm verification • Procedures for actions, etc. • Operate central station equipment, such as: <ul style="list-style-type: none"> • Alarm receiver • Radio network • Telephone systems • Cellular networks • Internet monitoring • Transmission protocols, etc. • Observe and follow established emergency procedures when required, such as: <ul style="list-style-type: none"> • Automation system failure • Alarm receiver failure • Telephone network failure • Personnel shortages • Disasters, etc.
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Utilise the functions of various CAMS related systems efficiency while at work; and • Operate the central station equipment of the organisation creditably; and • Perform the role of a CAMS operator effectively; and • React to emergency situations according to procedures and governing legislations
Remark	<p>This UoC targets for security personnel who have completed the 16 hours' initial basic training course and intend to become the CAMS operators of Type I companies.</p>

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Perform key control duties
Code	107789L1
Range	This unit of competency applies to security personnel responsible for security control operations. It covers the abilities to perform key control duties according to laid-down policies, procedures and guidelines.
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge about key controls Be able to:</p> <ul style="list-style-type: none"> • Describe the organisation's policies, procedures and guidelines regarding key controls <p>2. Perform key control duties according to laid-down policies, procedures and guidelines Be able to:</p> <ul style="list-style-type: none"> • Safe-keep keys as required • Label keys as required • Carry out the necessary verification for the issuance and return of keys • Maintain proper and accurate records to account for the issuance and return of keys • Carry out periodic checks to account for the keys under custody and ensure that they are intact and accurately labelled • Report abnormal conditions and incidents to management or the designated key control supervisor as required • Follow through with issues until they are resolved or taken over by an appropriate party • Maintain complete and clear records about incidents, actions and decisions as well as the outcomes
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Perform key control duties and ensure that issues are resolved according to laid-down policies, procedures and guidelines
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Perform periodic reviews of the design and operations of security control
Code	107790L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing security control operations of an organisation. It covers the abilities to establish a program to carry out periodic reviews to ensure the effectiveness and efficiency of security control operations.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about security control operations:</p> <ul style="list-style-type: none"> • Understand the laws and regulations relevant to security control operations, which should include but not be limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Personal Data (Privacy) Ordinance, Cap 486 • Understand duty of care and third party responsibilities with regard to maintaining safety and security of sites under protection • Be proficient in security control operations • Be proficient in policies, procedures and guidelines and contingency plans relevant to security control operations • Be familiar with the service level agreements with clients • Be proficient in the company's manpower resource and other resources including systems, devices and equipment available for security control operations • Possess the skills for security risk profiling and analysis • Possess the skills for resource planning and budgeting • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Competency	<p>2. Perform periodic reviews to ensure the effectiveness and efficiency of security control operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Formulate policies, procedures and guidelines for the reviews • Establish the review program • Establish a recording system to track the outcomes of reviews • Deploy adequate manpower to perform periodic reviews • Ensure that personnel deployed for periodic reviews are properly trained • Ensure that periodic reviews are conducted in compliance with relevant policies, procedures and guidelines • Ensure that details of each review, the findings, as well as decisions and follow-up actions are properly recorded • Carry out a holistic review of the design effectiveness and operational effectiveness and efficiency of security control operations upon the instruction/request of management or once every 2 – 3 years • Discuss the review outcomes with management and obtain their support and endorsement of the recommended actions • Follow through with management decisions/instructions • Keep proper records of the above actions and outcomes
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish a review program and policies, procedures and guidelines for conducting reviews; and • Perform a holistic review about design effectiveness and operational efficiency and effectiveness of security control operations upon management instruction/request or at least once every 2-3 years; and • Follow through with management decisions/instructions and keep proper records about the reviews and decisions/actions.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Security Control Room

Title	Coordinate training of security personnel for security control operations
Code	107791L3
Range	This unit of competency applies to security personnel at managerial level responsible for managing security control operations of an organisation. It covers the abilities to co-ordinate training of security personnel in order to ensure that they deliver effective and efficient security control services to the organisation in accordance to the policies, procedures and guidelines as well as relevant laws and regulations.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about training for security control operations:</p> <ul style="list-style-type: none"> • Understand the scope of services of security control operations • Understand the job roles and tasks involved in security control operations • Understand the qualifications, skills and experiences required for performing the job roles and tasks • Be proficient in best practices for adult training and learning • Be proficient in training resources for security control operations • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Co-ordinate training of security personnel for security control operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify training needs of various roles/tasks • Determine training budgets available • Identify internal and external training resources available • Evaluate the quality of various training resources • Develop the training programs for various roles/tasks • Obtain the endorsement of management and stakeholders about the training programs and budget approvals • Publish the training programs and specify mandatory and optional training for various roles/tasks • Monitor and maintain records about the enrolment, attendance, completion and certification of training of the security personnel • Conduct periodic reviews to ensure relevance of the training programs to armoured transportation and training effectiveness using various means and techniques of evaluation • Control and ensure the effective and efficient use of the training budgets
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish training programs to meet the training needs and objectives relevant to security control operations; • Ensure that training is effective and efficient and achieve the desired outcomes; and • Conduct periodic reviews for continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Manage armoured transportation operations
Code	107792L6
Range	This unit of competency applies to security personnel at managerial level responsible for managing armoured transportation operations of a company holding a Type II security company license in Hong Kong. It covers the abilities to deploy adequate manpower and resources for armoured transportation and ensure that its operations are effective and efficient and meet the requirements of the license conditions and relevant laws and regulations.
Level	6
Credit	4
Competency	<p>Performance Requirements</p> <p>1. Knowledge about armoured transportation operations:</p> <ul style="list-style-type: none"> • Understand the requirements of a Type II security company license for a company to provide armoured transportation services in Hong Kong • Be proficient in laws and regulations relevant to armoured transportation operations in Hong Kong: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Understand the threats and risks associated with armoured transportation • Possess the skills for resource planning and budgeting • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Manage armoured transportation operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Formulate adequate policies, procedures and guidelines as well as contingency plans for armoured transportation • Set up management and/or administrative controls to oversee execution to the desired outcomes and service level agreements with clients • Establish adequate security control, armoury, vault and vehicle vault operations to support armoured transportation • Deploy adequate manpower to perform armoured transportation, ensuring that security personnel hold valid permit and licence and are properly vetted and trained as required • Deploy adequate vehicles, firearms and ammunition as well as systems, devices and equipment to support armoured transportation services and are maintained in good working condition • Ensure that the operations comply with requirements of relevant license, laws and regulations as well as with the laid-down policies, procedures and guidelines • Ensure that operations, incidents and emergencies are properly dealt with and recorded • Ensure that post-incident reviews are carried out to identify gaps and failures which will be followed-through until the issues are resolved • Ensure that policies, procedures and guidelines as well as contingency plans are regularly exercised and tested in order to maintain their relevance and effectiveness • Ensure that armoured transportation operations are managed within the approved budgets and timelines • Perform periodic reviews to ensure the effectiveness and efficiency of armoured transportation operations.

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Establish armoured transportation operations to meet relevant laws and regulations and license conditions for the company to provide armoured transportation services in Hong Kong;• Ensure that the armoured transportation operations are effective and efficient and achieve the desired outcomes; and• Conduct periodic reviews for continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Perform threat and risk assessment for armoured transportation
Code	107793L5
Range	This unit of competency applies to security personnel at managerial level responsible for managed armoured transportation operations of a company holding a Type II security company licence in Hong Kong. It covers the abilities to perform threat and risk assessment for armoured transportation and determine countermeasures to mitigate the threats and risks identified.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about threat and risk assessment and armoured transportation: <ul style="list-style-type: none"> • Be proficient in armoured transportation operations • Be proficient in laws and regulations relevant to armoured transportation, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Understand the threats and risks associated with armoured transportation • Be proficient in the skills and techniques for conducting threat and risk assessment • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities 2. Perform threat and risk assessment for armoured transportation Be able to: <ul style="list-style-type: none"> • Gather information about the scope of services and operations about armoured transportation, which should include but not limited to: <ul style="list-style-type: none"> • The location, layout and physical environment of the sites for delivery and collection of cash and valuables • The schedule and routes of travel between the various locations • The nature and mode of operations as well as people, assets and information involved • Identify critical personnel, operations and processes as well as critical assets • Identify security threats about the locations and routes based on historical data of the company as well as other similar operations • Determine their risk level by evaluating: <ul style="list-style-type: none"> • The likelihood of occurrence • The impact should they occur • Determine measures required to mitigate the risks • Identify vulnerabilities through: <ul style="list-style-type: none"> • Review of existing security measures • Site surveys and route recce • Recommend measures to enhance safety and security of the operations • Document the findings and recommendations and incorporate these into the transportation operations plan

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Correctly identify the threats and risks associated with armoured transportation; and• Recommend effective and efficient measures to mitigate the threats and risks.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Formulate policies, procedures and guidelines for armoured transportation
Code	107794L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing armoured transportation operations of a company holding a Type II Security Company Licence in Hong Kong. It covers the abilities to formulate the policies, procedures and guidelines for armoured transportation operations of the company.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about security policies and standards:</p> <ul style="list-style-type: none">• Understand the requirements of a Type II security company license for a company to provide armoured transportation services in Hong Kong• Understand laws and regulations relevant to armoured transportation operations in Hong Kong, which should include but not limited to:<ul style="list-style-type: none">• Security and Guarding Services Ordinance, Cap 460• Firearms and Ammunition Ordinance, Cap 238• Occupational Safety and Health Ordinance, Cap 509 and associated regulations• Understand international standards and best practices for armoured transportation• Understand threats and risks associated with armoured transportation• Understand developments in technology for systems, devices and equipment for armoured transportation• Understand the key principles and processes for the formulation of policies, procedures and guidelines• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts• Possess the people skills and communication skills to deal with others• Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Formulate policies, procedures and guidelines for armoured transportation operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify operations associated with the company's armoured transportation services, which may include: <ul style="list-style-type: none"> • Transportation of cash and valuables • Security control operations • Armoury operations • Vault operations • Vehicle vault operations • Cash processing services • ATM cash replenishment services • Establish the policies to manage armoured transportation operations, based on factors such as: <ul style="list-style-type: none"> • Organisational and legislative requirements • Service agreements with clients • Security risks • Resources available • Develop guidelines to specify the minimum requirements regarding resources in personnel, facilities, machineries, vehicles, systems, firearms and ammunition and equipment and how these may be integrated to achieve the objectives of the respective policies • Develop guidelines and procedures to manage various emergencies including attack and non-attack situations • Identify the roles and tasks involved • Identify the processes involved in each task • Develop the procedures for carrying out the tasks • Document the policies, guidelines and procedures in the prescribed format • Obtain the endorsement of senior management and relevant stakeholders • Publish and implement the policies, guidelines and procedures • Monitor and ensure compliance with the policies, guidelines and procedures • Carry out periodic reviews and take corrective actions where necessary
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Formulate policies, guidelines and procedures to guide armoured transportation operations; and • Contribute to the effective and efficient operation of armoured transportation operations
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Manage contingency planning for armoured transportation
Code	107795L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing armoured transportation operations of a company holding a Type II security company licence in Hong Kong. It covers the abilities to develop contingency plans for armoured transportation operations and ensure that the armoured transportation crews perform as planned in the event of emergencies.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about contingency planning and armoured transportation:</p> <ul style="list-style-type: none"> • Be proficient in the company's policies, procedures and guidelines in relation to armoured transportation • Be familiar with the service level agreements with clients • Be familiar with insurance arrangements and the associated terms and conditions • Be proficient in laws and regulations relevant to armoured transportation, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Understand the threats and risks associated with armoured transportation • Be proficient in the types of contingencies associated with armoured transportation • Be proficient in the concepts and skills in contingency planning • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Manage contingency planning for armoured transportation Be able to:</p> <ul style="list-style-type: none"> • Identify the types of emergencies associated with armoured transportation, which may include: <ul style="list-style-type: none"> • Attacks on the transportation crew, such as robbery or hijacking en-route or at the client’s site • Non-attack emergencies, which may include but not limited to: <ul style="list-style-type: none"> • A shortage of crew members due to sudden sickness or other causes • The armoured vehicle is involved in a traffic accident or has broken down • An accidental discharge, loss or failure of firearms and ammunition • An accidental activation or failure of the systems, devices or equipment for armoured transportation • A loss and/or shortage of the consignment • Develop contingency plans to maintain safety and security and essential services, which should cover but not limited to the following areas <ul style="list-style-type: none"> • Command and control • Communications • Life safety and property protection • Recovery and restoration of operations • Coordination with the police and other emergency services • Media handling • Document the contingency plans • Obtain the endorsement of management and other stakeholders • Put in place (where necessary) the systems and resources to support the plans • Familiarise personnel and relevant parties with the contingency plans through training, drills and exercises • Ensure that personnel and relevant parties perform according to the plans in the event of emergencies • Perform periodic reviews of the contingency plans for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Compile effective contingency plans that meet requirements in safety and security as well as service level agreements with the clients; • Ensure that personnel and relevant parties perform according to the plans in the event of emergencies; and • Perform periodic reviews to ensure the effectiveness of the plans.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Establish service level agreements with clients about armoured transportation
Code	107796L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing armoured transportation operations of a company holding a Type II security company licence in Hong Kong. It covers the abilities to establish service level agreements with clients about armoured transportation services and ensure that the services comply with all relevant laws and regulations and meet the expected service quality and standards of a Type II security company license in Hong Kong.
Level	5
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about armoured transportation and service level agreements with clients:</p> <ul style="list-style-type: none"> • Understand the requirements of a Type II security company license for a company to provide armoured transportation services in Hong Kong • Understand laws and regulations relevant to armoured transportation operations which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and the associated regulations • Understand the company's scope of armoured transportation services • Understand the costs and resources required in respect of the services • Understand the resources available for the services offered by the company • Understand the terms and conditions of the insurance policies in respect of the services • Understand the company's policies, procedures and guidelines regarding armoured transportation operations • Understand risks associated with armoured transportation operations • Understand the key principles and terms and conditions of service level agreements in respect of armoured transportation services • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Establish service level agreements with clients about armoured transportation services</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Obtain client's specifications of armoured transportation services and service quality and standards required • Assess risks, resources and costs required to meet with the client's specifications • Develop the proposed service plan, which should include but not limited to: <ul style="list-style-type: none"> • Services to be provided – in-scope vs. out-of-scope services • Resources to be deployed • Service quality and standards to be expected • Obligations of the service provider and the client • Legal and regulations considerations • Risk considerations and insurance coverage • Protocols • Processes involved • Policies, procedures and guidelines • Contingency plans • Service fees • Present the proposed service plan to the client either in a tendering process or in a direct outsourcing process • Consolidate client feedback and revised requirements as the preferred service level agreement • Establish the formal service level agreement for approval of the company's senior management and legal advisor and other relevant stakeholders • Obtain the client's final sign-off of the approved service level agreement • Monitor performance and ensure compliance with the terms and conditions of the service level agreement • Carry out periodic reviews and take corrective actions where necessary
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish service level agreements with clients that provide effective and efficient armoured transportation services; and • Ensure that the services meet all relevant laws and regulations and the expected service quality and standards of a company holding a Type II security company license.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Establish security control operations to support armoured transportation
Code	107797L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing armoured transportation operations of a company holding a Type II Security Company Licence in Hong Kong. It covers the abilities to determine the functions of the security control and establish security control operations to support the armoured transportation operations of the company.
Level	5
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about security control operations:</p> <ul style="list-style-type: none">• Understand requirements in “The matters to which the SGSIA shall have regard when determining an application for a security company license” with regard to security control operations in support of armoured transportation for a company holding a Type II Security Company License in Hong Kong• Understand laws and regulations relevant to security control operations in Hong Kong:<ul style="list-style-type: none">• Security and Guarding Services Ordinance, Cap 460• Occupational Safety and Health Ordinance, Cap 509 and associated regulations• Be proficient in security control operations• Be proficient in armoured transportation operations• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts• Possess the people skills and communication skills to deal with others• Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Plan and prepare for the security control operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Determine the functions of security control, which should include but not limited to: <ul style="list-style-type: none"> • Serving as a communication hub to support frontline security personnel • Serving as a duty reporting centre to coordinate deployment of security personnel • Serving as a service centre to handle customer enquiries and complaints • Serving as a centre for monitoring electronic security systems and key controls • Serving as a centre for reporting and record-keeping of events and incidents • Develop the security control operations plan: <ul style="list-style-type: none"> • Assess risks associated with security control operations • Determine the scope of armoured transportation services of the company • Determine the functions, services as well as the service standard and quality expected of the security control • Determine the construction of the security control which should meet all required standards of physical security, fire safety, and occupational safety and health • Determine the systems, devices and equipment as well as building infrastructure to support security control operations • Determine the operations of the security control which should meet all required standards of security, fire safety, and occupational safety and health as well as service level agreements with clients • Determine tasks and duties, shifts as well as manpower required to perform the functions and meet the service standards • Document the security control operations plan and confirm with relevant stakeholders • Implement the security control operations plan: <ul style="list-style-type: none"> • Deploy the necessary manpower, systems and devices, and related resources • Develop the necessary policies, procedures and guidelines as well as contingency plans • Co-ordinate training and drills to familiarise security personnel, users and other parties with the policies, procedures and guidelines as well as contingency well plans • Monitor performance for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish security control operations that become an integral part of the armoured transportation operations of the company; and • Maintain the effectiveness and efficiency of security control operations through training and continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Establish armoury operations to support armoured transportation
Code	107798L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing armoured transportation operations of a company holding a Type II Security Company Licence in Hong Kong. It covers the abilities to determine the functions of the armoury and establish armoury operations to support the armoured transportation operations of the company.
Level	5
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about armoury operations and armoured transportation:</p> <ul style="list-style-type: none"> • Understand requirements in “The matters to which the SGSIA shall have regard when determining an application for a security company license” with regard to armoury operations in support of armoured transportation of a company holding a Type II Security Company License in Hong Kong • Understand laws and regulations relevant to armoury operations in Hong Kong: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Be proficient in armoured transportation operations • Be proficient in best practices in armoury operations • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Plan and prepare for armoury operations:</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Appoint a fit and proper person to be responsible for all matters regarding the firearms and ammunition under the possession of the company for armoured transportation • Assess risks associated with armoury operations • Develop the armoury operations plan: <ul style="list-style-type: none"> • Determine the functions of the armoury • Determine the types and quantity of firearms and ammunition, systems, devices and equipment to be stored in the armoury • Determine the design and capacity of the facility for armoury operations • Determine the construction of the armoury which should meet all required standards of physical security, fire safety, and occupational safety and health • Determine the systems, devices and equipment as well as building infrastructure to support armoury operations • Determine the operations of the armoury which should meet all required standards of security, fire safety, and occupational safety and health • Determine tasks and duties, shifts as well as manpower required to perform the functions of the armoury • Document the armoury operations plan and confirm with relevant stakeholders • Implement the armoury operations plan: <ul style="list-style-type: none"> • Ensure that the armoury is built to the required standards of physical security, fire safety, and occupational safety and health • Deploy the necessary manpower, systems, devices and equipment, and related resources • Develop the necessary policies, procedures and guidelines as well as contingency plans • Co-ordinate training and drills to familiarise armoury operators, security personnel and other relevant parties with the policies, procedures and guidelines as well as contingency plans • Monitor performance for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish armoury operations that become an integral part of the armoured transportation operations of the company; and • Maintain the effectiveness and efficiency of armoury operations through training and continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Establish vault operations to support armoured transportation
Code	107799L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing armoured transportation operations of a company holding a Type II Security Company Licence in Hong Kong. It covers the abilities to determine the functions of the vault and establish vault operations to support the armoured transportation operations of the company.
Level	5
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about vault operations:</p> <ul style="list-style-type: none"> • Understand requirements in “The matters to which the SGSIA shall have regard when determining an application for a security company license” with regard to vault operations in support of armoured transportation of a company holding a Type II Security Company License in Hong Kong • Be proficient in laws and regulations relevant to vault operations in Hong Kong, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Understand the risks associated with vault operations • Be proficient in vault operations • Be proficient in armoured transportation operations • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Plan and prepare for vault operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Assess risks associated with vault operations • Develop the vault operations plan: <ul style="list-style-type: none"> • Determine the functions, services as well as the service standard and quality expected of the vault operations • Determine the types and value of cash and valuables to be stored • Determine insurance coverage and the associated terms and conditions • Determine the design of the facility for vault operations • Determine the construction of the vault which should meet all required standards of physical security, fire safety, and occupational safety and health • Determine the machineries, systems and equipment as well as building infrastructure to support vault operations • Determine the operations of the vault which should meet all required standards of security, fire safety, and occupational safety and health as well as the service level agreements with the clients • Determine tasks and duties, shifts as well as manpower required to perform the functions and meet the service standards • Document the vault operations plan and confirm it with relevant stakeholders • Implement the vault operations plan: <ul style="list-style-type: none"> • Ensure that the vault is built to the required standards of physical security, fire safety, and occupational safety and health • Deploy the necessary manpower, machineries, systems and devices, and related resources • Develop the necessary policies, procedures and guidelines as well as contingency plans • Co-ordinate training and drills to familiarise vault operators, security personnel and other relevant parties with the policies, procedures and guidelines as well as contingency plans • Monitor performance for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish vault operations that become an integral part of the armoured transportation operations of the company; and • Maintain the effectiveness and efficiency of vault operations through training and continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Establish vehicle vault operations to support armoured transportation
Code	107800L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing armoured transportation operations of a company holding a Type II Security Company Licence in Hong Kong. It covers the abilities to determine the functions of the vehicle vault and establish vehicle vault operations to support the armoured transportation operations of the company.
Level	5
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about vehicle vault operations and armoured transportation:</p> <ul style="list-style-type: none"> • Understand requirements in “The matters to which the SGSIA shall have regard when determining an application for a security company license” with regard to vehicle vault operations in support of armoured transportation of a company holding a Type II Security Company License in Hong Kong • Be proficient in laws and regulations relevant to vehicle vault operations in Hong Kong, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Road Traffic Ordinance, Cap 374 and associated regulations • Occupational Safety and Health, Cap 509 and associated regulations • Be proficient in vehicle vault operations • Be proficient in armoured transportation operations • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Plan and prepare for vehicle vault operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Assess risks associated with vehicle vault operations • Develop the vehicle vault operations plan: <ul style="list-style-type: none"> • Determine the types and quantity of armoured vehicles to be stored • Determine insurance coverage and the associated terms and conditions • Determine the design of the facility for vehicle vault operations • Determine the construction of the vehicle vault which should meet all required standards of physical security, fire safety, and occupational safety and health • Determine the systems and devices to support vehicle vault operations • Determine the operations of the vehicle vault which should meet all required standards of security, fire safety, and occupational safety and health • Determine tasks and duties, shifts as well as manpower required • Document the vehicle vault operations plan and confirm with relevant stakeholders • Implement the vehicle vault operations plan: <ul style="list-style-type: none"> • Ensure that the vehicle vault is built to the required standards of physical security, fire safety, and occupational safety and health • Deploy the necessary manpower, systems and devices, and related resources • Develop the necessary policies, procedures and guidelines as well as contingency plans • Co-ordinate training and drills to familiarise vehicle vault operators, security personnel and other relevant parties with the policies, procedures and guidelines as well as contingency plans • Monitor performance for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish vehicle vault operations that become an integral part of the armoured transportation operations of the company; and • Maintain the effectiveness and efficiency of vehicle vault operations through training and continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Manage manpower planning for armoured transportation
Code	107801L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing armoured transportation operations of a company holding a Type II security company licence in Hong Kong. It covers the abilities to develop manpower plans for the effective and efficient operations of armoured transportation.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about manpower planning for armoured transportation:</p> <ul style="list-style-type: none"> • Be proficient in the scope of armoured transportation services provided by the company • Be proficient in the company's policies, procedures and guidelines in relation to armoured transportation • Be familiar with the service level agreements with clients • Be familiar with insurance arrangements and the associated terms and conditions • Be proficient in laws and regulations relevant to armoured transportation operations, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Be proficient in the status and trend of manpower supply and demand for armoured transportation in Hong Kong • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Perform manpower planning for armoured transportation</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Compile details about the scope of armoured transportation services provided by the company, which may include: <ul style="list-style-type: none"> • Transportation of cash and valuables • Security control operations • Armoury operations • Vault operations • Vehicle vault operations • Cash processing services • ATM cash replenishment services • Identify the roles//posts involved in each type of services • Identify the qualifications, experience and performance requirements of each role/post • Identify the licensing and training requirements of each role/post • Compile details about manpower resource available for each role/post • Compile details about service level agreements with clients, including the scope of services, frequency, size of consignment and any special needs • Understand the company's business development plan for armoured transportation • Assess and project the current and future manpower needs of the company • Develop plans to meet the current and future demand in manpower resource: <ul style="list-style-type: none"> • Internal redeployment • External recruitment • Training and development • Document the plans and obtain senior management approval and budget approvals • Implement the plans • Perform periodic reviews to ensure effectiveness of the plans
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Formulate a manpower plan to support the effective and efficient operations of armoured transportation of the company; and • Ensure that adequate manpower resource is available when needed.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Deploy security transit vehicles for armoured transportation
Code	107802L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing armoured transportation operations of a company holding a Type II security company licence in Hong Kong. It covers the abilities to determine the design, construction and installation of security transit vehicles for armoured transportation in Hong Kong.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about security transit vehicles for armoured transportation: <ul style="list-style-type: none"> • Understand the requirements in “The matters to which the SGSIA shall have regard when determining an application for a security company license” with regard to security transit vehicles in support of armoured transportation of a company holding a Type II security company license in Hong Kong • Understand laws and regulations relevant to security transit vehicles for armoured transportation, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Service Ordinance, Cap 486 • Road Traffic Ordinance, Cap 374 and associated regulations • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Be proficient in armoured transportation operations • Be proficient in security transit vehicles operations • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities 2. Deploy security transit vehicles for armoured transportation <p>Be able to:</p> <ul style="list-style-type: none"> • Deploy security transit vehicles in accordance to service level agreements with clients • Keep an inventory of security transit vehicles including details of their design, construction and installation for armoured transportation • Ensure that security transit vehicles are insured, licensed and inspected in accordance with the Road Traffic Ordinance and related regulations • Ensure that security transit vehicles meet the required design, construction and installation for physical security, fire safety, occupational safety and health • sDevelop procedures and guidelines for armoured vehicle operations, how to operate the systems and equipment on the vehicles and contingency plans • Ensure that staff are properly trained on the procedures and guidelines as well as contingency plans • Ensure that staff perform in accordance to the procedures and guidelines as well as contingency plans • Monitor performance for continuous improvement

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Deploy appropriate security transit vehicles for armoured transportation;• Ensure that the design, construction and installation of the vehicles meet all legal and regulatory requirements in security, fire safety and occupational safety and health in Hong Kong; and• Ensure that the systems and equipment on the vehicles are operated properly and monitored for continuous improvement.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Deploy firearms and ammunition for armoured transportation
Code	107803L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing armoured transportation operations of a company holding a Type II security company licence in Hong Kong. It covers the abilities to determine the appropriate type, quantity and source as well as develop the procedures and guidelines for managing firearms and ammunition under the possession of the company for armoured transportation in Hong Kong.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about firearms and ammunition for armoured transportation: <ul style="list-style-type: none"> • Understand laws and regulations relevant to possession of firearms and ammunition for armoured transportation operations, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Be proficient in best practices in the storage, use and handling of firearms and ammunition • Be proficient in armoured transportation operations • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities 2. Deploy firearms and ammunition for armoured transportation <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Deploy firearms and ammunition for armoured transportation in accordance to service level agreements with clients • Assess risks associated with the possession of firearms and ammunition • Ensure the company complies with all legal, regulatory and license requirements in relation to its possession of firearms and ammunition for armoured transportation • Ensure that a fit and proper person is appointed by the company to be responsible for all matters regarding its possession of firearms and ammunition for armoured transportation • Ensure that all firearms and ammunition are sourced from licensed arms dealers and registered with and approved by the Hong Kong Police • Ensure that the storage, use and handling of firearms and ammunition meet all legal and regulatory requirements in Hong Kong • Ensure that security personnel are properly trained on firearm shooting and licensed for the possession of firearms and ammunition for armoured transportation • Ensure that personnel involved in armoured transportation perform in accordance to the procedures and guidelines for the use and handling of firearms and ammunition • Monitor performance for continuous improvement

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Ensure that the storage, use and handling of firearms and ammunition under the possession of the company for armoured transportation meet the requirements of Firearms and Ammunition Ordinance, Cap 238;• Ensure that firearms and ammunition are stored, used and handled in accordance to relevant procedures and guidelines of the company; and• Ensure that performance is monitored for continuous improvement.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Deploy systems, devices and equipment for armoured transportation
Code	107804L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing armoured transportation operations of a company holding a Type II security company licence in Hong Kong. It covers the abilities to deploy systems, devices and equipment for the safe and secure operations of armoured transportation.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about devices and equipment for the safe and secure transportation of cash and valuables:</p> <ul style="list-style-type: none"> • Be proficient in armoured transportation operations • Be proficient in laws and regulations relevant to armoured transportation, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Understand the risks associated with transportation of cash and valuables • Be proficient in the development in technology of devices and equipment for the safe and secure transportation of cash and valuables • Be proficient in best practices in armoured transportation • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Deploy devices and equipment for the safe and secure transportation of cash and valuables Be able to:</p> <ul style="list-style-type: none"> • Determine requirements in service level agreements with clients • Determine threats and risks associated with armoured transportation • Determine adequate personal protective equipment for the crew • Determine adequate devices and equipment for the safe and secure transportation of cash and valuables, which should include but not limited to: <ul style="list-style-type: none"> • Containers built to the required security standard • Dual key locks • Time delay devices • Duress alarms • Banknote neutralisation systems and devices • Develop procedures and guidelines for operating the devices and equipment as well as contingency plans • Ensure that personnel are properly trained regarding the procedures and guidelines as well as the contingency plans • Ensure that personnel perform in accordance with the procedures and guidelines and contingency plans • Monitor performance for continuous improvement

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Deploy appropriate devices and equipment for the safe and secure transportation of cash and valuables;• Ensure that devices and equipment are handled in accordance with relevant procedures and guidelines as well as contingency plans of the company; and• Ensure that performance is monitored for continuous improvement.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Perform routes planning for armoured transportation
Code	107805L4
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing armoured transportation operations of a company holding a Type II security company licence in Hong Kong. It covers the abilities to perform routes planning for effective and efficient armoured transportation operations and ensure that the operations meet all requirements in safety and security and service level agreements with the clients.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about routes planning for armoured transportation:</p> <ul style="list-style-type: none"> • Be proficient in the company's policies, procedures and guidelines in relation to armoured transportation • Be proficient in laws and regulations relevant to armoured transportation, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Be familiar with the service level agreements with clients • Be familiar with insurance arrangements and associated terms and conditions • Understand the threats and risks associated with armoured transportation • Be proficient in the concepts and techniques about routes planning for safety and security of armoured transportation • Be proficient in the operations of systems, devices and equipment relevant to routes management for armoured transportation • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Perform routes planning for armoured transportation</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Maintain details about client sites as well as the scope of services, frequency, size of consignment and any special needs of each site • Maintain details about armoured vehicles, manpower resources and devices and equipment and other related resources • Prepare for routes planning: <ul style="list-style-type: none"> • Identify all possible routes from point to point • Perform threat and risk assessment for each site, including the parking facilities, the routes for cross pavement delivery, and the client's site • Determine protection requirements including the types of vehicles, size of the crew and the systems, devices and equipment required for transportation of cash and valuables • Determine the time required for each route • Schedule deliveries and collections at client's sites, ensuring that routes and timings are regularly varied and not predictable • Create and maintain all appropriate records and documentation for the routes plans and protection requirements • Make the routes and timings of deliveries/collections known to responsible personnel on a need-to-know basis • Ensure that the armoured transportation crew perform according to the planned routes and schedules as well as the laid-down policies, procedures and guidelines • Monitor performance, making adjustments where necessary • Perform periodic reviews of the routes plans and take corrective actions where necessary
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Compile routes plans for armoured transportation operations, ensuring that they meet all requirements in safety and security as well as service level agreements with the clients; and • Ensure that the armoured transportation crews perform according to the plans and schedules as well as the laid-down policies, procedures and guidelines of the company.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Liase with government and regulatory bodies about armoured transportation services
Code	107806L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing armoured transportation operations of a company holding a Type II security company license in Hong Kong. It covers the abilities to effectively liaise and engage with government and regulatory bodies in day-to-day armoured transportation operations and work effectively with them in the event of an emergency.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about the government and regulatory bodies associated with armoured transportation:</p> <ul style="list-style-type: none"> • Be proficient in laws and regulations relevant to armoured transportation, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Be proficient in armoured transportation operations • Be proficient in the company's policies, procedures and guidelines in relation to armoured transportation • Be proficient in the company's contingency plans associated with armoured transportation • Be proficient in service level agreements with clients • Understand the functions and operations of government and regulatory bodies associated with armoured transportation, which may include: <ul style="list-style-type: none"> • Government emergency services such as the Hong Kong Police, Fire Services and ambulance services, etc. • The Security & Guarding Services Industry Authority • The Police Licensing Office • The Security Companies Inspection Unit of the Hong Kong Police • The Intruder Alarm Inspection Unit of the Hong Kong Police • The Security Services Training Board of the Vocational Training Council • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Liaise with government and regulatory bodies about armoured transportation services Be able to:</p> <ul style="list-style-type: none"> • Establish protocols and procedures for liaising with relevant government and regulatory bodies • Maintain up-to-date contact details of relevant government and regulatory bodies for quick and effective contact when needed • Develop procedures and guidelines for security personnel to liaise with and seek advice and assistance from relevant government and regulatory bodies about armoured transportation services • Develop procedures and guidelines for security personnel to facilitate the work of relevant government and regulatory bodies, which may include: <ul style="list-style-type: none"> • Inspection of the register for firearms and ammunition • Inspection about firearms and ammunition under the company's possession • Annual inspections of security company license • Maintain detailed records of visits and inspections by relevant government and regulatory bodies and the outcome of their visits and inspections • Work with government emergency services during an emergency: <ul style="list-style-type: none"> • Notify them swiftly and clearly at the outbreak of an emergency • Establish protocols and key contacts at scene • Co-ordinate response actions in accordance to their instructions/advices • Maintain detailed records of all decisions and actions • Co-operate with any follow-up investigations and/or actions of the government emergency services • Report to senior management any issues or matters arising from contacts, visits and inspections by government and regulatory bodies associated with armoured transportation services
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Maintain good working relationship with government and regulatory bodies according to laid-down policies, procedures and guidelines; and • Work effectively with government emergency services in dealing with emergencies, ensuring safety and security of armoured transportation operations.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Liaise with clients about armoured transportation services
Code	107807L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing armoured transportation operations of a company holding a Type II security company license in Hong Kong. It covers the abilities to effectively monitor service delivery with clients in order to take timely actions to improve armoured transportation services and/or agree on necessary changes to the service level agreements.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about performance monitoring of armoured transportation services: <ul style="list-style-type: none"> • Be proficient in laws and regulations relevant to armoured transportation, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Be proficient in armoured transportation operations • Be proficient in the company's policies, procedures and guidelines in relation to armoured transportation • Be proficient in the company's contingency plans associated with armoured transportation • Be familiar with the service level agreements with clients • Be proficient in the skills and techniques for assessing service delivery and liaising with client's • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities 2. Liaise with client's about armoured transportation services <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Discuss and agree with clients on the methodology for assessing and frequency of reporting about service delivery • Establish a mechanism to monitor complaints and feedback • Collect data and provide regular reports to the clients as required • Ensure that regular and ad hoc meetings at working level are held to address topical issues as they arise, with a view to identify opportunities for improvement and any additional or unnecessary requirements • Hold formal and regular review meetings with clients at a senior level with a view to: <ul style="list-style-type: none"> • Review the service and operations • Assess performance against service level agreements • Work together to resolve issues if the service does not meet service level agreements • Resolve any misunderstanding or over-expectation • Benchmark the service against other similar arrangements • Endorse variations to service level agreements • Approve budget projections • Document all discussions, decisions, actions and outcomes.

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Assess performance using prescribed methodology and provide regular reports to clients about service delivery as required; and• Hold regular meetings with clients to review and discuss and agree on ways and means to improve performance and any necessary changes to service level agreements.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Monitor armoured transportation operations
Code	107808L4
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing armoured transportation operations of a company holding a Type II security company license in Hong Kong. It covers the abilities to monitor the armoured transportation operations in order to ensure that personnel perform according to instructions and laid-down policies, procedures and guidelines of the company.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Review relevant information to identify critical factors that will affect the monitoring of armoured transportation operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Describe the company's policies, procedures and guidelines as well as contingency plans in relation to armoured transportation • Describe the terms and conditions of the service level agreements with clients • Describe the insurance arrangements and associated terms and conditions • Understand the threats and risks associated with armoured transportation • Evaluate the requirements of laws and regulations relevant to armoured transportation operations, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Evaluate the concepts and skills for command and control of security personnel to accomplish security duties/tasks • Evaluate the concepts and skills for leading and coaching personnel to perform armoured transportation operations to meet the desired outcome of the job roles and tasks

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Monitor armoured transportation operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Coordinate the deployment of security personnel and resources for the respective armoured transportation duties/tasks • Maintain close communications with the armoured transportation crews in accordance to the defined protocols and reporting systems • Convey instructions to the crews about their routes and schedule of deliveries and collections on a need-to-know basis • Closely monitor the armoured transportation operations in order to ensure strict compliance with instructions as well as the laid-down policies, procedures and guidelines • Take immediate actions to verify and respond to suspicious activities detected • Give direction and support to the crews when needed: <ul style="list-style-type: none"> • Take control and give direction on urgent and/or critical matters • Provide guidance and support in handling customer complaints and resolving problems and conflicts • Record and review performance outcome for continuous improvement: <ul style="list-style-type: none"> • Monitor operations to ensure that activities and incidents are properly recorded as required • Investigate incidents to identify gaps and failures and take corrective actions • Identify training needs and provide training to further develop the teams and individuals • Provide feedback to management in order to improve the armoured transportation operations and associated policies, procedures and guidelines
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Deploy personnel and monitor operations in order to ensure that personnel perform according to instructions as well as laid-down policies, procedures and guidelines as well as uphold the required standard of conduct and performance for armoured transportation; • Take control and give direction on urgent and/or critical matters and solve problems and conflicts; and • Review operations and make recommendations to improve the effectiveness and efficiency of the armoured transportation operations.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Perform security control operations to support armoured transportation
Code	107809L3
Range	This unit of competency applies to security personnel at supervisory level and above responsible for performing security control operations of a company holding a Type II Security Company Licence in Hong Kong. It covers the abilities to perform effective and efficient security control operations in order to support armoured transportation operations.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about security control operations:</p> <ul style="list-style-type: none"> • Be proficient in the scope of armoured transportation services of the company • Be proficient in services level agreements with clients • Be proficient in the company's policies, procedures and guidelines relevant to security control operations in order to support armoured transportation operations • Be proficient in the skills and techniques for operating the systems, devices and equipment for security control operations • Understand laws and regulations relevant to armed transportation operations in Hong Kong: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Perform security control operations to support armoured transportation:</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Maintain an up-to-date duty roster about the armoured vehicle crews • Maintain details about the schedule and client sites for delivery and collection • Maintain close communications with the armoured vehicle crews according to established protocols and reporting systems and procedures • Monitor and track the positions of the armoured vehicles and vehicle crews according to laid-down procedures and guidelines • Take appropriate actions according to laid-down guidelines and procedures in the event that: <ul style="list-style-type: none"> • Reports of suspicious activities/circumstances and/or requests for assistance are received from the vehicle crews • Suspicious activities/circumstances are detected/observed • Escalate issues, abnormalities and/or emergencies to management as required • Respond to emergencies according to contingency plans • Co-ordinate urgent/ad hoc requests for armoured transportation services • Handle enquiries and complaints from clients • Record and report all incidents and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Maintain effective and efficient control room operations in order to support armoured transportation services;• Monitor the performance of armoured transportation crews in order to ensure that they perform according to instructions and laid-down policies, procedures and guidelines; and• Ensure that suspicious activities, abnormalities and/or emergencies detected are promptly and properly responded according to the laid-down policies, procedures and guidelines and contingency plans.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Perform armoury operations to support armoured transportation
Code	107810L3
Range	This unit of competency applies to security personnel responsible for performing armoury operations in support of armoured transportation of a company holding a Type II Security Company Licence in Hong Kong. It covers the abilities to perform effective and efficient armoury operations that meet all legal and regulatory requirements in safety and security.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about armoury operations:</p> <ul style="list-style-type: none">• Be proficient in the functions of the armoury• Be proficient in the company's policies, procedures and guidelines relevant to armoury operations• Be proficient in the skills and techniques for handling and servicing the firearms and ammunition and systems, devices and equipment for armoured transportation• Understand laws and regulations relevant to armoury operations in Hong Kong:<ul style="list-style-type: none">• Security and Guarding Services Ordinance, Cap 460• Firearms and Ammunition Ordinance, Cap 238• Occupational Safety and Health Ordinance, Cap 509 and associated regulations• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts• Possess the people skills and communication skills to deal with others• Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Perform armory operations to support armoured transportation: Be able to:</p> <ul style="list-style-type: none"> • Maintain a complete and up-to-date register of all firearms and ammunition and systems, devices and equipment under the possession of the company for armoured transportation and being kept in the armory • Maintain safe and secure operations of the armory according to laid-down policies, procedures and guidelines • Operate systems, devices and equipment for armory operations according to laid-down policies, procedures and guidelines • Issue and accept the return of firearms and ammunition and systems, devices and equipment for armoured transportation according to laid-down policies, procedures and guidelines: <ul style="list-style-type: none"> • Maintain proper records of issue and return • Issue only to security personnel who are employed by the company for armoured transportation and are holders of valid Security Personnel Permit and valid license for the possession of firearms and ammunition • Issue only for the purpose of armoured transportation in accordance to the duty roster • Check upon their return to confirm that: <ul style="list-style-type: none"> • They are the same ones that were issued • They are returned by the same personnel that they were issued to • They show no sign of having been discharged and/or tampered with • Maintain regular servicing of the firearms and ammunition and systems, devices and equipment for armoured transportation in accordance to laid-down policies, procedures and guidelines of the company • Record and report all incidents and activities in the armory • Escalate issues and abnormalities to management as required • Respond to emergencies according to the contingency plans
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Maintain safe and secure operations of the armory in accordance to laid-down policies, procedures and guidelines; • Maintain firearms and ammunition as well as systems, devices and equipment for armoured transportation in good working condition; and • Maintain an up-to-date register of all firearms and ammunition and systems, devices and equipment kept in the armory and proper records about issue and return and any incidents and activities associated with them.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Prepare for armoured transportation at client's site
Code	107811L3
Range	This unit of competency applies to security personnel at supervisory level and above involved in armoured transportation operations of a company holding a Type II security company licence in Hong Kong. It covers the abilities to conduct threat and risk assessment and recommend (for client's adoption) measures and procedures to mitigate the threats and risks associated with armoured transportation at the client's site.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about armoured transportation at client's site:</p> <ul style="list-style-type: none"> • Be proficient in the company's policies, procedures and guidelines in relation to armoured transportation • Be proficient in laws and regulations relevant to armoured transportation, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Be familiar with the service level agreements with the client • Be proficient in the insurance arrangements and associated terms and conditions • Be proficient in the skills and techniques for threat and risk assessment • Be proficient in the principles and concepts about safety and security of premises and armoured transportation • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Prepare for armoured transportation at the client's site</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Conduct threat and risk assessment at the client's site: <ul style="list-style-type: none"> • Understand the nature and mode of business operations of the client • Understand the environment and the presence of members of the public • Compile the risk profile of the client's site • Identify potential threats, vulnerabilities and risks against armoured transportation • Determine measures required to mitigate the threats and risks • Determine and recommend measures to mitigate threats, vulnerabilities and risks at the client's site, which should include but not limited to: <ul style="list-style-type: none"> • Protocols and contact points • Points of entry and exit, modes and routes of travel and alternative plans • Security measures which may include: <ul style="list-style-type: none"> • Duress alarm, CCTV surveillance and access control • Protection measures in areas open to public • A secure and closed area for the handover of cash and valuables • Procedures and guidelines for client's staff in order to facilitate effective and efficient armoured transportation operations • Contingency plans in the event of incidents and emergencies • Assist the client in implementing the recommended measures and associated training for client's staff • Perform periodic reviews to ensure the effectiveness of the measures and enhance the measures where necessary
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Recommend effective measures to mitigate threats, vulnerabilities and risks against armoured transportation operations at the client's site; and • Successfully implement the recommended measures at the client's site and ensure their effectiveness throughout the service contract period
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Perform armoured transportation of cash and valuables
Code	107812L3
Range	This unit of competency applies to frontline security personnel involved in performing armoured transportation operations of a company holding a Type II security company license in Hong Kong. It covers the abilities to perform safe and secure transportation of cash and valuables in accordance to the laid-down policies, procedures and guidelines of the company.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about armoured transportation:</p> <ul style="list-style-type: none">• Be proficient in the company's policies, procedures and guidelines as well as contingency plans in relation to armoured transportation• Be familiar with the service level agreements with clients• Understand the threats and risks associated with armoured transportation• Be proficient in laws and regulations relevant to armoured transportation operations, which should include but not limited to:<ul style="list-style-type: none">• Security and Guarding Services Ordinance, Cap 460• Firearms Arms and Ammunition Ordinance, Cap 238• Occupational Safety and Health Ordinance, Cap 509 and related regulations• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts• Possess the people skills and communication skills to deal with others• Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Perform armoured transportation of cash and valuables</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Follow procedures and guidelines to check and confirm the readiness of personnel and vehicles, systems, devices and equipment for armoured transportation at the beginning of a shift • Follow instructions regarding schedules and routes for the delivery and collection assignments • Follow procedures and guidelines for armoured transportation operations, which may include but not limited to: <ul style="list-style-type: none"> • Maintaining close communications with the security control • Delivery and collection of consignments from the company's vault • Handling of firearms and ammunition • Operating the systems, devices and equipment for armoured transportation • Parking armoured vehicles for delivery and collection of consignments from client's sites • Loading and unloading from the armoured vehicle outside client's sites • Cross pavement transportation of cash and valuables • Delivery and collection of consignments from client sites • Cash replenishment services for ATM machines • Maintaining records and other necessary documentation • Stay alert to any suspicious activities and circumstances • Report suspicions and abnormalities observed, following established protocols and reporting systems and procedures • Respond to emergencies in accordance to relevant contingency plans • Inform management of issues and/or observations that will help to enhance safety and security and/or improves the effectiveness and efficiency of armoured transportation of cash and valuables
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities:</p> <ul style="list-style-type: none"> • Complete assignments for transportation of cash and valuables in accordance to the company's laid-down policies, procedures and guidelines; and • Ensure that the operations comply with all legal and regulatory requirements in safety, security and licensing as well as the service level agreements with clients.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Respond to incidents and emergencies associated with armoured transportation
Code	107813L3
Range	This unit of competency applies to security personnel at supervisory level and above responsible for performing security control operations of a company holding a Type II security company license in Hong Kong. It covers the abilities to monitor incidents and emergencies associated with armoured transportation from the security control, co-ordinate communications, provide support where needed and maintain clear and accurate records of actions and decisions in accordance to the laid-down policies, procedures and guidelines of the company.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about response to incidents and emergencies associated:</p> <ul style="list-style-type: none"> • Be proficient in laws and regulations relevant to armoured transportation, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and related regulation • Be proficient in the armoured transportation operations of the company • Be proficient in the company's policies, procedures and guidelines in relation to armoured transportation • Be proficient in the company's contingency plans in relation to armoured transportation • Be familiar with the service level agreements with clients • Be proficient in the functions and operations of systems, devices and equipment associated with communications, tracking and record-keeping in the security control • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Respond to incidents and emergencies from the security control</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Monitor closely the armoured transportation operations at all time • Operate the systems, devices and equipment for communications, tracking and record-keeping correctly • Detect and/or receive reports of incidents and emergencies associated with armoured transportation, which may include but not limited to: <ul style="list-style-type: none"> • Suspicious and/or abnormal incidents or circumstances • Attacks on the transportation crew, such as robbery or hijacking en-route or at the client's site • Non-attack emergencies, which may include but not limited to: <ul style="list-style-type: none"> • A shortage of crew members due to sudden sickness or other causes • The armoured vehicle is involved in a traffic accident or has broken down • An accidental discharge, loss or failure of firearms and ammunition • An accidental activation or failure of the systems, devices or equipment for armoured transportation • A loss and/or shortage of the consignment • Determine the nature and severity of the incidents or emergencies • Initiate actions according to relevant policies, procedures and guidelines as well as contingency plans • Co-ordinate internal and external communications • Continue the above activities and actions until normal operation is restored • Keep clear and accurate records of actions and decisions from start to end • Produce an incident report in the prescribed format and style and within the timeline as required by the company • Take further actions as directed by senior management • Document the report and keep all relevant information and records according to laid-down policies, procedures and guidelines
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Respond promptly to incidents and emergencies detected or reported in accordance to laid-down policies, procedures and guidelines as well as contingency plans of the company; and • Contribute to the effective and efficient operations of armoured transportation, ensuring that all safety and security requirements as well as service level agreements with clients are met.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Perform armoured vehicle crew commander duties for initial basic training
Code	107814L3
Range	This unit of competency applies to security personnel responsible for performing the duties of armoured vehicle crew commander. It covers the competence and ability to handle the different roles and functions of a crew commander, such as the operational and supervisory skills required to assess security and associated risks, and to provide solutions for handling such risks.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about armoured vehicle crew commander duties <ul style="list-style-type: none"> • Understand the duties and responsibilities of an armoured vehicle crew member as detailed in the 24 hours vehicle crew training • Understand the supervisory skills required to direct and monitor a team of cash-in-transit crew in carrying out duties of safe escort and carrying of cash or valuables from one or more locations to another and maintain performance standard • Understand the essential laws and regulations relating to security services • Possess knowledge in fire safety, first aid and risk management • Possess the communication skills to maintain effective relationships with client and team members, and write detailed report • Possess the skills to operate and monitor the use of communication and security equipment 2. Perform armoured vehicle crew commander duties for initial basic training <p>Be able to:</p> <ul style="list-style-type: none"> • Well versed in the required duties and responsibilities , such as: <ul style="list-style-type: none"> • Types of duties • Responsibilities • Code of ethic of security services personnel, etc. • Observe and follow the related legislations and requirements, including: <ul style="list-style-type: none"> • Firearms and Ammunition Ordinance (Cap. 238), with emphasis on: <ul style="list-style-type: none"> • Section 13 - Possession of arms or ammunition without licence • Section 23 - Failure to comply with terms and conditions of licence • Security and Guarding Services Ordinance (Cap. 460) • Personal Data (Privacy) Ordinance (Cap 486) • Criminal Procedure Ordinance (Cap 221) governing arrest of use of force: • Road traffic (Parking on Private Roads) Regulations (Cap 374) • Prevention of Bribery Ordinance (Cap 201) • Smoking (Public Health) Ordinance (Cap 371) • Employee Compensation Ordinance (Cap 282) • Occupational Safety and Health Ordinance (Cap 509) • Fire Services Ordinance (Cap 95) in relation to fire safety • Observe safety and health requirements, including: <ul style="list-style-type: none"> • Fire and other safety precautions, and measures relating to occupational safety and health in the workplace • Occupational stress and its control measures • First aid, etc. • Exercise risk management skill when required, such as risk management: <ul style="list-style-type: none"> • Methodologies • Processes • Control, etc. • Conduct armoured vehicle crew commander operations, such as: <ul style="list-style-type: none"> • Handle of emergency and other chaotic / conflicting situations

	<ul style="list-style-type: none"> • Potential hazards and control measures related to security services and aware of any possible liability • Monitoring the use of the following equipment: <ul style="list-style-type: none"> • Communication equipment, such as walkie-talkie • Security equipment: <ul style="list-style-type: none"> • CCTV • Alarm systems • Fire fighting equipment • Vehicle security system / company specific security equipment such as smoke box • Handling and operating of firearms according to safety instructions covered in arms training * • Detection methodologies for irregularities and activities and prevention techniques • Property damages / defects and appropriate rectification actions • Exercise supervisory skills in areas such as: <ul style="list-style-type: none"> • Supervision and training • Leadership and delegation • Performance management • Teamwork, etc. • Exercise communication skills in areas such as: <ul style="list-style-type: none"> • Customer service • Report writing techniques, etc.
<p>Assessment Criteria</p>	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Carry out the duties and responsibilities of a crew commander effectively; and • Detect irregularities and identify persons involved in suspicious activities and take appropriate actions; and • Identify property equipment damages / defects and to take appropriate action for rectification; and • Operate and handle of firearms according to safety instruction *
<p>Remark</p>	<ul style="list-style-type: none"> • This UoC targets for security personnel who have Category B or C * Security Personnel Permit and have successfully completed the initial basic training course of not less than 24 hours for vehicle crew and passed the assessment. • * Applies to armed crew commander

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Perform delivery and collection of consignments from the company's vault
Code	107815L2
Range	This unit of competency applies to frontline security personnel involved in performing armoured transportation operations of a company holding a Type II security company license in Hong Kong. It covers the abilities to perform delivery and collection of consignments from the company's vault in accordance to the laid-down policies, procedures and guidelines.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about armoured transportation and vault operations:</p> <ul style="list-style-type: none"> • Be proficient in laws and regulations relevant to armoured transportation operations, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms rms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Be proficient in the company's armoured transportation operations • Understand the threats and risks associated with armoured transportation • Be proficient in the company's policies, procedures and guidelines in relation to armoured transportation • Be proficient in the company's policies, procedures and guidelines in relation to the delivery and collection of consignments from the vault • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Perform delivery and collection of consignments from the company's vault Be able to:</p> <ul style="list-style-type: none"> • Maintain close communications with the security control • Understand the physical environment of the sterile area for loading/unloading of the vault • Operate the systems, devices and equipment for delivery and collection of consignments • Follow established protocols, procedures and guidelines for the delivery and collection of consignments from the vault: <ul style="list-style-type: none"> • Load and unload consignments from the armoured vehicle inside the sterile area for loading/unloading of the vault when it is secured to do so • Transfer cash and valuables between the sterile area for loading/unloading and the vaulting area using facilities such as the receiving hatch • Enter or leave the vaulting area only after safety and security clearance is obtained from the personnel responsible for security of the vault • Account for the consignments with authorized personnel of the vault according to laid-down guidelines and procedures • Take appropriate actions to deal with issues and/or shortages identified in accordance to laid-down policies, procedures and guidelines • Complete all documentation necessary for handing over the consignments • Report and record all activities and incidents

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities: <ul style="list-style-type: none">• Complete delivery and collection of cash and valuables from the company's vault in accordance to the laid-down policies, procedures and guidelines; and• Ensure that the operations comply with all requirements in safety, security and documentation.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Perform delivery and collection of consignments from the client's site
Code	107816L2
Range	This unit of competency applies to frontline security personnel involved in performing armoured transportation operations of a company holding a Type II security company license in Hong Kong. It covers the abilities to perform delivery and collection of consignments from the client's sites in accordance to the laid-down policies, procedures and guidelines of the company and the service level agreements with the clients.
Level	2
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about delivery and collection of consignments from the client's sites:</p> <ul style="list-style-type: none"> • Be proficient in laws and regulations relevant to armoured transportation operations, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Be proficient in the company's policies, procedures and guidelines in relation to armoured transportation • Be familiar with insurance arrangements and associated terms and conditions • Be familiar with the service level agreements with the clients • Understand the threats and risks associated with armoured transportation • Be proficient in the established protocols, procedures and guidelines for the delivery and collection of consignments from the client's sites • Be proficient in established requirements of devices and equipment for packaging and marking of consignments • Be proficient in the operation of the secure containers, systems, devices and equipment for ensuring safety and security of consignments whilst in transit between the client's site and the armoured vehicle • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Perform delivery and collection of consignments from the client's sites</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Maintain close communications with the security control • Report any suspicions and abnormalities observed • Understand the physical environment, security measures and threats and risks of the client's sites associated with armoured transportation • Perform delivery and collection of consignments from the client's sites in accordance to established protocols, procedures and guidelines: <ul style="list-style-type: none"> • Stay alert to suspicious activities and circumstances • Safeguard the consignments in transit between the client's sites and the armoured vehicle through proper positioning of personnel and firearms • Deploy secure containers, systems, devices and equipment to protect consignments whilst in transit between the client's sites and the armoured vehicle • Enter and exit client's sites when confirmed safe through established protocols • Follow pre-planned routes to the secure areas at client's sites for handover of consignments • Hand over consignments with the client's authorized personnel in accordance to laid-down procedures and guidelines: <ul style="list-style-type: none"> • Confirm the identity and authority of the client's authorized personnel • Confirm the amount and size of the consignments • Confirm that the consignments are packed and marked in accordance to established requirements for packaging and marking • Confirm that the packages and markings are intact and not tampered with • Complete the necessary documentation for handover of the consignments • Take appropriate actions to deal with issues/shortages/deficiencies • Respond to emergencies in accordance to relevant contingency plans • Report and record all activities and incidents
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Perform delivery and collection of consignments from the client's site in accordance to laid-down policies, procedures and guidelines; and • Ensure that the operations comply with all requirements in safety, security and documentation.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Perform cash replenishment services for ATM machines
Code	107817L2
Range	This unit of competency applies to frontline security personnel involved in performing armoured transportation operations of a company holding a Type II security company license in Hong Kong. It covers the abilities to perform cash replenishment services for ATM machines in accordance to the laid-down policies, procedures and guidelines of the company and the service level agreements with clients.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about cash replenishment services for ATM machines:</p> <ul style="list-style-type: none"> • Be proficient in laws and regulations relevant to armoured transportation operations, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Be proficient in the company's policies, procedures and guidelines in relation to armoured transportation • Be familiar with insurance arrangements and associated terms and conditions • Be familiar with the service level agreements with clients • Understand the threats and risks associated with armoured transportation • Be proficient in the established protocols, procedures and guidelines with regard to cash replenishment services for ATM machines • Be proficient in the operation of secure containers, systems, devices and equipment for ensuring the safety and security of cash whilst in transit between the ATM machines and the armoured vehicle • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Perform cash replenishment services for ATM machines</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Maintain close communications with the security control • Report any suspicions and abnormalities observed • Understand the physical environment and security measures of the ATM sites • Perform delivery and collection of cash cassettes from the ATM sites in accordance to established protocols, procedures and guidelines: <ul style="list-style-type: none"> • Stay alert to suspicious activities and circumstances • Safeguard the cash cassettes in transit between the ATM sites and the armoured vehicle through proper positioning of personnel and firearms • Deploy secure containers, systems, devices and equipment as required to protect the cash cassettes whilst in transit between the ATM sites and the armoured vehicle • Enter and exit the ATM sites for cash replenishment only when it is safe to do • Follow established protocols, procedures and guidelines for authentication before cash replenishment • Perform cash replenishment for ATM machines in accordance to laid-down procedures and guidelines: <ul style="list-style-type: none"> • Cash replenishment operations should be shut from public view and guarded by the armed crew member • Replenish ATM machines and cash cassettes one at a time • Have the duress alarm on hand during the replenishment process • Carry out any other necessary services such as freeing jammed cards • Check that the ATM machines are intact and have not been tampered with • Complete all necessary documentation • Ensure that the ATM machines and associated security systems and devices are properly re-set and resume normal operations after the cash replenishment • Respond to emergencies in accordance to relevant contingency plans • Report and record all activities and incidents
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Perform cash replenishment services for ATM machines in accordance to laid-down policies, procedures and guidelines; and • Ensure that the operations comply with all requirements in safety, security and documentation.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Handle firearms and ammunition for armoured transportation
Code	107818L2
Range	This unit of competency applies to frontline security personnel involved in performing armoured transportation operations of a company holding a Type II security company license in Hong Kong. It covers the abilities to handle firearms and ammunition for armoured transportation in accordance to the requirements of the Firearms and Ammunition Ordinance, Cap 238 in Hong Kong and the laid-down policies, procedures and guidelines of the company.
Level	2
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about firearms and ammunition for armoured transportation:</p> <ul style="list-style-type: none"> • Be proficient in laws and regulations relevant to armoured transportation operations, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Be proficient in the training and licensing requirements in the Firearms and Ammunition Ordinance, Cap 238 in Hong Kong with respect to the possession of firearms and ammunition for armoured transportation. • Be proficient in the company's policies, procedures and guidelines in relation to firearms and ammunition for armoured transportation. • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Handle firearms and ammunition for armoured transportation Be able to:</p> <ul style="list-style-type: none"> • Meet all relevant requirements and obtain a valid Security Personnel Permit for the provision of armoured transportation services in Hong Kong • Complete the specified firearm training and obtain a valid license for the possession of firearms and ammunition in Hong Kong • Meet the following criteria for the company to issue firearms and ammunition for providing armoured transportation services: <ul style="list-style-type: none"> • Being employed by the company for providing armoured transportation services • Being the holder of a valid Type C Security Personnel Permit • Being the holder of a valid license for the possession of firearms and ammunition • Immediately return firearms and ammunition to the company’s armoury at the end of duty each day • Handle firearms and ammunition for armoured transportation in a safe and secure manner, which should include but not limited to: <ul style="list-style-type: none"> • Learn the mechanical and handling characteristics of the firearm • Learn the safety and firing characteristics of the firearm • Never allow loaded firearm out of sight and/or out of control • Always hand a firearm to someone unloaded • Always keep the muzzle pointed in a safe direction • Use the correct ammunition • If it is necessary to shoot, <ul style="list-style-type: none"> • Be sure that the barrel is clear of obstruction; and • Be sure of the target and everything within the firing range • If the firearm fails to fire when the trigger is pulled, handle with care! • Handle firearms and ammunition in accordance to relevant policies, procedures and guidelines • Respond to emergencies in accordance to relevant contingency plans • Record and report all incidents and activities involving firearms and ammunition
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Comply with all legal requirements in training and licensing for the possession of firearms and ammunition; and • Handle firearms and ammunition used in armoured transportation in a safe and secure manner and in accordance to laid-down policies, procedures and guidelines as well as contingency plans of the company.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Handle systems, devices and equipment for armoured transportation
Code	107819L2
Range	This unit of competency applies to frontline security personnel involved in performing armoured transportation operations of a company holding a Type II security company license in Hong Kong. It covers the abilities to handle systems, devices and equipment for armoured transportation, meeting all safety and security requirements of relevant laws and regulations and the laid-down policies, procedures and guidelines of the company.
Level	2
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about systems, devices and equipment for armoured transportation:</p> <ul style="list-style-type: none"> • Be proficient in laws and regulations relevant to armoured transportation operations, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Be proficient in the training and licensing requirements with regard to the provision of armoured transportation services and possession of firearms and ammunition in Hong Kong • Be proficient in the safety and security requirements associated with the possession of firearms and ammunition and systems, devices and equipment for armoured transportation • Be proficient in the company's policies, procedures and guidelines in relation to armoured transportation operations • Be proficient in the functions and operations of systems, devices and equipment for armoured transportation operations • Be proficient in contingency plans for dealing with emergencies involving systems, devices and equipment for armoured transportation • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Handle systems, devices and equipment for armoured transportation Be able to:</p> <ul style="list-style-type: none"> • Keep track of systems, devices and equipment allocated for armoured transportation, which may include: <ul style="list-style-type: none"> • Uniform and personal protective equipment • Firearms and ammunition • Armoured vehicles and vehicle systems, devices and equipment for safety and security of the personnel and cash and valuables in transit • Systems, devices and equipment for communications • Systems, devices and equipment for the safe and secure transportation of cash and valuables across pavement, e.g.: <ul style="list-style-type: none"> • Containers built to the required security standard • Dual key locks • Time delay devices • Duress alarms • Banknote neutralisation systems and devices • Learn the functions and operations of the systems, devices and equipment allocated by the company for armoured transportation • Handle the systems, devices and equipment in accordance to laid-down policies, procedures and guidelines of the company: <ul style="list-style-type: none"> • Check that the systems, devices and equipment are in good working condition at the commencement of duty each day • Never go on duty with systems, devices and equipment that are defective and/or malfunctioning • Record and report defects and malfunctions immediately and seek replacements • Use the systems, devices and equipment only in association with armoured transportation services • Operate the systems, devices and equipment correctly • Return the systems, devices and equipment immediately at the end of duty each day • Respond to emergencies in accordance to relevant contingency plans • Record and report all incidents and emergencies involving the systems, devices and equipment
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Understand the functions and operations of the systems, devices and equipment allocated for armoured transportation operations by the company; and • Handle the systems, devices and equipment correctly and in a safe and secure manner in accordance to the laid-down policies, procedures and guidelines as well as contingency plans of the company
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Handle incidents and emergencies associated with armoured transportation
Code	107820L2
Range	This unit of competency applies to frontline security personnel involved in performing armoured transportation operations of a company holding a Type II security company license in Hong Kong. It covers the abilities to handle incidents and emergencies associated with armoured transportation in accordance to the laid-down policies, procedures and guidelines as well as contingency plans of the company.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about incidents and emergencies associated with armoured transportation:</p> <ul style="list-style-type: none"> • Be proficient in laws and regulations relevant to armoured transportation, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Be proficient in the armoured transportation operations of the company • Be proficient in the company's policies, procedures and guidelines in relation to armoured transportation • Be proficient in the company's contingency plans associated with various types of incidents and emergencies associated with armoured transportation • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Handle incidents and emergencies associated with armoured transportation</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Assess impact on life safety, property and operations of the incident or emergency, which may include: <ul style="list-style-type: none"> • Suspicious or abnormal incidents or circumstances observed or detected • Attacks on the transportation crew, such as robbery or hijacking en-route or at the client's site • Non-attack emergencies, e.g. <ul style="list-style-type: none"> • A shortage of crew members due to sudden sickness or other causes • The armoured vehicle is involved in a traffic accident or has broken down • An accidental discharge, loss or failure of firearms and ammunition • An accidental activation or failure of the systems, devices or equipment for armoured transportation • A loss and/or shortage of the consignment • Report the incident or emergency as well as the impact analysis to security control following established protocols and reporting systems and procedures • Stay on high alert and where relevant, work with police and/or backup services arranged by the company in safeguarding the cash and valuables in transit • Respond to the incident or emergency in accordance to relevant policies, procedures and guidelines and contingency plans of the company

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Handle incidents and emergencies in accordance to relevant policies, procedures and guidelines and contingency plans of the company;• Assess and communicate the impact analysis on life safety, property and operations following established protocols and reporting systems and procedures; and• Take appropriate actions to safeguard safety and security of the crew as well as the cash and valuables in transit where relevant.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Record incidents and emergencies associated with armoured transportation
Code	107821L2
Range	This unit of competency applies to security personnel at supervisory level and above responsible for performing security control operations of a company holding a Type II security company license in Hong Kong. It covers the abilities to record incidents and emergencies associated with armoured transportation in accordance to the laid-down policies, procedures and guidelines of the company.
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge about armoured transportation</p> <ul style="list-style-type: none"> • Be proficient in the company's policies, procedures and guidelines in relation to armoured transportation • Be proficient in laws and regulations relevant to armoured transportation, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Be proficient in the role of the security control in recording information and activities about incidents and emergencies associated with armoured transportation • Be proficient in the company's policies, procedures and guidelines about the format, style and content for record-keeping in the security control • Be proficient in the functions and operations of systems, devices and equipment associated with communications and record-keeping in the security control • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Record and report incidents and emergencies associated with armoured transportation</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Operate the systems, devices and equipment for communications, tracking and record-keeping correctly • Monitor closely the armoured transportation operations at all time • Detect and/or receive reports of incidents and emergencies associated with armoured transportation, which may include but not limited to: <ul style="list-style-type: none"> • Suspicious and/or abnormal incidents or circumstances • Attacks on the transportation crew, such as robbery or hijacking en-route or at the client's site • Non-attack emergencies, which may include but not limited to: <ul style="list-style-type: none"> • A shortage of crew members due to sudden sickness or other causes • The armoured vehicle is involved in a traffic accident or has broken down • An accidental discharge, loss or failure of firearms and ammunition • An accidental activation or failure of the systems, devices or equipment for armoured transportation • A loss and/or shortage of the consignment • Respond to the incidents and emergencies in accordance to laid-down policies, procedures and guidelines as well as contingency plans of the company • Record information and activities about the incidents and emergencies in accordance to laid-down policies, procedures and guidelines of the company, which should: <ul style="list-style-type: none"> • Be in the prescribed format and style as required • Be in chronological order • Include details of all actions and decisions in the frontline, in the security control, by management and other relevant parties • Record clearly and accurately about When? Who? What? Where? Why? of each communication, action and decision • Safe-keep the records according to laid-down policies, procedures and guidelines
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Maintain clear and accurate records about all actions and decisions about incidents and emergencies associated with armoured transportation; and • Safe-keep the records according to laid-down policies, procedures and guidelines
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Perform armoured vehicle crew member duties for initial basic training
Code	107822L2
Range	This unit of competency applies to security personnel responsible for performing the duties of armoured vehicle crew member. It covers the competence and ability to undertake safe escort, such as carrying of cash or valuables from one or more locations to another.
Level	2
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about armoured vehicle crew member duties <ul style="list-style-type: none"> • Understand the requirements of frontline security personnel responsible for performing guarding services as detailed in the basic 16 hours QASRS training • Understand the duties and responsibilities of an armoured vehicle crew member • Understand the operational skills required to undertake escort and carrying of cash or valuables from one or more locations to another • Understand the essential laws and regulations relating to security services • Possess basic knowledge in fire safety, first aid and risk management • Possess the communication skills to maintain effective relationships with client, employers and colleagues 2. Perform armoured vehicle crew member duties for initial basic training <p>Be able to:</p> <ul style="list-style-type: none"> • Well versed in the required duties and responsibilities , such as: <ul style="list-style-type: none"> • Overview of armoured transportation work • Detail on different types of Cash-in-Transit (Crew) security work, e.g.: <ul style="list-style-type: none"> • CIT • ATM • D&J • Emphasis on Category C security work • Types of duties • Responsibilities • Code of conduct for security services personnel • Punctuality - Booking on and off duty • Stick to the required appearance and uniform, including: <ul style="list-style-type: none"> • Appearance • Uniform • Company regulations • Observe and follow the related legislations and requirements, including: <ul style="list-style-type: none"> • Firearms and Ammunition Ordinance (Cap. 238), with emphasis on: <ul style="list-style-type: none"> • Section 13 - Possession of arms or ammunition without licence • Section 23 - Failure to comply with terms and conditions of licence • Security and Guarding Services Ordinance (Cap. 460) <ul style="list-style-type: none"> • Emphasis on CIT security work, e.g. CIT, ATM and D&J • Personal Data (Privacy) Ordinance (Cap 486) <ul style="list-style-type: none"> • Overview of the Personal Data (Privacy) Ordinance • How the Ordinance applies to CIT business; e.g. how to come across client & customer data in the course of duties; how to handle sensitive customer information, receipts during collection & delivery services, etc. • How to comply with the Ordinance • Criminal Procedure Ordinance (Cap 221) governing arrest of use of force: <ul style="list-style-type: none"> • Overview of criminal procedure • Elaboration on scenarios such as Theft, Robberies & Hold ups

	<ul style="list-style-type: none"> • Additional reference to the definitions of “use of force” when equipped with firearms • Road traffic (Parking on Private Roads) Regulations (Cap 374) • Prevention of Bribery Ordinance (Cap 201) <ul style="list-style-type: none"> • Overview of the Ordinance • Corruption prone area & examples in CIT business, e.g. not reporting discrepancies, bribery, favoritism, etc. • Company guidelines regarding to Ordinance, e.g. Lei See • Smoking (Public Health) Ordinance (Cap 371) <ul style="list-style-type: none"> • Overview of the Ordinance • Smoking Ordinance applicable to all workplaces, including vehicles and all operational areas • Employee Compensation Ordinance (Cap 282) • Occupational Safety and Health Ordinance (Cap 509) • Fire Services Ordinance (Cap 95) in relation to fire safety • Observe safety and health requirements, including: <ul style="list-style-type: none"> • Fire and other safety precautions, and measures relating to occupational safety and health in the workplace • Occupational stress and its control measures • First aid • Manual handling, etc. • Exercise risk management skill when required, such as: <ul style="list-style-type: none"> • Risk management and control • Handle situations such as theft, robberies and hold ups, etc. • Exercise proper communication skills, such as: <ul style="list-style-type: none"> • Reporting writing techniques • Customer service, etc. • Conduct armoured vehicle crew member operations, including: <ul style="list-style-type: none"> • Escorting and carrying valuables in a safe manner • Prevention of crimes and accidents • Protection of valuable assets from damage • Handling emergencies and other stressful situations • Procedure for incident reporting • Identification of persons involved in suspicious activities and taking appropriate action • Use of the following equipment: <ul style="list-style-type: none"> • Communication equipment <ul style="list-style-type: none"> • Walkie-talkie • Radio / telephone • Notebook / incident book • Security equipment: <ul style="list-style-type: none"> • CCTV • Alarm systems • Fire fighting equipment • Company specific security equipment (e.g. smoke boxes, vehicle security systems, etc.)
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Become a contributive member of an armoured vehicle crew; and • Operate the communications and security equipment efficiently; and • Identify people involved in suspicious activities and take appropriate action
Remark	<p>This UoC targets for new entrants wishing to become security services personnel of security companies licensed for Type II work, who have successfully completed the 16 hours' initial training course.</p>

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Perform periodic reviews to ensure the effectiveness and efficiency of armoured transportation services
Code	107823L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing armoured transportation services of an organisation. It covers the abilities to establish a program to carry out periodic reviews to ensure the effectiveness and efficiency of armoured transportation services.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors for carrying out periodic reviews of armoured transportation services:</p> <ul style="list-style-type: none"> • Evaluate the requirements of laws and regulations relevant to armoured transportation, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and related regulations • Evaluate armoured transportation operations • Evaluate the company's policies, procedures and guidelines in relation to armoured transportation • Evaluate the company's contingency plans associated with armoured transportation • Evaluate the terms and conditions of the service level agreements with clients • Evaluate the company's manpower resource and other resources including vehicles, systems, devices and equipment available for armoured transportation • Describe the concepts and skills for security risk profiling and analysis • Describe the concepts and skills for resource planning and budgeting <p>2. Perform periodic reviews to ensure the effectiveness and efficiency of armoured transportation services</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Formulate policies, procedures and guidelines for the reviews • Establish the review program • Establish a recording system to track the outcomes of reviews • Deploy adequate manpower to perform periodic reviews • Develop measures and controls to ensure that personnel deployed for periodic reviews are properly trained • Develop measures and controls to ensure that periodic reviews are conducted in compliance with relevant policies, procedures and guidelines • Develop measures and controls to ensure that details of each review, the findings, as well as decisions and follow-up actions are properly recorded • Carry out a holistic review of the design effectiveness and operational effectiveness and efficiency of armoured transportation services upon the instruction/request of management or once every 2 – 3 years • Discuss the review outcomes with management and obtain their support and endorsement of the recommended actions • Follow through with management decisions/instructions • Keep proper records of the above actions and outcomes

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Establish a review program and policies, procedures and guidelines for conducting reviews of armoured transportation operations; and• Perform a holistic review about design effectiveness and operational efficiency and effectiveness of armoured transportation services upon management instruction/request or at least once every 2-3 years; and• Follow through with management decisions/instructions and keep proper records about the reviews and decisions/actions.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Coordinate training of security personnel for armoured transportation
Code	107824L4
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing armoured transportation operations of a company holding a Type II security company licence in Hong Kong. It covers the abilities to co-ordinate training of security personnel in order to ensure the effective and efficient operations of armoured transportation and meet training and licensing requirements of relevant laws and regulations.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about training for armoured transportation:</p> <ul style="list-style-type: none"> • Be proficient in the scope of armoured transportation services provided by the company • Be proficient in the company's policies, procedures and guidelines in relation to armoured transportation • Be proficient in laws and regulations relevant to armoured transportation operations, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Be proficient in the licensing and training as well as qualifications, experience and performance requirements of each role/post • Be proficient in best practices for adult training and learning • Be proficient in training resources for armoured transportation and shooting of firearms in Hong Kong • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. of security personnel for armoured transportation</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify training needs of various roles/posts, and in particular, training in respect of shooting of firearms under the Type II security company license for providing armoured transportation services in Hong Kong • Identify the licensing requirements for the possession of firearms and ammunition under the Firearms and Ammunition Ordinance, Cap 238 • Determine training budgets available • Identify internal and external training resources available • Evaluate the quality of various training resources • Develop the training programs for various roles/posts • Obtain the endorsement of management and stakeholders about the training programs and budget approvals • Publish the training programs and specify mandatory and optional training for various roles/posts • Monitor and maintain records about the enrolment, attendance, completion and certification of training of the security personnel • Conduct periodic reviews to ensure relevance of the training programs to armoured transportation and training effectiveness using various means and techniques of evaluation • Control and ensure the effective and efficient use of the training budgets
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish training programs to meet the company's needs and objectives and relevant legal and regulatory requirements for providing armoured transportation services in Hong Kong; • Ensure that training is effective and efficient and achieve the desired outcomes; and • Conduct periodic reviews for continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Title	Coordinate drills and exercises for armoured transportation
Code	107825L4
Range	This unit of competency applies to security personnel at supervisory level and above responsible for managing armoured transportation operations of a company holding a Type II security company licence in Hong Kong. It covers the abilities to coordinate drills and exercises of contingency plans and procedures associated with armoured transportation in order to confirm emergency preparedness and capabilities.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about drills and exercises of plans and procedures for armoured transportation:</p> <ul style="list-style-type: none"> • Be proficient in the company's scope of armoured transportation services • Be proficient in the company's policies, procedures and guidelines in relation to armoured transportation • Be proficient in the company's contingency plans for armoured transportation • Be proficient in laws and regulations relevant to armoured transportation operations, which should include but not limited to: <ul style="list-style-type: none"> • Security and Guarding Services Ordinance, Cap 460 • Firearms and Ammunition Ordinance, Cap 238 • Occupational Safety and Health Ordinance, Cap 509 and associated regulations • Be proficient in the licensing and training requirements relevant to armoured transportation • Be familiar with the service level agreements with clients • Be proficient in best practices in coordinating drills and exercises and in evaluating emergency preparedness • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Armoured Transportation

Competency	<p>2. Coordinate drills and exercises of contingency plans and procedures</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify plans and procedures requiring drills and exercises for armoured transportation, which should include but not limited to: <ul style="list-style-type: none"> • Procedures and guidelines for cross pavement transportation of cash and valuables • Contingency plans for robbery and hijacking • Contingency plans for discharge of firearms • Contingency plans for responding to traffic accidents/vehicle breakdown • Contingency plans for responding to accidental activation/failure of the systems, devices or equipment involved in armoured transportation • Determine the types of drills and exercises which may include: <ul style="list-style-type: none"> • Table-top drills/exercises • Walk-through drills/exercises • Functional drills/exercises • Full-scale drills/exercises • Develop the programs for drills and exercises, taking a progressive approach from individual groups and on individual components to full-scale drills and exercises • Determine the objective, scope and evaluation criteria for the drills and exercises • Plan for the drills and exercises: <ul style="list-style-type: none"> • Develop scenarios • Set up the necessary facilities and operations • Appoint the facilitator(s), assessors and observers • Carry out drills and exercises as planned • Keep track of attendance and performance during the drills and exercises • Carry out debriefings about the drills and exercises • Evaluate the results of drills and exercises as well as feedback from all parties involved • Maintain proper records about all aspects of drills and exercises • Follow-up with gaps and failures identified to ensure continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Plan proper drills and exercises in order to ensure the emergency response capabilities of armoured transportation services; • Carry out the drills and exercises as planned and on regular basis; and • Follow-up on the outcomes of the drills and exercises for continuous improvement.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Title	Formulate the emergency management policy of an organisation
Code	107826L6
Range	This unit of competency applies to security personnel at managerial level responsible for emergency management of an organisation. It covers the abilities to formulate the emergency management policy so as to facilitate the organisation to effectively deal with emergencies pertaining to its facilities and business operations.
Level	6
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about emergency management:</p> <ul style="list-style-type: none"> • Understand the obligations and liabilities of the organisation in providing a safe and secure environment for its operations • Understand the organisation's policies and guidelines for crisis management and business continuity management • Understand the threats and contingencies faced by the organisation, which include: <ul style="list-style-type: none"> • Natural disasters, e.g. typhoons, floods, fire, etc. • Man-made disasters, e.g. workplace violence, terrorist attacks, bomb threats, arson, civil disorders, hostage situations, etc. • Accidental disasters, e.g. hazmat hazards, power failure, telecommunications failure, computer system failure, etc. • Be proficient in best practices about emergency management • Be proficient in the knowledge and techniques for managing various types of emergencies • Understand the organisation's policies and guidelines for media management • Understand the HK government's emergency response system and the operations of emergency services and related organisations • Understand the organisation's policies and guidelines for information security as well as document sensitivity classification, storage and destruction.

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Competency	<p>2. Formulate the emergency management policy of the organisation</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify threats and contingencies and emergencies requiring emergency planning • Define the objectives of emergency management, which should be: <ul style="list-style-type: none"> • To minimize the probability of a threat or emergency • To mitigate the impact should it occur • To recover and resume normal operations as soon as possible • Define the scope of work in the four stages of emergency management: <ul style="list-style-type: none"> • Mitigation • Preparedness • Response • Recovery • Define the roles and responsibilities of various departments/units involved in the four stages of emergency management: <ul style="list-style-type: none"> • Senior Management • Security Services • Business line management of the affected areas • Facilities Management/Property Services • Health & Safety • Human Resources • Information Technology • Business Continuity Management • Public Relations • Determine: <ul style="list-style-type: none"> • Command and control • Communications • Life safety • Property protection • Co-ordination with internal and external parties • Media relations • Recovery and restoration • Define the schedule for training, testing and exercising • Define the schedule for review and updating of the plans
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Develop a security management policy to the threats and contingencies faced by the organisation; and • Define the activities, roles and responsibilities and performance standard of the core functions of emergency management at various stages.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Title	Identify the types of emergencies requiring emergency planning
Code	107827L6
Range	This unit of competency applies to security personnel at managerial level responsible for emergency management of an organisation. It covers the abilities to identify the types of emergencies requiring emergency planning and manage their risk on an ongoing basis in order to facilitate the development of appropriate incident response plans for the organization.
Level	6
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> Knowledge about emergency planning and response: <ul style="list-style-type: none"> Understand the organisation's policies and guidelines in emergency management and business continuity management Understand the obligations and liabilities of the organisation in providing a safe and secure environment for business operations Understand the threats and contingencies faced by the organisation Be proficient in best practices about emergency planning and response Be proficient in the knowledge and techniques for managing various types of emergencies Understand legal and regulatory requirements relevant to the management of various types of emergencies Possess the knowledge and skills for carrying out vulnerability analysis about various types of emergencies that may occur due to the threats and contingencies Identify the types of emergencies requirement emergency planning <p>Be able to:</p> <ul style="list-style-type: none"> Gather information about business operations, e.g. building plans; mode of operations; critical products, services and operations; insurance coverage; etc. Gather internal and external information about threats and contingencies faced by the organisation Carry out a vulnerability analysis: <ul style="list-style-type: none"> Identify the types of emergencies that may occur due to the threats and contingencies Determine their impact on life safety, property and business operations Determine internal and external capabilities in dealing with them Determine the probability of their occurrence Determine the types of emergencies requiring emergency planning based on their risk level (i.e. impact x probability), which should include but not limited to: <ul style="list-style-type: none"> Natural disasters: typhoon, flood and fire Man-made disasters: terrorist activity, civil disorder, bomb and arson Accidental disasters: hazmat hazards as well as failure of power supply, telecommunications and computer systems Any other types of emergencies that may endanger life safety, cause major damage to property and/or disruptions to business operations Monitor, on an on-going basis, and carry out vulnerability analysis after an emergency or when major changes occur in business operations and the environment Update the types of emergencies requiring emergency planning Document all information relating to and the outcome of vulnerability analysis

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Carry out vulnerability analysis about the types of emergencies that may occur based on the threats and contingencies faced by the organisation; and• Identify the types of emergencies requiring emergency planning based on their risk level so as to facilitate the development of appropriate incident response plans
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Title	Formulate incident response plans for various types of emergencies
Code	107828L6
Range	This unit of competency applies to security personnel at managerial level responsible for emergency management of an organisation. It covers the abilities to develop incident response plans for emergencies requiring planning in order to ensure that the organisation can effectively deal with these emergencies when they occur.
Level	6
Credit	4
Competency	<p>Performance Requirements</p> <p>1. Knowledge about emergency planning and response:</p> <ul style="list-style-type: none"> • Understand the organisation's policies and guidelines about emergency management and business continuity management • Understand common incident response plans for an organisation, which should include but not limited to: <ul style="list-style-type: none"> • Severe weather plan • Building evacuation plan • Flood plan • Fire plan • Bomb threat plan • Demonstration and strike plan • Hazmat hazards plan • Power outage plan • Computer system failure plan • Telecommunications failure plan • Any other plans for incidents that may critically affect life safety, property and/or business operations of the organisation • Understand the need to identify vulnerabilities and plan for response actions in each of the four stages of emergency management: <ul style="list-style-type: none"> • Mitigation • Preparedness • Response • Recovery • Understand the priorities for response actions, which should be: <ul style="list-style-type: none"> • To protect human life • To prevent or minimize injuries to people • To protect property • To prevent or minimize loss and business operations • To recover or resume normal operations as soon as possible • Be proficient in best practices about emergency planning and response • Be proficient in the knowledge and techniques for managing various types of emergencies • Understand legal and regulatory requirements relevant to various types of emergencies • Understand the organisation's policies and guidelines in information security as well as document sensitivity classification, storage and destruction.

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Competency	<p>2. Formulate the incident response plans</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Develop a plan for each emergency requiring emergency planning • Plan along the four stages of emergency management: <ul style="list-style-type: none"> • Determine measures to prevent occurrence and/or mitigate the incident • Ensure that relevant legal and regulatory requirements are met • Prepare to deal with the emergency <ul style="list-style-type: none"> • Define command and control and roles and responsibilities • Develop the necessary action plans and procedures • Deploy the manpower, resources and facilities for the action plans • Determine appropriate response actions <ul style="list-style-type: none"> • Manage the incident <ul style="list-style-type: none"> • Life safety first – evacuate where necessary • Contain the incident and/or minimize its impact • Coordinate response actions of internal and external resources • Manage communications <ul style="list-style-type: none"> • Warn people at risk about the incident and evacuation • Report to government emergency services • Report to management through the chain of command • Inform relevant stakeholders to ensure business continuity • Inform employees, family, public and other affected parties • Keep the media informed as per the organisation’s media management policy and guidelines • Manage business operations <ul style="list-style-type: none"> • Shutdown business and activate relevant business continuity plans to continue with critical operations • Determine appropriate actions to recover and resume operations <ul style="list-style-type: none"> • Assess loss of life and injuries • Assess damage to property • Assess disruption to business operations • Resume business operations in accordance to the organisation’s policies and plans for business continuity • Maintain proper records of all decisions and actions throughout the incident <ul style="list-style-type: none"> • Document and publish the plan according to relevant policies and guidelines • Ensure that training, tests and drills of the plan and actions are carried out • Ensure that the plan is regularly reviewed and kept up-to-date
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Formulate a set of incident response plans to facilitate the effective and efficient management of emergencies faced by the organisation; and • Ensure that the plans, actions and capabilities are relevant and kept up-to-date
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Title	Establish the Emergency Operations Centre (EOC)
Code	107829L5
Range	This unit of competency applies to security personnel responsible for emergency planning and response of an organisation. It covers the abilities to set up an emergency operations centre (EOC) and ensure the effective and efficient operations of the centre.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about emergency management and the EOC: <ul style="list-style-type: none"> • Understand the organisation's policies and guidelines in emergency management and business continuity management • Be proficient in the organisation's business continuity plan • Be proficient in the organisation's incident response plans • Understand the HK government's emergency response system and the operations of emergency services and related organisations • Understand the organisation's policy and guidelines in media management • Be proficient in the media management plan for emergency response • Understand the organisation's policies and guidelines in information security as well as document sensitivity classification, storage and destruction. • Be proficient in the knowledge and techniques for managing various types of emergencies • Be familiar with the latest technologies and equipment for communications • Possess the people skills and communication skills for dealing with others • Possess the literacy skills for keeping precise and concise records about events/incidents 2. Establish the Emergency Operations Centre (EOC) Be able to: <ul style="list-style-type: none"> • Identify a suitable location and a backup location as the EOC for the Emergency Management Group (EMG) to gather during an emergency • Identify the function of the EOC, that is to act as the nerve centre for emergency response • Define the roles and responsibilities of the EMG and supporting staff • Set up the EOC with the necessary equipment and facilities, including: <ul style="list-style-type: none"> • Communications equipment • Reference materials • Activity logs • Any other facilities for the operations of the EOC • Any other facilities and means for the well-being of the EMG and staff involved in the operations of the EOC • Deploy the necessary manpower to support the operations of the EOC, including: <ul style="list-style-type: none"> • Staff to manage the EOC and keep the equipment, facilities and reference materials up-to-date • Staff to manage communications during an emergency • Staff to maintain the activity logs during an emergency • Staff to coordinate logistics and resources during an emergency • Develop procedures for the operations of the EOC • Document the plan and procedures • Communicate the plan and procedures with relevant internal and external stakeholders • Train staff of relevant policies, plans, actions and procedures • Carry out tests and exercises to confirm the effectiveness of the design and operations of the EOC

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Set up the EOC to facilitate the effective and efficient response to emergencies faced by the organisation; and• Keep the EOC up-to-date and ready for operation at any time.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Title	Establish command and control for emergency response
Code	107830L5
Range	This unit of competency applies to security personnel at managerial level responsible for emergency management of an organisation. It covers the abilities to set up adequate command and control to effectively oversee response actions during an emergency.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about command and control in emergency response:</p> <ul style="list-style-type: none">• Understand the organisation's command and control structure for crisis management and business continuity management• Understand the roles and responsibilities of various departments/units involved in the four stages of emergency management• Understand the organisation's policies and guidelines in emergency management and business continuity management• Be proficient in the organisation's business continuity plan• Be proficient in the organisation's incident response plans• Understand the organisation's policy and guidelines in media management• Be proficient in the organisation's media management plan in an emergency• Possess the people skills and communication skills for dealing with others• Possess the literacy skills for keeping precise and concise records

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Competency	<p>2. Establish command and control to oversee emergency response</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Set up the Emergency Management Group (EMG), in consultation with management and relevant stakeholders. The EMG should take directions from the organisation's Crisis Management Team and be responsible for making tactical decisions, internal/external liaisons, communications, manpower and logistics, and record-keeping of all decisions and actions, etc. • Set up the Incident Management Group (IMG) to directly take charge of actions at the scene of an emergency. The IMG will take directions from the EMG and seek its support and assistance where necessary. • Identify members (and their deputies) for the EMG and IMG: <ul style="list-style-type: none"> • The EMG will be led by an Emergency Director who is normally the Head of Facilities Management/Property Services or the Head of the affected Business. The EMG may include representatives of Business, Security, Facilities Management/Property Services, Safety & Health, Human Resources, Information Technology, and Public Relations, etc. • The IMG will be led by an Incident Commander who is normally the Security representative. The IMG may include representatives from Business, Security, Facilities Management/Property Services, and Safety & Health, etc. • Maintain the effectiveness of command and control in an emergency <ul style="list-style-type: none"> • Maintain call trees of the EMG and IMG • Establish the protocols for activating the EMG and IMG • Train EMG and IMG of relevant policies, plans, actions and procedures • Train EMG and IMG of their roles and responsibilities • Train EMG and IMG of the priorities of response to an emergency • Carry out regular tests to ensure that the call trees are up-to-date • Carry out tests and exercises to ensure that the EMG and IMG will perform as desired in an emergency • Carry out post-incident reviews to ensure that the capabilities of the EMG and IMG are kept relevant and up-to-date at all time
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish EMG and IMG to oversee emergency response actions; • Ensure that the EMG and IMG are kept relevant and ready for operation at all time; and • Ensure that the EMG and IMG will perform as desired in an emergency.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Title	Manage emergency preparedness and response
Code	107831L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to properly deploy manpower and resources to manage emergency preparedness and response and ensure that its operations are effective and efficient and meet the needs and objectives of the organization.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will affect the management of emergency preparedness and response</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Analyse the mission, objectives and operations of the organisation • Analyse the security strategy • Analyse the security management plan • Evaluate the organisation's common law duty of care and obligations to provide safe and secure environments under the following legislations: <ul style="list-style-type: none"> • The Occupational Safety and Health Ordinance, Cap 509 • The Occupiers Liability Ordinance, Cap 314 • Evaluate the crisis management policy and setup • Evaluate the business continuity management policy and plans • Evaluate the media management policy and guidelines • Evaluate the security threats and events facing the organisation • Describe best practices for emergency management • Describe the concepts and techniques for managing various types of emergencies • Describe the HK government's emergency response system and the operations of emergency services and related organisations • Describe the concepts and skills for resource planning and security budgeting

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Competency	<p>2. Manage emergency preparedness and response</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Formulate adequate policies, procedures and guidelines to guide emergency preparedness and response • Set up management and/or administrative controls to oversee execution to the desired outcomes and service qualities • Deploy sufficient manpower resources to perform the expected scope of services as per the security management plan • Define the standards and qualifications required and develop measures and controls to ensure that personnel are properly trained and qualified for their roles and tasks in emergency preparedness and response • Identify and arrange for professional advice and support as well as management guidance to be available to personnel involved in managing emergency preparedness and response when needed • Collaborate and consult with relevant internal and external parties (both formally and informally) for completeness and relevance of emergency planning and preparation • Monitor actions and activities associated with emergency preparedness and response to ensure that they comply with relevant policies, procedures and guidelines • Monitor the performance of systems and equipment in support of emergency preparedness and response to ensure that they are maintained in good working condition • Develop measures and controls to ensure that incidents, faults and failures are properly recorded and are investigated to identify gaps and failures and followed through until issues are resolved • Develop and monitor programs to regularly review, exercise and test emergency plans and the associated capabilities and operations for emergency response to ensure that they remain relevant and effective • Develop measures and controls to manage emergency preparedness and response within the approved budgets • Conduct periodic reviews to manage the organisation's needs and objectives for emergency preparedness and response through trend analysis, security risks and intelligence analysis and cost/benefit analysis
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish emergency preparedness and response services to meet the needs and objectives of the organisation; • Monitor the performance of emergency preparedness and response to ensure that they are effective and efficient and achieve the desired outcomes; and • Conduct periodic reviews for continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Title	Manage emergency communications
Code	107832L4
Range	This unit of competency applies to security personnel responsible for emergency planning and response. It covers the abilities to plan for the necessary measures, equipment and procedures for emergency communications.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about emergency management and emergency communications:</p> <ul style="list-style-type: none">• Understand the organisation's policies and guidelines in emergency management and business continuity management• Be proficient in the organisation's business continuity plan• Be proficient in the organisation's incident response plans• Understand the organisation's policy and guidelines in media management• Be proficient in the media management plan for different events/incidents• Be familiar with the latest technologies and equipment for communications• Possess the people skills and communication skills for dealing with others

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Competency	<p>2. Plan for emergency communications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Plan for adequate systems and equipment for emergency communications: <ul style="list-style-type: none"> • Determine communication needs during an emergency <ul style="list-style-type: none"> • Notification of the emergency, e.g. internal reporting and external reporting to government emergency services • Warning people of the emergency, e.g. notifications about evacuation in response to fire alarms • Inform staff and customers and suppliers of the emergency in order to coordinate actions for business continuity • Inform internal and external parties with a need-to-know such as families and the media about the incident and its development • Determine communication needs for emergency response, e.g. <ul style="list-style-type: none"> • Between internal and external responders at the scene, such as the IMC and government emergency services • Between the EOC and internal and external responders at the scene • Between the EOC and staff and their families • Between the EOC and customers and suppliers, and other parties with a need-to-know, e.g. the media • Assess the impact should there be a breakdown in communication at any point or stage during the emergency • Determine the different methods of communication, e.g. messenger, telephone, 2-way radio, satellite, etc. • Deploy systems and means with adequate capacity to support the communication needs • Make backup arrangements • Plan for emergency communications, e.g. <ul style="list-style-type: none"> • Procedures for staff to report and notify staff of an emergency • Procedures to notify government emergency services • Announcements for use over the public address systems • System and procedures for warning people of an emergency, including those with disabilities, customers, contractors, visitors, etc. • Call trees of key personnel involved in emergency response and tests and drills to ensure they are kept up-to-date • Plans and procedures for communicating with staff, their families and others with a need-to-know • Carry out training, tests and exercises to ensure staff awareness of their roles and responsibilities and the effectiveness of the warning systems and PA systems in an emergency
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Establish the systems, equipment, plans and procedures for emergency communications; and • Ensure effective and efficient communications in an emergency.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Title	Manage the media during an emergency
Code	107833L4
Range	This unit of competency applies to security personnel responsible for emergency planning and response of an organisation. It covers the abilities to plan for and carry out adequate actions in dealing with the media during an emergency.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about emergency management and the media:</p> <ul style="list-style-type: none">• Understand the organisation's policy and guidelines for media management• Understand the role of the media, i.e., to keep the public informed of incidents and issues• Understand various types of media and how they operate, including:<ul style="list-style-type: none">• Press• Radio• Television• Web-based media, etc.• Understand laws and regulations governing the operations of the media• Understand the importance of maintaining a smooth and harmonious relationship with the media• Possess the people skills and communications skills in dealing with others

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Competency	<p>2. Manage the media during an emergency:</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Establish protocols with Public Relations before an emergency about: <ul style="list-style-type: none"> • When and how to refer media enquiries to them • When and how to call them out in an emergency • Prepare (in consultation with management and Public Relations) for media communication: <ul style="list-style-type: none"> • Who will speak? • Who needs to be informed? • What is the objective of the communication? • What is the message? (Note: Messages must be factual, honest, humane and on a need-to-know basis) • What is the expected reaction? • When and how to provide timely updates about changed situations? • Prepare (in consultation with Public Relations) sample scripts for responding to media enquiries • Determine (in consultation with management and Public Relations) about media zones, out-of-bound areas, media briefings, spokespersons to handle media enquiries, etc. • Train personnel of their roles and responsibilities, plans, guidelines and procedures about media handling • Deal with the media during an emergency <ul style="list-style-type: none"> • Determine potential areas and factors that may attract media attention • Determine the need and options for setting up media zones • Deploy measures and manpower resource to monitor the media • Identify the media according to laid-down guidelines and procedures • Respond to media enquiries as required • Call out Public Relations as required • Provide Public Relations with essential facts and updates as required • Facilitate the work of the media, ensuring no interference to emergency response actions and no unauthorized access to out-of-bound areas • Conduct media briefings, provide regular updates as well as post-incident briefings where relevant
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Develop an adequate plan to deal with the media in an emergency; • Ensure that it will facilitate the work of the media as well as to ensure no interference with response actions and no unauthorized access to other out-of-bound areas of the organisation; and • Ensure that personnel know how to deal with the media and how to seek assistance and support from Public Relations, where necessary.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Title	Manage life safety during an emergency
Code	107834L4
Range	This unit of competency applies to security personnel responsible for emergency planning and response of an organisation. It covers the abilities to plan for and take appropriate actions in respect of life safety during an emergency.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about emergency management and life safety:</p> <ul style="list-style-type: none">• Understand the obligations and liabilities of the organisation in providing a safe and secure environment for its operations• Understand that protecting life safety is the first priority during an emergency• Understand the threats and contingencies faced by the organisation• Understand the organisation's policies and guidelines for emergency management and business continuity management• Be proficient in the incident response plans of the organisation• Be proficient in best practices about emergency planning and response• Be proficient in the knowledge and techniques for managing various types of emergencies• Be proficient in the HK government emergency response system and the operations of emergency services and related organisations

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Competency	<p>2. Manage life safety during an emergency Be able to:</p> <ul style="list-style-type: none"> • Plan for evacuation during an emergency <ul style="list-style-type: none"> • Identify vulnerabilities (in consultation with qualified and/or authorized persons) in areas which should include but not limited to: <ul style="list-style-type: none"> • Building construction and evacuation routes, exits, exit signs and emergency lighting • Building systems and equipment to detect and warn people of imminent risks • Work with Facilities Management/Property Services to remediate vulnerabilities and ensure that relevant laws and regulations are met • Determine the criteria under which an evacuation is necessary • Define command and control (e.g. the EMG and IMG) and in particular, who has the authority to call for an evacuation from and re-occupation of the facility • Designate evacuation routes, assembly points and shelter • Develop procedures: <ul style="list-style-type: none"> • For evacuation and in particular, for assisting those with disabilities or requiring help • To account for people after an evacuation • About re-occupation of the facility after an evacuation • Co-ordinate plans and procedures with government emergency services and related organisations and stakeholders in the community • Designate personnel to assist in the evacuation, to account for people after an evacuation and to re-occupy the facility after an evacuation • Define roles and responsibilities of parties involved in the evacuation • Document the plans and procedures • Deploy manpower and resources as planned • Conduct training, tests and exercises of the plans, procedures, systems and equipment • Carry out evacuation procedures as planned during • Carry out reviews after an evacuation and update plans and procedures in order to ensure that they remain effective and relevant at all time.
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Prepare for evacuation to ensure life safety during an emergency; • Carry out evacuation procedures as planned during an emergency; and • Ensure that the plans, procedures and actions are relevant and kept up-to-date.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Title	Manage property protection during an emergency
Code	107835L4
Range	This unit of competency applies to security personnel responsible for emergency planning and response of an organisation. It covers the abilities to plan for and take appropriate actions in respect of property protection during an emergency.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about emergency management and property protection:</p> <ul style="list-style-type: none">• Understand the obligations and liabilities of the organisation in providing a safe and secure environment for its operations• Understand laws, regulations and building codes in Hong Kong relevant to safety and security in the built environment• Understand the threats and contingencies faced by the organisation• Understand the organisation's policies and guidelines for emergency management and business continuity management• Be proficient in the incident response plans of the organisation• Be proficient in best practices about emergency planning and response• Be proficient in the knowledge and techniques for managing various types of emergencies• Be proficient in the HK government emergency response system and the operations of emergency services and related organisations

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Competency	<p>2. Manage property protection during an emergency Be able to:</p> <ul style="list-style-type: none"> • Identify ways and means to mitigate the risk, e.g. <ul style="list-style-type: none"> • Relocate the operation to other lower risk locations • Change processes or materials used to run the business • Adopt fire-resistant construction • Install fire-resistant materials and furnishing • Install fire sprinkler systems • Install lightning protection systems • Install water-level monitoring systems • Install emergency power generators • Secure loose fixtures and items • Move workstations away from large windows • Install anti-bomb blast films on glass curtain walls or windows • Preserve vital records for critical business operations • Make backup arrangements for systems and equipment containing vital records, or other alternative means to store and access these records • Develop plans (in consultation with business line management) to shut down the operations of a facility <ul style="list-style-type: none"> • Criteria for shutdown • Who can order shutdown • Who will carry out the shutdown • How to shutdown • The impact of a partial shutdown on other operations of the facility • The duration of time required for shutdown and reactivation of operations • Designate personnel to authorize, supervise and perform shutdown • Define roles and responsibilities of personnel involved • Document plans, procedures and roles and responsibilities • Conduct training, tests and drills to ensure effectiveness of plans and procedures • Carry out shutdown procedures as planned during an emergency • Conduct reviews after shutdown and update plans and procedures in order to ensure that they are effective and relevant at all time.
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Prepare for shutdown of operations during an emergency; • Carry out shutdown procedures as planned; and • Ensure that the plans, procedures and actions are relevant and up-to-date.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Title	Manage recovery and restoration of operations after an emergency
Code	107836L4
Range	This unit of competency applies to security personnel responsible for emergency planning and response. It covers the abilities to plan for and take appropriate actions to recover and resume business operations after an emergency.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about recovery and restoration of business operations after an emergency:</p> <ul style="list-style-type: none">• Understand the obligations and liabilities of the organisation in providing a safe and secure environment for its business operations• Understand laws and regulations relevant to emergency planning and response• Understand the threats and contingencies faced by the organisation• Understand the organisation's policies and guidelines for emergency management and business continuity management• Be proficient in the organisation's incident response plans• Be proficient in the organisation's business continuity plans• Possess the people skills and communications skills in liaising with others

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Competency	<p>2. Plan for recovery of business operations from an emergency</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Consider recovery of business operations after an emergency <ul style="list-style-type: none"> • Identify critical operations and plan for recovery of these operations • Consider insurance coverage and backup arrangements • Identify personnel, systems and equipment, process and data essential to the critical operations • Identify inter-dependencies of the essential elements for the critical operations • Make backup arrangements for the essential elements as required • Make service level agreements with relevant parties (e.g. Information Technology or other vendors) to ensure availability of the essential elements • Consider management continuity <ul style="list-style-type: none"> • Identify key personnel and backup/alternate personnel • Confirm the chain of command and authority of backup/alternate personnel in making management decisions • Consider employee support, which may include cash or salary advances, working hours, crisis counselling, and home care, etc. • Plan for and set priorities for the recovery actions: <ul style="list-style-type: none"> • Establish safety and security of the facility • Establish damage and loss • Establish readiness of the building and facilities • Establish readiness of personnel, systems and equipment, process and data for business operations • Restore operations as planned, which may involve: <ul style="list-style-type: none"> • Assess remaining hazards and maintain safety and security of the facility • Brief staff of status and planned actions • Establish a recovery team, where necessary • Designate personnel to take responsibilities for recovery <ul style="list-style-type: none"> • Restore building systems and public utilities • Salvage systems and equipment for operations • Salvage property and data for operations • Identify and record details about loss and damage and related costs • Maintain contacts with customers and vendors • Confirm readiness of personnel, process, systems and equipment, property as well as data for operations • Restore operations • Monitor recovery actions closely and make adjustments where necessary • Keep records of decisions and actions
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Effectively carry out recovery of operations after an emergency; and • Resume operations as soon as possible and in a safe and secure environment.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Title	Coordinate with government emergency services and other organisations about emergency planning and response
Code	107837L4
Range	This unit of competency applies to security personnel responsible for emergency planning and response of an organisation. It covers the abilities to engage government emergency services and other organisations when planning for an emergency and work effectively with them when responding to an emergency.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about emergency planning and response of the organisation and the government:</p> <ul style="list-style-type: none">• Understand the organisation's policies and guidelines in emergency management and business continuity management• Be proficient in the organisation's business continuity plan• Be proficient in the organisation's incident response plans• Understand the HK government's emergency response system and the operations of emergency services and related organisations• Understand the functions and operations of government and non-government organisations on matters in relation to emergency planning and response. These may include but not limited to:<ul style="list-style-type: none">• Emergency services such as HK Police, Fire Services, ambulance services;• Organisations in connection with public broadcasting, public transportation, and public utilities, etc.• Organisations in connection with safety and security of the built environment, e.g. Buildings Department• Possess the people skills and communication skills for dealing with others

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Competency	<p>2. Co-ordinate with government emergency services and other organisations about emergency planning and response</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Maintain a list of contacts of government emergency services and other organisations relevant to emergency planning and response • Establish protocols and procedures with these services and organisations • Meet regularly with representatives of these services and organisations to review emergency plans and procedures, e.g. fire services for evacuation routes and assembly points, etc. • Involve local police, fire services and other relevant parties in drills and exercises • Work with government emergency services and other relevant organisations during an emergency: <ul style="list-style-type: none"> • Notify them swiftly and clearly at the outbreak of an emergency about <ul style="list-style-type: none"> • what has happened, • what is at risk, and • what support is needed • Identify the overall in charge of government emergency services at scene and contact details • Establish the organisation's points of contact with government emergency services e.g. the EOC as well as the IMG at scene • Deploy personnel to support the operations of these services and organisations, e.g. <ul style="list-style-type: none"> • Providing knowledge about the organisation and the facility, • Cordoning, • Crowd control, • Assisting in search and evacuation, etc. • Coordinate response actions according to their instructions/advices, which may involve: <ul style="list-style-type: none"> • Suspension of service • Closure of the facility • Evacuation of people • Make public broadcasts, etc. • Confirm with the appropriate authority (e.g. police, fire services and/or buildings department) before re-entering the facility after an emergency, ensuring safety and security are restored • Cooperate with any follow-up investigations and/or actions of these services and organisations
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Engage relevant government emergency services and other organisations in the organisation's emergency planning and response; • Work effectively with these services and organisations during an emergency; and • Cooperate with these services and organisations in any post-incident actions and/or investigations
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Title	Manage testing and exercising of plans and procedures for emergency response
Code	107838L4
Range	This unit of competency applies to security personal at managerial level responsible for emergency management for an organisation. It covers the abilities to coordinate tests and exercises of plans and procedures for emergency response in order to confirm the emergency preparedness of an organization.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about testing and evaluation of plans and procedures for emergency response:</p> <ul style="list-style-type: none">• Understand laws and regulations relevant to emergency planning and response• Understand the organisation's policies and guidelines in emergency management and business continuity management• Be proficient in the organisation's business continuity plan• Be proficient in the organisation's incident response plans• Be familiar with best practices in testing and evaluation of the emergency preparedness of an organisation• Possess the people skills and communication skills for dealing with others

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Competency	<p>2. Manage testing and evaluation of plans and procedures for emergency response: Be able to:</p> <ul style="list-style-type: none"> • Arrange to test and exercise the plans and procedures with a view to: <ul style="list-style-type: none"> • Verify design effectiveness of the plans • Verify operational effectiveness and cost efficiency • Raise the awareness of staff and personnel about response actions and their respective roles and responsibilities • Identify gaps and failures for remediation • Determine the types of tests and exercises which may include: <ul style="list-style-type: none"> • Table-top exercise • Walk-through exercise • Functional exercise • Full-scale exercise • Develop the schedule of tests and exercises, starting with separate groups of personnel and on individual components of the plans and progressively building up to a full-scale exercise • Determine the objective, scope and evaluation criteria of tests and exercises • Plan tests and exercises in advance <ul style="list-style-type: none"> • Develop scenarios for the tests and exercises • Prepare the environment and operations for the tests and exercises • Arrange for observers • Carry out tests and exercises as planned • Keep track of attendance and performance during the tests and exercises • Carry out debriefings about tests and exercises • Evaluate the results of tests and exercises as well as feedback from all parties involved for continuous improvements • Maintain proper records about all aspects of tests and exercises • Follow up with further actions to improve on gaps and failures identified
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Plan properly for testing and evaluation of emergency response capabilities; • Carry out tests and exercises as planned; and • Verify the preparedness of the organisation's emergency capabilities
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Title	Coordinate response actions at the scene of an emergency
Code	107839L4
Range	This unit of competency applies to security personnel responsible for leading the IMG at the scene of an emergency. It covers the abilities to take charge of and co-ordinate actions at the scene of an emergency in accordance with the laid-down policies and guidelines for emergency response.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about emergency response:</p> <ul style="list-style-type: none">• Understand the organisation's policies and guidelines in emergency management and business continuity management• Be familiar with command and control relevant to emergency response of the organisation, vis-à-vis, Crisis Management Team, EOC, EMG and IMG• Be familiar with the composition, function and operation of EOC and EMG• Be proficient in the organisation's business continuity plan• Be proficient in the organisation's incident response plans• Understand laws and regulations relevant to emergency planning and response in HK• Understand the HK government's emergency response system and the operations of emergency services and related organisations• Understand the organisation's policy and guidelines in media management• Be proficient in the media management plan in an emergency• Possess the leadership skills to lead and command actions in an emergency• Possess the people skills and communication skills for dealing with others

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Competency	2. <ul style="list-style-type: none">• Co-ordinate response actions at the scene of an emergency<ul style="list-style-type: none">• Attend scene and take charge of the incident• Assess impact on life safety, property and operations• Notify government emergency services (e.g. police, fire services, and medical services) where necessary• Order an evacuation or other appropriate actions should there be imminent risks to life safety• Activate the EOC, EMG and IMG, where necessary• Provide the EOC and EMG of a status report and regular updates• Seek assistance and support from EOC and EMG where needed• Deploy manpower and resources to cordon off the scene, attend to the injured, and provide support to government emergency services• Consult with business representative(s) and activate actions to completely or partially shut down business operations• Work with government emergency services to carry out any other response actions to minimize impact on life safety and property• Determine re-occupation of the facility in consultation with government emergency services and other organisations such as the Buildings Department for issues in relation to building safety• Ascertain safety and security before re-entering the facility• Ascertain readiness of building infrastructure, people, systems and equipment, process, and data for resumption of operations• Resume operations in accordance to the organisation's policies and plans for business continuity
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Take charge of the response actions of the organisation at the scene of an emergency;• Coordinate effectively response actions with relevant internal and external parties at the scene to minimize impact on life safety, property and operations; and• Ensure that actions taken comply with relevant laws and regulations as well as the organisation's laid-down policies and guidelines.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Title	Perform EOC duties during an emergency
Code	107840L3
Range	This unit of competency applies to security personnel responsible for performing EOC duties during an emergency. It covers the abilities to monitor developments at scene, maintain internal and external communications and coordinate actions in support of the EMG and IMG as well as other responders at the scene of an emergency.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about emergency management and response: <ul style="list-style-type: none"> • Understand the organisation's policies and guidelines in emergency management and business continuity management • Be familiar with command and control relevant to emergency response of the organisation • Be proficient in the operations of the EOC, EMG and IMG • Be proficient in the organisation's business continuity plan • Be proficient in the organisation's incident response plans • Understand laws and regulations relevant to emergency management and response in HK • Understand the HK government's emergency response system and the operations of emergency services and related organisations • Understand the organisation's policy and guidelines in media management • Be proficient in the media management plan in an emergency • Possess the people skills and communication skills for dealing with others • Possess the skills and techniques in operating systems and equipment of EOC • Possess the literacy skills to keep precise and concise records • Possess the skills of recording details in written or electronic forms 2. <ul style="list-style-type: none"> • Perform EOC duties during an emergency <ul style="list-style-type: none"> • Check operational readiness of EOC upon activation • Check operational readiness of EMG upon activation • Obtain status of the incident including life safety, property damage and business disruption • Keep track of developments and requests for direction or assistance from the IMG and other responders at scene • Keep track of oversights and/or deviations from laid-down policies and guidelines • Keep EMG updated of developments, requests as well as issues requiring their attention • Liaise with any other internal and external parties • Execute decisions and directions from the EMG • Provide support and assistance to the IMG and other responders at scene • Coordinate logistical support as well as manpower and other resources • Handle internal and external communications • Coordinate media communications • Keep an incident log about the emergency: <ul style="list-style-type: none"> • Record all activities, decisions and actions in chronological order • Record essential information to include: When? From whom? To whom? What? Why? Where? How? • Record timely and accurately in a concise and precise manner

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Coordinate actions and communications in support of EMG, IMG and other responders during an emergency; and• Maintain precise and concise records of the incident and decisions and actions taken.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Title	Manage post-incident reviews and follow-up actions after an emergency
Code	107841L4
Range	This unit of competency applies to security personnel at managerial level responsible for emergency management of an organisation. It covers the abilities to carry out reviews after an emergency in order to identify ways and means to prevent re-occurrence and enhance the organisation's capabilities in dealing with emergencies.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about emergency incidents reviewing:</p> <ul style="list-style-type: none"> • Be proficient in the organisation's policies and guidelines in connection with emergency management and business continuity management • Be proficient in the organisation's business continuity plan • Be proficient in the organisation's incident response plans • Be proficient in command and control relevant to emergency response of the organisation • Be proficient in the operations of the EOC, EMG and IMG • Be proficient in the media management plan in an emergency • Understand laws and regulations relevant to emergency management and response in HK • Understand the HK government's emergency response system and the operations of emergency services and related organisations • Understand the organisation's policies and guidelines in connection with investigations • Possess the people skills and communication skills for dealing with others <p>2. Carry out post-incident reviews and follow-up actions after an emergency</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Carry out an investigation about the incident, following the laid-down policies and guidelines about investigation of the organisation • Assess design effectiveness and operational readiness and effectiveness in each of the following stages: <ul style="list-style-type: none"> • Mitigation • Preparation • Response • Recovery • Assess design effectiveness and operational readiness and effectiveness in each of the following aspects: <ul style="list-style-type: none"> • Command and control • Communications • Life safety • Property protection • Co-ordination with internal/external parties • Media relations • Recovery and restoration

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Competency	<ul style="list-style-type: none"> • Identify loss and damage, insurance and liabilities • Identify gaps and failures and recommend ways and means to improve on capabilities in preventing reoccurrence and dealing with the emergency • Identify wrong-doer(s) and recommend disciplinary or restitution actions • Compile and handle the investigation report according to laid-down policies and guidelines • Review findings of the investigation with relevant authorized parties with a view to: <ul style="list-style-type: none"> • Identify root cause(s) of the incident • Evaluate design effectiveness of policies, plans, procedures • Evaluate operational readiness, efficiency and effectiveness of the emergency response capabilities • Evaluate loss and damage caused by the incident, including: <ul style="list-style-type: none"> • Loss of life or injuries • Damage to property • Disruption to business operations • Damage to the image/reputation of the organisation • Financial losses • Develop further actions: <ul style="list-style-type: none"> • To report to government, regulator and/or related organisations where necessary • To improve on the organisation’s capabilities in preventing reoccurrence and dealing with the emergency • To compliment good performers • To compensate those who suffered from the incident • To deal with wrong-doers • To recover loss • To repair damage to the organisation’s image/reputation, which should include a post-incident program with a view to inform relevant parties as well as the public about the incident, the organisation’s response to it and further actions to prevent reoccurrence and enhance its response capabilities • To follow through with the further actions until they are resolved
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Carry out a comprehensive post-incident review to identify the root causes of the incident; • Decide on and follow through with appropriate actions to improve on the organisation’s capabilities in preventing reoccurrence of and dealing with the emergency; and • Take appropriate actions to repair damage to the organisation’s image/reputation caused by the incident
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Title	Manage training of personnel for emergency response
Code	107842L4
Range	This unit of competency applies to security personnel responsible for emergency planning and response of an organisation. It covers the abilities to coordinate training for personnel in order to ensure preparedness of the organisation's emergency response capabilities at all time.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about training of personnel for emergency response:</p> <ul style="list-style-type: none">• Understand laws and regulations relevant to emergency planning and response• Understand the organisation's policies and guidelines in emergency management and business continuity management• Be proficient in the organisation's business continuity plan• Be proficient in the organisation's incident response plans• Be familiar with best practices in training of personnel for emergency response• Be familiar with internal and external training programs and resources relevant to emergency planning and response• Possess the people skills and communication skills for dealing with others

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Emergency Management

Competency	<p>2. Coordinate training for personnel for emergency response</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Determine who needs to be trained and who may deliver the training • Identify training needs of the different categories of personnel, including <ul style="list-style-type: none"> • employees • management with leadership responsibilities during an emergency • personnel with responsibilities for emergency response • Determine any standards or qualifications to be met for any particular role or task or for the use of any equipment e.g. CPR training • Determine the methods of training, e.g. briefings, workshops, drills, etc. • Determine the frequency and schedule of training, e.g. for fire evacuation: <ul style="list-style-type: none"> • New recruits upon joining the company • Existing staff – once every 12 months • Identify internal/external training programs and resources available • Develop internal training where appropriate: <ul style="list-style-type: none"> • Identify training needs • Establish training capabilities and resources • Develop training materials • Coordinate training schedule • Deliver the training • Develop on 12-month basis training schedule and topics to be covered • Develop evaluation criteria for each training program • Keep track of attendance and completion of training • Evaluate effectiveness of training based on trainees' feedback • Evaluate effectiveness of training through drills as well as post-incident reviews • Review plans and procedures regularly for continuous improvement • Maintain proper records about all aspects of training
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Plan properly for training of personnel for emergency response, and • Verify preparedness of the emergency capabilities of the organisation.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Title	Formulate the policies and guidelines for investigations
Code	107843L6
Range	This unit of competency applies to security personnel at managerial level responsible for managing investigative services. It covers the abilities to formulate policies and guidelines for investigations.
Level	6
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about investigation and policies making: <ul style="list-style-type: none"> • Understand the mission and business operations and objectives of the organisation • Understand legal issues relevant to investigations in Hong Kong • Be proficient in best practices for managing investigative services • Be proficient in the knowledge and techniques for conducting effective and efficient investigations • Understand the manpower and resources requirements for implementing the policies and guidelines • Possess the analytical skills to evaluate and revise policies and guidelines 2. Formulate the policies and guidelines for investigations <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Determine the scope of investigative services, which may include: <ul style="list-style-type: none"> • Incident investigations • Misconduct investigations • Compliance investigations • Due diligence investigations of employees / vendors / customers • Other investigations not falling in the above • Develop policies and guidelines, including but not limited to: <ul style="list-style-type: none"> • Organisation and reporting structure of the investigative services • Roles and responsibilities of investigative services and related functions such as Legal & Compliance, Audit, HR and Information Security in investigations • The performance pledge of investigative services, such as the scope of service, turnaround time for completing an investigation and service quality • Deployment of manpower, technology and facilities • The investigation methods to be engaged • Authority to investigate • Authority to access information • Authority to carry out investigative interviews • Authority to carry out surveillance • Authority to outsource and/or engage external parties to support investigations • Information security and confidentiality as well as document sensitivity classification, storage and destruction • Consequence management • Budget approvals for investigations • Publish the policies and guidelines: <ul style="list-style-type: none"> • Document the policies and guidelines in the required format and style • Obtain the endorsement of senior management and other stakeholders • Publish the endorsed policies and guidelines

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Formulate policies and guidelines that will facilitate the effective and efficient operations of the investigative services of an organisation; and• Effectively communicate and confirm with relevant parties the scope, objectives and performance standard of the investigative services.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Title	Develop and manage the investigative services of an organisation
Code	107844L6
Range	This unit of competency applies to security personnel at managerial level responsible for managing the investigative services of an organisation. It covers the abilities to properly deploy manpower and resources for investigative services and ensure that its operations are effective and efficient and meet the needs and objectives of the organisation.
Level	6
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> Analyse relevant information in order to identify critical factors that will impact on the management of the investigative services of an organisation <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> Understand the mission, objectives and operations of the organisation Analyse legal issues relevant to investigations in Hong Kong Evaluate the organisation's policies, procedures and guidelines for investigations Evaluate the concepts and skills in resource planning and budgeting Evaluate best practices for managing investigative services Evaluate the organisation's policies and guidelines relevant to information security and confidentiality as well as personal data privacy Manage the investigative services of an organisation <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> Formulate adequate policies, procedures and guidelines to guide investigations Collaborate and leverage with relevant internal and external parties (both formally and informally) in order to ensure the effectiveness and efficiency of investigative services Deploy adequate manpower and resources to perform the expected scope of investigative services as per the investigations policy Provide training and monitor performance to ensure that security personnel are properly trained and qualified for the investigative roles and tasks that they are deployed for Establish case management and/or other administrative controls to oversee the execution of investigations to the desired outcomes Monitor operations in order to manage expenditures on investigations within the approved budgets Handle matters that may lead to potential legal liabilities and/or litigations under the proper guidance of legal professionals in consultation with senior management Monitor operations to ensure that investigative actions comply with relevant policies, procedures and guidelines Monitor operations to ensure that obligations relevant to information security and confidentiality as well as personal data privacy are observed Conclude an investigation based on facts and ensure that the resolutions are practical and achievable Follow up on findings and management decisions until the issues are resolved Conduct periodic reviews to manage the organisation's needs and objectives for investigative services through trend analysis, intelligence analysis and cost/benefit analysis

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Establish investigative services to meet the needs and objectives of the organisation;• Monitor operations in order to ensure that investigations are effective and efficient and achieve the desired outcomes; and• Conduct periodic reviews for continuous improvement
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Title	Define the goals and service standards of investigations
Code	107845L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing investigative services of an organisation. It covers the abilities to define the goals and service standards of investigations.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about conducting effective and efficient investigations <ul style="list-style-type: none"> • Understand the mission and business operations and objectives of the organisation • Understand legal issues relevant to investigations in Hong Kong • Be proficient in best practices about managing investigative services • Be proficient in the knowledge and techniques for conducting effective and efficient investigations • Understand the capabilities and limitations of the investigative services of the organisation • Possess the people skills and communication skills to liaise with others 2. Define the goals and service standards of investigations <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Define the goals of investigations, which may include: <ul style="list-style-type: none"> • As a service for external customers and/or an internal operation/service • To document incidents reported • To identify the root cause of undesirable situations and facilitate remedy actions • To identify wrong-doers and facilitate restitution and recovery actions • Define the service standards of investigations, including: <ul style="list-style-type: none"> • Objectivity • Thoroughness • Relevance • Accuracy • Timeliness • Document the goals and service standards • Match them against the unique features, requirements and policies and guidelines of the organisation • Make it known to personnel involved in investigations that these must be met in all investigations
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Clearly define the goals and service standards of investigations with due considerations given to the unique situation at the organisation; and • Effectively monitor and ensure adherence to these goals and service standards in all investigations.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Title	Understand the different types of investigations and their objectives
Code	107846L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing investigative services of an organisation. It covers the abilities to properly classify investigations and determine their investigative needs, so that resources and actions will be planned accordingly to achieve the desired outcomes.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about the different types of investigations and their objectives: <ul style="list-style-type: none"> • Understand the legal and regulatory obligations of the organisation in investigations • Understand the organisation’s policies and guidelines for investigations • Understand the characteristics of different types of investigations • Possess good analytical and critical thinking skills about investigations • Possess good people skills and communication skills to liaise with others 2. Identify the different types of investigations and their objectives <p>Be able to:</p> <ul style="list-style-type: none"> • Determine the nature of a matter requiring investigation based on the initial information, which may include: <ul style="list-style-type: none"> • Incidents/accidents involving legal liabilities or litigations • Employee misconduct • Due diligence • Violations of regulatory compliance • Violations of policies/procedures or internal controls • Violations of proprietary information, data privacy or confidentiality of customer information • Workplace violence • Assaults and crimes against persons • Harassment (including sexual harassment) • Vandalism or damage to property • Fraud • Theft, pilferage or misappropriation • Product tampering

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Competency	<ul style="list-style-type: none"> • Classify the investigation into the respective type and determine the investigative needs, such as: <ul style="list-style-type: none"> • For incident investigation: <ul style="list-style-type: none"> • Establish the facts • Identify root cause of the incident • Identify wrong-doers and liabilities • Identify loss and gaps/failures in controls • Document the findings and evidence • Determine whether referral to legal department is necessary • Recommend follow up actions • For misconduct investigations: <ul style="list-style-type: none"> • Coordinate with HR and/or Legal & Compliance • Investigate as per incident investigation • Identify relevant laws, regulations and policies and procedures pertaining to the misconduct • Determine culpability based on the requirements of the laws, regulations, policies and procedures • Determine whether reporting to law enforcement, regulator or other public office is necessary, taking guidance from Legal & Compliance and senior management where relevant • Recommend follow up actions • For compliance investigations: <ul style="list-style-type: none"> • Identify relevant laws and policies and procedures • Investigate following laid-down guidelines and standards • Determine violations/deviations/failures based on relevant laws and/or policies/procedures • Determine whether reporting to law enforcement, regulator or other public office is necessary, taking guidance from Legal & Compliance and senior management where relevant • Recommend follow up actions • For due diligence investigations: <ul style="list-style-type: none"> • Identify relevant policies/procedures • Investigate following laid-down guidelines and standards • Document the findings and evidence • Report to relevant stakeholders • Recommend follow up actions • Monitor the investigative actions and outcomes and reclassify the investigation where necessary
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Correctly identify the nature of a matter requiring investigation; and • Classify the investigation into the appropriate type and determine the necessary resources and actions.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Title	Monitor actions and quality of work in the life-cycle of an investigation
Code	107847L5
Range	This unit of competency applies to security personnel at managerial level responsible for managing the investigative services of an organisation. It covers the abilities to monitor actions and quality in the life-cycle of an investigation.
Level	5
Credit	2
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about investigative actions in the life-cycle of an investigation: <ul style="list-style-type: none"> • Understand the goals and service standards required of an investigation • Be proficient in the organisation's policies and guidelines for investigations • Be proficient in various types of investigations and their investigative needs • Be proficient in best practices about managing investigative services • Be proficient in the knowledge and techniques for conducting an effective and efficient investigation • Be familiar with the four milestones in the life-cycle of an investigation: <ul style="list-style-type: none"> • The initiation phase • The investigation phase • The reporting phase • The consequence management phase • Possess the people skills and communication skills to liaise with others 2. Monitor actions and quality of work in the life-cycle of an investigation <p>Be able to:</p> <ul style="list-style-type: none"> • The initiation phase: <ul style="list-style-type: none"> • Determine whether the matter justifies an investigation • Determine the initial objectives and turnaround time • Allocate a case reference number • Assign an investigator with the appropriate experience and skills to carry out the investigation • The investigation phase: <ul style="list-style-type: none"> • Monitor actions through a case management system and/or administrative controls • Regularly review progress and provide advice and support where needed • The reporting phase: <ul style="list-style-type: none"> • Convey the investigation results in a formal report to relevant authorized parties • Ensure confidentiality of the investigation and the investigation results and only share the investigation report with parties with a need-to-know • Seek the consensus of relevant authorized parties to accept the investigation results and decide on further actions • The consequence management phase: <ul style="list-style-type: none"> • Follow through with the decisions of relevant authorized parties. These may include disciplinary actions, remediation, restitution and recovery actions, etc.

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Clearly define actions according to the four milestones in the life-cycle of an investigation; and• Effectively monitor the actions and quality of work of an investigation through a case management system and/or administrative controls
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Title	Understand legal issues relevant to investigative services in Hong Kong
Code	107848L4
Range	This unit of competency applies to security personnel at managerial level responsible for managing investigative services of an organisation. It covers the abilities to apply relevant legal knowledge in order to ensure that investigative services will serve the needs of the organization.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about legal issues relevant to investigative services in Hong Kong: <ul style="list-style-type: none"> • Understand the organisation's policies and guidelines for investigations • Understand the organisation's established policies and procedures for handling civil and criminal matters • Understand the judicial system and key elements of civil and criminal proceedings in Hong Kong • Understand legal and regulatory obligations pertaining to the business operations and objectives of the organisation • Understand the elements of common criminal offences relevant to the business operations of the organisation 2. Apply legal knowledge in investigations <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Support management in discharging their duty of care and diligence in finding facts about issues regarding its business through effective and efficient investigations and take appropriate actions to resolve issues and improve its business and operations. • Apply knowledge about the judicial system in Hong Kong: <ul style="list-style-type: none"> • Basic understanding about the court system and its operations • Key elements in civil proceedings including standard of proof • Key elements in criminal proceedings including standard of proof. • Apply knowledge about interviewing in investigations: <ul style="list-style-type: none"> • The right of management to ask employees and agents questions on matters associated with the business and operations of the organisation • An individual's right to remain silence in the face of incriminating questions • Apply knowledge about the obligations and liabilities of the organisation, including: <ul style="list-style-type: none"> • Obligations under its business licence • Employment and employee compensation • Health and safety in the workplace • Data privacy • Equal opportunities • Liabilities under its business contract with vendors/customers • Product/service liabilities • Premises liabilities • Apply knowledge about criminal offences commonly handled in an organisation, including: <ul style="list-style-type: none"> • Theft, misappropriation, fraud and embezzlement, etc. • Offences against persons, e.g. assault • Offences against properties, e.g. criminal damage • Offences against public order, e.g. fighting • Arson, drug abuse, gambling, etc.

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Apply the legal knowledge to provide an effective investigative services that meet the business needs of the organisation
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Title	Work with government and related agencies regarding investigations
Code	107849L4
Range	This unit of competency applies to security personnel responsible for carrying out investigations. It covers the abilities to effectively work with government and related agencies to achieve the best investigation results, ensuring compliance with relevant laws and regulations and policies and guidelines of the organisation.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge about working with government and related agencies: <ul style="list-style-type: none"> • Understand the functions and operations of various government and related agencies on matters in relation to investigations • Understand the organisation's policies and guidelines about: <ul style="list-style-type: none"> • Engaging government and related agencies in investigations • Dealing with requests from government and related agencies regarding investigative matters • Conducting effective and efficient investigations • Understand legal principles about: <ul style="list-style-type: none"> • The organisation's obligations in keeping client information confidential • Personal data privacy • The organisation's obligations in cooperating with law enforcement and other government agencies • The organisation's obligations under various court orders including search warrants, injunctions, production orders, restraint orders, and confiscation orders, etc. 2. Engage government or related agencies regarding investigations <p>Be able to:</p> <ul style="list-style-type: none"> • Arrange a single point of contact where possible • Inform the agency clearly with sufficient details about the investigation and seek their advice/proposal for next steps • Keep a detailed log of contacts and information exchanged • Follow up regarding outstanding issues • Update management about the contacts, dialogues and actions <p>Respond to requests for assistance received from government or related agencies Be able to:</p> <ul style="list-style-type: none"> • Follow the organisation's laid-down guidelines and procedures in dealing with the request • Assess the legality and appropriateness of providing the information, seeking legal advice where necessary • Collect the information required • Provide the information required • Advise on the organisation's technological abilities and limitations in retrieving the required information, where necessary • Keep a detailed log of contacts and information exchanged Update management of the contacts, dialogues and actions

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Effectively engage with government and related agencies in order to achieve the best investigative results• Exchange information with government and related agencies correctly and clearly upon request• Ensure that conflicts and liabilities are reduced to the minimum
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Title	Apply the rules of evidence in the collection and preservation of evidence
Code	107850L4
Range	This unit of competency applies to security personnel responsible for carrying out investigations. It covers the abilities to apply the rules of evidence in the collection and preservation of evidence in order to establish facts of the matter under investigation.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Analyse about the rules of evidence in Hong Kong</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Understand the three main sources of evidence: <ul style="list-style-type: none"> • Oral evidence • Physical evidence • Documentary evidence • Understand the various types and forms of evidence and best practices in collecting and preserving them • Understand the three key criteria for evidence to be admissible in legal proceedings: <ul style="list-style-type: none"> • Relevance • Materiality • Competence • Understand presumptions and privileges under the rules of evidence <p>2. Apply the knowledge about the rules of evidence in the collection and preservation of evidence</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Assess whether the oral evidence of an individual is relevant and material to the matter under investigation and whether the individual will be a competent witness in subsequent legal proceedings • Properly record the oral evidence to meet the standard of competence required • Assess the evidential value of physical evidence associated with the matter under investigation and whether it is relevant and material • Properly collect and preserve the physical evidence so that it will remain competent in subsequent legal proceedings • Engage trained forensic personnel to examine the physical evidence and obtain further forensic evidence where necessary • Keep clear and complete records of the actions and associated details as proof of the chain of evidence • Assess which business records are relevant and material for establishing facts about the matter under investigation • Properly retrieve the business records and reproduce them in the prescribed format to meet the standard of competency required • Properly preserve the original business records • Keep clear and complete records of the actions and associated details as proof of the chain of evidence

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Understand the main sources of evidence and the rules of evidence in Hong Kong; and• Apply the knowledge about the rules of evidence in Hong Kong in handling evidence, ensuring that it is relevant, material and competent and can stand challenges in subsequent legal proceedings.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Title	Develop the action plan for an investigation
Code	107851L4
Range	This unit of competency applies to security personnel responsible for carrying out investigations. It covers the abilities to assess the matter requiring investigation and develop the necessary action plan to achieve the desired outcomes for the investigation.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about investigations:</p> <ul style="list-style-type: none"> • Understand the organisation's policies and guidelines for investigations • Understand legal issues relevant to investigations in Hong Kong • Describe the different types of investigation and their investigative needs • Evaluate the concepts and techniques for conducting an effective and efficient investigation • Evaluate the attributes necessary for an investigator including but not limited to: <ul style="list-style-type: none"> • Observation skills • Analytical and critical thinking skills • Interpersonal and communication skills • Evaluate the concepts and skills to clearly and accurately record information and activities <p>2. Develop the action plan for an investigation</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Assess the matter requiring investigation and identify the type and objectives of the investigation • Analyse information and relevant details to identify gaps, overlaps, inconsistencies and conflicts • Identify sources of information (e.g. witnesses, physical evidence, documentary evidence) for further leads to clarify the matter • Develop the investigation plan to pursue the necessary information, e.g. <ul style="list-style-type: none"> • Check relevant records of the organisation • Check public records and commercial databases • Check other relevant records, reports and databases • Carry out investigative interviews • Carry out surveillance • Carry out forensic analysis of physical evidence (e.g. fingerprint analysis, signature analysis, etc.) • Obtain expert evidence (where necessary) such as computer forensics or forensic accounting, etc. • Estimate the cost, resources and time required to complete the investigation plan • Obtain management approval for actions, budget and timeline
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Correctly identify the type and objectives of an investigation; and • Plan for relevant, practical and feasible actions to establish facts using various means and methods about the matter under investigation.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Title	Conduct research and analysis
Code	107852L4
Range	This unit of competency applies to security personnel responsible for carrying out investigations. It covers the abilities to carry out research and analysis in order to collect evidence and collate information about the matter under investigation.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about research and analysis</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Understand legal issues about retrieval and use of information and records under the Copyright Ordinance, Cap. 58 • Evaluate the concepts and techniques for carrying out research and analysis for information from potential sources in the public domain which should include but not limited to: <ul style="list-style-type: none"> • government records • commercial databases • media reports • internet • Evaluate the concepts and techniques for conducting online research • Evaluate the attributes necessary for an effective investigator, such as: <ul style="list-style-type: none"> • Observation skills • Analytical and critical thinking skills • Interpersonal and communication skills • Evaluate the concepts and skills to clearly and accurately record information and activities <p>2. Conduct research and analysis</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify the objectives and scope of research • Plan for the research activities and estimate the resources, cost and time required • Obtain management approval for resources, budget and timeline, where necessary • Research for relevant information/records using different means and methods • Evaluate the relevance and accuracy of the information/records identified • • Collate and analyse the findings paying special attention to essential elements such as: <ul style="list-style-type: none"> • Time • Value • Overlaps, gaps, inconsistencies and conflicts • Links and connections • Conduct further research to clarify issues • Draw conclusions based on facts
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Plan for research actions focusing on the objectives, that are practical and feasible; and • Conduct effective research and analysis to achieve the desired outcomes within the approved budget and timeline.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Title	Conduct investigative interviews
Code	107853L4
Range	This unit of competency applies to security personnel responsible for carrying out investigations. It covers the abilities to carry out investigative interviews to collect evidence and collate information about the matter under investigation.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will impact on the conduct of investigative interviews</p> <ul style="list-style-type: none">• Analyse the organisation's policies, procedures and guidelines for investigative interviews• Understand the rules of evidence in Hong Kong• Understand legal issues relevant to investigative interviews in Hong Kong and in particular:<ul style="list-style-type: none">• Bills of Rights Ordinance, Cap 383• Personal Data (Privacy) Ordinance, Cap 486• Evaluate the concepts and techniques for conducting effective investigative interviews• Describe the skills for operating technical aids and equipment• Evaluate the necessary attributes of an investigator and interviewer, such as:<ul style="list-style-type: none">• Observation skills• Questioning techniques• Analytical and critical thinking skills• Interpersonal and communication skills• Evaluate the concepts and skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Competency	<p>2. Conduct investigative interviews</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Prepare for an investigative interview: <ul style="list-style-type: none"> • Analyse the interviewee's personal background and relationship with the organisation and his/her role and participation in the matter under investigation • Develop the purpose of the investigative interview, i.e. <ul style="list-style-type: none"> • To obtain information • To obtain admission and/or establish culpability of wrong-doing • Identify key areas for the interview about the matter under investigation • Evaluate known facts as well as the business operations and policies, procedures and guidelines associated with the matter under investigation • Define administrative measures and controls to facilitate effective execution and recording of the interview, which should include: <ul style="list-style-type: none"> • The date, time and venue of the interview • The persons to be present at the interview • The language to be used and any need for interpretation • The form of records to be kept, e.g. in writing, audio-recording or video-recording • Develop action plans (in consultation with senior management, HR and/or Legal & Compliance) for dealing with wrong-doers identified in the course of the interview • Conduct the interview to obtain information from the interviewee about his/her knowledge of the matter under investigation, for which the means and techniques employed in the interview must be lawful and comply with relevant policies, procedures and guidelines • Record the interview according to laid-down policies and guidelines and the rules of evidence in Hong Kong • Keep all information regarding the interview confidential • Report the interview results only to authorized parties with a need-to-know • Make recommendations for further actions where relevant
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Conduct effective investigative interviews that meet the requirements of relevant laws and regulations and comply with laid-down policies and guidelines; and • Obtain the desired outcome that can stand challenges in subsequent legal proceedings.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Title	Conduct surveillance
Code	107854L3
Range	This unit of competency applies to security personnel responsible for carrying out investigations. It covers the abilities to properly carry out surveillance and operate the technical aids and equipment in order to collect evidence and collate information about the matter under investigation.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about surveillance techniques and tools:</p> <ul style="list-style-type: none">• Understand the organisation's policies and guidelines for surveillance• Understand legal issues relevant to surveillance in Hong Kong and in particular, the requirements of the Personal Data (Privacy) Ordinance, Cap 486.• Be familiar with the techniques and skills for carrying out surveillance• Possess the skills for operating technical aids and equipment for surveillance• Possess the personal traits of an investigator, such as:<ul style="list-style-type: none">• Observation skills• Analytical and critical thinking skills• Interpersonal and communication skills• Possess the literacy skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Competency	<p>2. Master the techniques and tools for surveillance</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Understand legal considerations of different circumstances for surveillance: <ul style="list-style-type: none"> • In locations under the control of the organisation • In locations outside the control of the organisation • Identify the individual(s) to be monitored, their relationship with the organisation and establish their detailed background. • Identify the purpose for the surveillance operation, ensuring that: <ul style="list-style-type: none"> • It is necessary and is the only way of obtaining the information required; • It is legal; • It complies with the organisation’s policies and guidelines; and • It is approved by relevant authorized parties of the organisation • Establish the scope, timeline, objectives and operational standard of the surveillance, ensuring that: <ul style="list-style-type: none"> • The surveillance will focus on the agreed scope • The surveillance will operate according to relevant laws and regulations • The surveillance will stop once the agreed timeline expires or when the objectives are achieved • Carry out the surveillance following the laid-down guidelines and procedures and according to the agreed scope, timeline, objectives and standard • Adopt the approved surveillance methods, which may involve the use of: <ul style="list-style-type: none"> • Mobile or static surveillance by vehicle • Mobile or static surveillance on foot • Use of cameras and video equipment • Use of other electronic or specialist surveillance equipment • Record and safe-keep the evidence gathered according to laid-down guidelines and procedures and rules of evidence in Hong Kong • Keep all information regarding the surveillance confidential • Report the surveillance results only to authorized parties with a need-to-know • Make recommendations for further actions where relevant
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Apply the appropriate techniques and skills for conducting surveillance to support an investigation; and • Complete the surveillance as planned and ensure that it complies with relevant laws and regulations as well as the laid-down policies and guidelines of the organisation.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Title	Collect and preserve physical evidence
Code	107855L3
Range	This unit of competency applies to security personnel responsible for carrying out investigations. It covers the abilities to identify relevant and material evidence for establishing facts of the matter under investigation. It also covers the abilities to collect and preserve evidence according to the laid-down policies, procedures and guidelines of the organisation and the rules of evidence in Hong Kong.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about the collection and preservation of physical evidence Be able to:</p> <ul style="list-style-type: none"> • Understand the organisation’s policies, procedures and guidelines regarding the collection and preservation of physical evidence • Understand the rules of evidence in Hong Kong • Describe the concepts and techniques to properly collect and preserve evidence and maintain the chain of evidence <p>2. Collect and preserve physical evidence Be able to:</p> <ul style="list-style-type: none"> • Identify the different types and forms of evidence that will help to establish the facts of the matter under investigation. • • Collect evidence using various means and methods that meet the requirements of the rules of evidence and comply with laid-down policies, procedures and guidelines of the organization. • Preserve the evidential value of evidence collected using various means and methods and follow-up by engaging trained forensic personnel to retrieve the evidence/information, e.g. computer forensic analysis, fingerprint comparison, etc. • Maintain the chain of evidence: <ul style="list-style-type: none"> • Keep evidence collected securely and safely • Keep proper records about each change of hand to provide clear and complete records that the evidential features and value of the evidence have not been tampered with
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Collect and preserve evidence according to laid-down policies and guidelines and the rules of evidence in Hong Kong; and • Handle evidence and maintain its chain of evidence so that the evidential value can stand challenges in subsequent legal proceedings.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Title	Follow-up investigation results
Code	107856L3
Range	This unit of competency applies to security personnel responsible for investigations. It covers the abilities to follow-up on management decisions and instructions at the end of an investigation until all the issues are resolved.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will impact on following up with investigation results:</p> <ul style="list-style-type: none"> • Evaluate the organisation's policies, procedures and guidelines for investigations • Evaluate the organization's legal and regulatory obligations pertaining to the business operations and objectives • Evaluate the organisation's policies, procedures and guidelines for handling civil and criminal matters • Understand the roles and responsibilities of investigative services and related functions such as Legal & Compliance, Audit, HR and Information Security in investigations • Describe the concepts and skills to clearly and accurately record information and activities <p>2. Follow-up investigation results</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Evaluate the circumstances surrounding the matter under investigation as well as the investigative actions and results in order to execute management decisions and instructions accurately and lawfully • Follow-up on management decisions and instructions about the results of an investigation, e.g. <ul style="list-style-type: none"> • Work with HR to discharge or take disciplinary actions against employees who breach the laws/regulations and/or the organisation's policies, procedures and guidelines • Report to law enforcement and support their subsequent actions against wrong-doers and/or for loss recovery • Support Legal and Compliance in reporting to relevant regulatory authority and observing any instructions and/or actions required • Support Legal in litigations against the wrong-doers and/or for loss recovery • Work with business operations to exit undesirable vendors and/or customers • Work with business operations in subsequent actions to remediate gaps/failures in internal control, policies and procedures • Work with business operations in subsequent claims and compensation • Report to management about completion of follow-up actions • Keep proper records of the follow-up actions taken
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Follow-up with management decisions and instructions about the results of an investigation in a timely and efficient manner and in accordance to laid-down policies, procedures and guidelines and meet the requirements of relevant laws and regulations; and • Keep proper records and update management of actions taken
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Title	Keep records about investigative activities
Code	107857L2
Range	This unit of competency applies to security personnel responsible for carrying out investigations. It covers the abilities to keep proper records of investigative activities according to the organisation's policies, procedures and guidelines.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will affect the keeping of records about investigative activities</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Understand the organisation's policies, procedures and guidelines for investigations • Understand the organisation's policies, procedures and guidelines about the prescribed format, style and content for different types of records about investigations • Understand the organisation's policies, procedures and guidelines about information security and document sensitivity classification, distribution, transmission, storage and destruction • Describe the concepts and skills to clearly and accurately record information and activities <p>2. Keep proper records about investigative activities</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify the types of records to be kept: <ul style="list-style-type: none"> • A case diary about investigation actions taken • Statements/notes of investigative interviews • Statements/notes about collection and preservation of evidence • Statements/notes about research and analysis activities and outcomes • Statements/notes about surveillance operations and outcomes • Maintain a case diary of investigation actions in the prescribed format: <ul style="list-style-type: none"> • Record actions in chronological order • Record essential information about the actions in a concise and precise manner to include: When? Who? Where? What? • Keep proper records of an investigative interview (e.g. written statements/notes, audio-recordings or video recordings) according to laid-down policies, procedures and guidelines: • Keep proper records of other actions such as collection and preservation of evidence, research and analysis and surveillance according to laid-down policies, procedures and guidelines • Keep records of investigation actions confidential which should only be shared with authorized parties with a need-to-know and according to the organisation's policies, procedures and guidelines
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities:</p> <ul style="list-style-type: none"> • Keep proper records of all investigation actions in the prescribed format and style and in accordance to the organisation's relevant policies, procedures and guidelines; and • Observe the organisation's requirements for information security and document sensitivity, distribution, transmission, storage and destruction.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Title	Draw conclusions at the completion of an investigation
Code	107858L4
Range	This unit of competency applies to security personnel responsible for carrying out investigations. It covers the abilities to draw sensible and logical conclusions based on facts established in the investigation.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will affect the drawing of conclusions at the completion of an investigation</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Evaluate the organisation's policies, procedures and guidelines for investigations • Evaluate the concepts and techniques for conducting effective and efficient investigations • Understand the organisation's established policies and procedures for handling civil and criminal matters • Understand the judicial system and key elements of civil and criminal proceedings in Hong Kong • Understand legal and regulatory obligations pertaining to the business operations and objectives of the organisation • Understand the elements of common criminal offences relevant to the business operations of the organisation • Evaluate the rules of evidence in Hong Kong • Evaluate the organisation's policies, procedures and guidelines regarding collection and preservation of evidence •

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Competency	<p>2. Draw conclusions at the completion of an investigation</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Evaluate the nature and purpose of the investigation <ul style="list-style-type: none"> • Incident/accident investigations - to document facts and establish root cause for remediation and preservation of evidence • Misconduct investigations or Compliance investigations - to document facts about violations of laws, policies and/or rules; identify wrong-doers for disciplinary actions, regulatory reporting and/or legal proceedings; loss and gaps or failures in internal control for remediation, restitution and/or recovery actions. • Due diligence investigations to document actions and findings to form the basis of business decisions and records of due diligence done • Consolidate actions taken and facts established in chronological order • Assess whether all elements of the laws, policies and/or guidelines pertaining to the matter under investigation have been explored • Assess whether the facts established meet these qualities: <ul style="list-style-type: none"> • Objectivity • Thoroughness • Relevance • Accuracy • Timeliness • Assess whether all leads have been exhausted and further action is deemed unproductive • Conclude, confirm or rebut allegations or complaints with justifications drawn from the established facts • Draw further conclusions based on the established facts to: <ul style="list-style-type: none"> • Identify the root cause of the matter under investigation • Identify loss/liabilities to the organisation • Identify wrong-doer(s) and their culpability in respect of relevant laws, policies and/or rules • Identify gaps and failures in internal control • Identify areas of ineffectiveness and inefficiency in existing policies, procedures and practices • Recommend further actions, which may include legal actions, regulatory reporting, disciplinary actions, remediation, restitution and recovery, etc. • Present the conclusions and recommendations as part of the investigation report
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Assess the completeness and accuracy of investigation actions; and • Draw relevant and logical conclusions and recommendations based on the established facts.
Remark	

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Title	Compile investigation reports
Code	107859L4
Range	This unit of competency applies to security personnel responsible for carrying out investigations. It covers the abilities to clearly and accurately record the investigation actions done, the facts established, the value of evidence and the conclusions drawn in a report, which serves as the basis of management decisions and follow-up actions.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical requirements for the compilation of investigation reports:</p> <ul style="list-style-type: none">• Analyse the organisation's policies, procedures and guidelines for investigations• Analyse the different types of investigations and their investigative needs• Analyse the organisation's policies, procedures and guidelines about the prescribed format, style and content of the different types of investigation reports• Describe the organisation's policies, procedures and guidelines about information security and document sensitivity classification, distribution, transmission, storage and destruction• Describe the concepts and skills to clearly and accurately record information and activities

Specification of Competency Standards for Security Services

Unit of Competency

Functional Area: Investigation

Competency	<p>2. Compile the investigation report</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Prepare the information about the investigation for compiling the investigation report, which should include: <ul style="list-style-type: none"> • The investigation plan • The case diary • All reports/statements/notes/records about actions taken • Any other facts/information gathered • Assess the nature of the matter under investigation and decide on the type of investigation report to be compiled, which may be: <ul style="list-style-type: none"> • An initial report • A progress report • A special report • A final report • Compile the investigation report according to laid-down policies, procedures and guidelines: <ul style="list-style-type: none"> • Present the report in the prescribed format and layout according to the type and purpose of the investigation, which should include: <ul style="list-style-type: none"> • An introduction about the background of the investigation • A narrative about the investigative actions and facts established in chronological order and in clear, simple and brief format. • A conclusion to summarise findings based on facts in the narrative, making reference to laws, policies or rules where relevant. • Recommendation on the administrative, disciplinary and/or legal actions to be taken • Relevant reports/statements/notes/records as evidence in support of the facts established in the form of attachments • Communicate the findings of the investigation according to the organisation's policies, procedures and guidelines, which should include: <ul style="list-style-type: none"> • Send to authorized parties with a need-to-know only • Tightly control report copies • Advise recipients of sensitivity classification and relevant handling instructions • Encrypt and circulate reports electronically using the required means of security transmission • Safe-keep the reports with the appropriate security protection as required
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Compile investigation reports in the prescribed format and style to serve the specific type and purpose of the investigation in accordance to the laid-down policies, procedures and guidelines; and • Handle investigation reports in compliance with the organisation's requirements for information security and document sensitivity classification, distribution, transmission, storage and destruction.
Remark	

Appendices

Appendix A Generic Level Descriptions of the Qualifications Framework

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
7	<ul style="list-style-type: none"> • Demonstrate and work with a critical overview of a subject or discipline, including an evaluative understanding of principal theories and concepts, and of its broad relationships with other disciplines • Identify, conceptualise and offer original and creative insights into new, complex and abstract ideas and information • Deal with very complex and/or new issues and make informed judgements in the absence of complete or consistent data/information • Make a significant and original contribution to a specialised field of inquiry, or to broader interdisciplinary relationships. 	<ul style="list-style-type: none"> • Demonstrate command of research and methodological issues and engage in critical dialogue • Develop creative and original responses to problems and issues in the context of new circumstances. 	<ul style="list-style-type: none"> • Apply knowledge and skills in a broad range of complex and professional work activities, including new and unforeseen circumstances • Demonstrate leadership and originality in tackling and solving problems • Accept accountability in related decision making • High degree of autonomy, with full responsibility for own work, and significant responsibility for others • Deal with complex ethical and professional issues. 	<ul style="list-style-type: none"> • Strategically use communication skills, adapting context and purpose to a range of audiences • Communicate at the standard of published academic work and/or critical dialogue • Monitor, review and reflect on own work and skill development, and change and adapt in the light of new demands • Use a range of software and specify software requirements to enhance work, anticipating future requirements • Critically evaluate numerical and graphical data, and employ such data extensively.

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
6	<ul style="list-style-type: none"> ● Critically review, consolidate, and extend a systematic, coherent body of knowledge ● Utilise highly specialised technical research or scholastic skills across an area of study ● Critically evaluate new information, concepts and evidence from a range of sources and develop creative responses ● Critically review, consolidate and extend knowledge, skills practices and thinking in a subject/discipline ● Deal with complex issues and make informed judgements in the absence of complete or consistent data/information. 	<ul style="list-style-type: none"> ● Transfer and apply diagnostic and creative skills in a range of situations ● Exercise appropriate judgement in complex planning, design, technical and/or management functions related to products, services, operations or processes, including resourcing and evaluation ● Conduct research, and/or advanced technical or professional activity ● Design and apply appropriate research methodologies. 	<ul style="list-style-type: none"> ● Apply knowledge and skills in a broad range of professional work activities ● Practice significant autonomy in determining and achieving personal and/or group outcomes ● Accept accountability in related decision making including use of supervision ● Demonstrate leadership and /or make an identifiable contribution to change and development. 	<ul style="list-style-type: none"> ● Communicate, using appropriate methods, to a range of audiences including peers, senior colleagues, specialists ● Use a wide range of software to support and enhance work; identify refinements to existing software to increase effectiveness or specify new software ● Undertake critical evaluations of a wide range of numerical and graphical data, and use calculations at various stages of the work.

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
5	<ul style="list-style-type: none"> ● Generate ideas through the analysis of abstract information and concepts ● Command wide ranging, specialised technical, creative and/or conceptual skills ● Identify and analyse both routine and abstract professional problems and issues, and formulate evidence-based responses ● Analyse, reformat and evaluate a wide range of information ● Critically analyse, evaluate and/or synthesise ideas, concepts, information and issues ● Draw on a range of sources in making judgments. 	<ul style="list-style-type: none"> ● Utilise diagnostic and creative skills in a range of technical, professional or management functions ● Exercise appropriate judgement in planning, design, technical and/or supervisory functions related to products, services, operations or processes. 	<ul style="list-style-type: none"> ● Perform tasks involving planning, design, and technical skills, and involving some management functions ● Accept responsibility and accountability within broad parameters for determining and achieving personal and/or group outcomes ● Work under the mentoring of senior qualified practitioners ● Deal with ethical issues, seeking guidance of others where appropriate. 	<ul style="list-style-type: none"> ● Use a range of routine skills and some advanced and specialized skills in support of established practices in a subject/discipline, for example: ● Make formal and informal presentations on standard/mainstream topics in the subject/discipline to a range of audiences ● Participate in group discussions about complex subjects; create opportunities for others to contribute ● Use a range of IT applications to support and enhance work ● Interpret, use and evaluate numerical and graphical data to achieve goals/targets.

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
4	<ul style="list-style-type: none"> Develop a rigorous approach to the acquisition of a broad knowledge base, with some specialist knowledge in selected areas Present and evaluate information, using it to plan and develop investigative strategies Deal with well defined issues within largely familiar contexts, but extend this to some unfamiliar problems Employ a range of specialised skills and approaches to generate a range of responses. 	<ul style="list-style-type: none"> Operate in a range of varied and specific contexts involving some creative and non-routine activities Exercise appropriate judgement in planning, selecting or presenting information, methods or resources Carry out routine lines of enquiry, development of investigation into professional level issues and problems. 	<ul style="list-style-type: none"> The ability to perform skilled tasks requiring some discretion and judgement, and undertake a supervisory role Undertake self-directed and a some directive activity Operate within broad general guidelines or functions Take responsibility for the nature and quantity of own outputs Meet specified quality standards Accept some responsibility for the quantity and quality of the output of others. 	<ul style="list-style-type: none"> Use a wide range of routine skills and some advanced skills associated with the subject/discipline — for example: Present using a range of techniques to engage the audience in both familiar and some new contexts Read and synthesis extended information from subject documents; organise information coherently, convey complex ideas in well-structured form Use a range of IT applications to support and enhance work Plan approaches to obtaining and using information, choose appropriate methods and data to justify results & choices Carry out multi-stage calculations.

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
3	<ul style="list-style-type: none"> ● Apply knowledge and skills in a range of activities, demonstrating comprehension of relevant theories ● Access, organise and evaluate information independently and make reasoned judgements in relation to a subject or discipline ● Employ a range of responses to well defined, but sometimes unfamiliar or unpredictable, problems ● Make generalisations and predictions in familiar contexts. 	<ul style="list-style-type: none"> ● Operate in a variety of familiar and some unfamiliar contexts, using a known range of technical or learning skills ● Select from a considerable choice of predetermined procedures ● Give presentations to an audience 	<ul style="list-style-type: none"> ● The ability to perform tasks in a broad range of predictable and structured contexts which may also involve some non-routine activities requiring a degree of individual responsibility ● Engage in self-directed activity with guidance/evaluation ● Accept responsibility for quantity and quality of output ● Accept well defined but limited responsibility for the quantity and quality of the output of others 	<ul style="list-style-type: none"> ● Use a wide range of largely routine and well practiced skills — for example: ● Produce and respond to detailed and complex written and oral communication in familiar contexts, and use a suitable structure and style when writing extended documents. ● Select and use standard applications to obtain, process and combine information ● Use a wide range of numerical and graphical data in routine contexts, which may have some non-routine elements.

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
2	<ul style="list-style-type: none"> ● Apply knowledge based on an underpinning comprehension in a selected number of areas ● Make comparisons with some evaluation and interpret available information ● Apply basic tools and materials and use rehearsed stages for solving problems. ● Operate in familiar, personal and/or everyday contexts ● Take account the identified consequences of actions. 	<ul style="list-style-type: none"> ● Choose from a range of procedures performed in a number of contexts, a few of which may be non-routine ● Co-ordinate with others to achieve common goals. 	<ul style="list-style-type: none"> ● The ability to perform a range of tasks in predictable and structured contexts ● Undertake directed activity with a degree of autonomy ● Achieve outcomes within time constraints ● Accept defined responsibility for quantity and quality of output subject to external quality checking. 	<ul style="list-style-type: none"> ● Use skills with some assistance — for example: ● Take active part in discussions about identified subjects ● Identify the main points and ideas from documents and reproduce them in other contexts ● Produce and respond to a specified range of written and oral communications, in familiar/routine contexts ● Carry out a defined range of tasks to process data and access information ● Use a limited range of familiar numerical and graphical data in everyday contexts ● Carry out calculations, using percentages and graphical data to given levels of accuracy.

Level	Generic Level Descriptors			
	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
1	<ul style="list-style-type: none"> ● Employ recall and demonstrate elementary comprehension in a narrow range of areas with dependency on ideas of others ● Exercise basic skills ● Receive and pass on information ● Use, under supervision or prompting, basic tools and materials. ● Apply learnt responses to solve problems ● Operate in familiar, personal and/or everyday contexts ● Take some account, with prompting, of identified consequences of actions. 	<ul style="list-style-type: none"> ● Operate mainly in closely defined and highly structured contexts ● Carry out processes that are repetitive and predictable ● Undertake the performance of clearly defined tasks ● Assume a strictly limited range of roles. 	<ul style="list-style-type: none"> ● The ability to perform tasks of routine and repetitive nature given clear direction ● Carry out directed activity under close supervision ● Rely entirely on external monitoring of output and quality 	<ul style="list-style-type: none"> ● Use very simple skills with assistance — for example: ● Take some part in discussions about straightforward subjects ● Read and identify the main points and ideas from documents about straightforward subjects ● Produce and respond to a limited range of simple, written and oral communications, in familiar/routine contexts ● Carry out a limited range of simple tasks to process data and access information ● Use a limited range of very simple and familiar numerical and pictorial data ● Carry out calculations, using whole numbers and simple decimals to given levels of accuracy.

Appendix B - References

List of References Materials and Websites

Items	Descriptions	Websites / Information sources	Remarks
1	AU : Australian Qualifications Authority	https://studentconnect.qsa.qld.edu.au/12620.html	The qualification framework as adopted in Australia for general references
2	AU : Example of security service provide in Australia - The Australian National Security Service (ANSS)	http://www.anss.com.au/about_anss.htm#top	References for general and specific security services provided by an Australian company
3	CN : 中國 - 保安服務管理條例	http://www.zwbk.org/zh-tw/Lemma_Show/121931.aspx	The Security Services legislations as adopted in Mainland China for general references
4	CN : 中國 - 《保安服務管理條例(草案)》	http://big5.china.com.cn/law/txt/2008-02/26/content_10712005_3.htm , http://big5.gov.cn/gate/big5/www.gov.cn/jrzg/2009-10/27/content_1449505.htm	Further information and comment about the 中國保安服務管理條例
5	HK : Guidelines of QASRS: 1. Guide to Registering a Security Training Course under the Recognition Scheme; 2. Quality Assurance System for the Recognition Scheme of Security Training Courses; 3. Administrative Guidelines on the Course Inspections, Warning and Appeal Systems of the Recognition Scheme	https://www.peak.edu.hk/cpdc/en/content_rsfstc.asp	References for the competency requirements for the Security Guarding functional area

6	HK : Specification of Competency Standards of the Property Management Industry	http://www.hkqf.gov.hk/guie/scs_list.asp , 2011 SSMPS Report	Information about SCS of another industry with strong relevancy to the Security Services Industry
7	HK : Security and Guarding Services Industry Authority	http://www.sb.gov.hk/eng/links/sgsia/rec_b.htm	Information about the operation of the SGSIA - Security and Guarding Services Industry Authority in Hong Kong
8	HK : The Hong Kong Police Force	http://www.police.gov.hk/ppp_en/11_useful_info/licenses/security.html	Information and references about a government department working closely with the Security Services industry, such as the "Security Personnel Permit"
9	HK: 2013 Manpower Survey Report - Security Services	http://www.vtc.edu.hk/uploads/files/publications/security_services_training_board/en/2014%20SSTB%20MPS%20(Final)%20-%205%20Aug%202014.pdf	Detailed survey report about the manpower demand and supply of the security services industry for general references
10	HK: 2015 Manpower Survey Report - Security Services	http://www.vtc.edu.hk/uploads/files/publications/security_services_training_board/en/2015%20SSTB%20MPS%20Report%20v_1%20(Pauline)%20final%20(v1)%2018%20April%202016.pdf	Detailed survey report about the manpower demand and supply of the security services industry (as of 2015) for general references
11	HK: Census and Statistics Department	http://www.censtatd.gov.hk/home/index.jsp	Statistics and information relating to the Security Services Industry

12	NZ : Example of security service provide in New Zealand - "First Security"	http://www.firstsecurity.co.nz/about-us	References for general and specific security services provided by a NZ company
13	NZ : New Zealand Qualifications Authority	http://www.nzqa.govt.nz/framework/search/index.do	References for standard specifications and UoC (Unit of Competency) as adopted in New Zealand
14	NZ : Sample UoCs already used in New Zealand	http://www.nzqa.govt.nz/nzqf/search/results.do	References of a wide range of UoCs from low to high levels
15	NZ : Standards New Zealand	http://www.standards.co.nz	Further references for standards of New Zealand
16	SG : Singapore Workforce Development Agency	http://www.wda.gov.sg/content/wdawebiste/L207-AboutWSQ.html	General references for the qualification structure in Singapore such as the WSQ (Workforce Skills Qualification)
17	SG : The Singapore Workforce Skills Qualifications System for Security (Security WSQ)	http://www.wda.gov.sg/content/wdawebiste/L207-AboutWSQ/L301-WSQIndustryFramework-Security.html , WSQ_Security_Guidebook_20130829_V01Final	Detailed description of the skills needed for a career in the Private Security Industry in Singapore
18	SG : Guidelines for security service providers (SSP) in Singapore	http://www.spf.gov.sg/licence/PI/others/sspToBeAnnounced.html#def	Detailed description for the requirements of security service providers in Singapore
19	OT : ASIS Online	https://www.asisonline.org/Search/Pages/Results.aspx?k=security%20service	Information concerning "Security Services" as maintained by ASIS - a global community of more than 38,000 security practitioners

20 OT : Security Management

<http://www.securitymanagement.com/news>

Current news and
publications about security
management

AU Australia
CN Mainland China
HK Hong Kong
NZ New Zealand
SG Singapore
OT Others