



資歷架構
Qualifications
Framework

Security Services Industry SCS-based Training Package

QASRS Basic Guarding Course

March 2019 (Updated on October 2022)

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Overview

Introduction

This training package is for courses designed to meet the requirements of the Unit of Competency (hereafter called "UoC") #107753L1 (Appendix 1). It has adopted the course outline of the "Basic Guarding Training Course under the Quality Assurance System for the Recognition Scheme" (hereafter called "QASRS Basic Guarding Course") endorsed by the Security and Guarding Services Industry Authority (hereafter called "SGSIA") and consists of 17 functional areas identified in the course.

The "QASRS Basic Guarding Course" is intended for people who are interested in and plan to join guarding services. It is hoped that the course will provide a systematic and comprehensive training program that facilitates the learning of practical knowledge and skills about basic guarding work.

Consisting of teaching and assessment guidelines for each of the 17 functional areas, this training package will guide training institutions on how to systematically plan and develop training programmes for the "QASRS Basic Guarding Course". After reading through this training package, training institutions should get a good understanding of the requirements of UoC #107753L1. They should be able to design training programmes that meet the requirements the UoC in content and connected matters and develop adequate trainer handbooks or teaching/training guidelines and student handbooks, etc. It is hoped that this training package will help to reduce the cost of course development and improve or maintain the quality of training programmes.

Syllabus and Instructions for Use

This training package covers the following 17 functional areas. A table showing mapping of topics in the course outline of the QASRS Basic Guarding Course against the functional areas in this training package can be found at Appendix 2.

1. Roles and Functions of a Security Guard
2. Legal Responsibilities of a Security Guard
3. Standards of Performance and Conduct for a Security Guard
4. Guard Uniform and Equipment
5. Performing Access Control Duties
6. Performing Visitor Registration Duties
7. Performing Patrol Duties
8. Monitoring Security Systems
9. Performing Key Control Duties
10. Performing Traffic Control Duties on Private Roads
11. Enforcing No Smoking Rules

12. Enforcing Noise Control Rules
13. Crime Prevention, Arrest, Search and Use of Force
14. Fire Precautions and Response
15. Handling Emergencies
16. Handling Customer Enquiries and Complaints
17. Work Records and Reports of a Security Guard

This training package is divided into three sections:

The first section provides general instructions covering topics such as:

- Aims
- Contents
- Teaching Objectives
- Trainees
- Qualification of Trainers
- Mode of Delivery
- Training Venues and Facilities
- Mode of Assessment
- Course Development and Management

Appendices:

- Appendix 1: UoC #107753L1
- Appendix 2: Course Outline of "QASRS Basic Guarding Course" and Mapping of Topics against the Functional Areas

The second section contains teaching and assessment guidelines of each of the 17 functional areas of the "QASRS Basic Guarding Course". Topics covered in this section include:

- Teaching Guidelines
 - Intended Learning Outcomes
 - Contact Hours
 - Suggested Scope, Contents and Materials
- Assessment Guidelines
 - Mode of Assessment
 - Assessment Content
 - Marking Rubrics
- List of Training Aids
- References

Appendices:

- Lesson Sample
- Question Sample

The third section covers self-study guidelines for trainees to enhance their knowledge about the security industry in Hong Kong, to learn about potential career pathways in the industry and to gain a deeper understanding of the laws that have a major impact on guarding work and the operation of relevant enforcement agencies.

Topics covered in this section include:

- Intended Learning Outcomes
- Self-study Hours and Time of Completion
- Suggested Scope, Contents and Materials

No separate assessment is to be set for this self-study section because the practical knowledge and skills for basic guarding work are already covered in the 17 functional areas and assessed accordingly.

Title	Perform basic guarding services for QASRS
Code	107753L1
Description	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</p> <p>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

	<ul style="list-style-type: none"> ○ to maintain good public relations with clients ● Uniforms and Equipment <ul style="list-style-type: none"> ○ Uniforms <ul style="list-style-type: none"> ▪ Wear the right type of uniform ▪ Keep and maintain the uniform in a good condition ○ Equipment <ul style="list-style-type: none"> ▪ 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 <ul style="list-style-type: none"> ○ Security and Guarding Services Ordinance (Cap. 460) <ul style="list-style-type: none"> ▪ To notify the Commissioner of Police in writing of: <ul style="list-style-type: none"> ▪ 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: <ul style="list-style-type: none"> ▪ 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) <ul style="list-style-type: none"> ▪ The importance of the Ordinance and registration of visitors in the following manner: <ul style="list-style-type: none"> ▪ 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 <ul style="list-style-type: none"> ▪ Understands that: <ul style="list-style-type: none"> ▪ 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) <ul style="list-style-type: none"> ▪ The condition that one can only impound/tow a vehicle at the "Restricted Parking Area" of a private road under the following conditions: <ul style="list-style-type: none"> ▪ 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
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	<p style="text-align: center;">the private road concerned, or an authorized officer in respect of the road</p> <ul style="list-style-type: none"> ▪ 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) <ul style="list-style-type: none"> ▪ The importance of the Ordinance so as to refrain from: <ul style="list-style-type: none"> ▪ 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) <ul style="list-style-type: none"> ▪ 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: <ul style="list-style-type: none"> ▪ 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) <ul style="list-style-type: none"> ▪ The knowledge of the Ordinance: <ul style="list-style-type: none"> ▪ 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: <ul style="list-style-type: none"> ▪ 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 <ul style="list-style-type: none"> ○ Fire Prevention <ul style="list-style-type: none"> ▪ 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 <ul style="list-style-type: none"> ▪ 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 <ul style="list-style-type: none"> ○ remain calm in case of emergency ○ report case to the Police and supervisor and seek for assistance when emergency occurs
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	<ul style="list-style-type: none"> ○ 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: <ul style="list-style-type: none"> ▪ 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 <ul style="list-style-type: none"> ○ 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 ○ report promptly important incidents to supervisor or responsible person for follow-up action ● 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
<p>Assessment Criteria</p>	<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.
<p>Remark</p>	<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>

“QASRS Basic Guarding Course”

- mapping of course outline against functional areas

Course Outline of “QASRS Basic Guarding Course” and Performance Requirements of UoC 107753L1	Functional Area Reference No.
Knowledge Required:	
<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 	1, 2, 3
(QASRS Topic 1) Role, General Duties and Responsibilities of a Security Guard:	
<ul style="list-style-type: none"> • The roles and functions of security guards • Preventing and minimising loss and damage to life and property 	1
<ul style="list-style-type: none"> • 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 movements 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 	1, 4-16
(QASRS Topic 2) Conduct and Behaviour	
<ul style="list-style-type: none"> - Not to sleep, take alcoholic drinks or 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 	3

<ul style="list-style-type: none"> - 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 	
<p>(QASRS Topic 3) Uniforms and Equipment</p>	
<ul style="list-style-type: none"> • Uniforms <ul style="list-style-type: none"> - Wear the right type of uniform - Keep and maintain the uniform in a good condition 	4
<ul style="list-style-type: none"> • Equipment <ul style="list-style-type: none"> - 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 	4
<p>(QASRS Topic 4) Legal Responsibilities and Relevant Legislation</p>	
<ul style="list-style-type: none"> • Security and Guarding Services Ordinance (Cap. 460) <ul style="list-style-type: none"> - To notify the Commissioner of Police in writing of: <ul style="list-style-type: none"> ✓ 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: <ul style="list-style-type: none"> ✓ That one has to carry their 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 	2
<ul style="list-style-type: none"> • Personal Data (Privacy) Ordinance (Cap. 486) <ul style="list-style-type: none"> - The importance of the Ordinance and registration of visitors in the following manner: <ul style="list-style-type: none"> ✓ Not to place and keep the registration book open at the guarding 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 	6, 8
<ul style="list-style-type: none"> • Criminal Procedures Ordinance (Cap. 221) governing arrest and use of force <ul style="list-style-type: none"> - Understand that: <ul style="list-style-type: none"> ✓ 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 	13

<ul style="list-style-type: none"> - Able to maintain politeness when questioning the suspects, or effecting an arrest with minimum force 	
<ul style="list-style-type: none"> • Road Traffic (Parking on Private Roads) Regulations (Cap. 374) - The condition that one can only impound/tow a vehicle at the “Restricted Parking Areas” of a private road under the following conditions: <ul style="list-style-type: none"> ✓ 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 an unauthorized vehicle - Has the basic knowledge of impounding, removal and storage charges 	10
<ul style="list-style-type: none"> • Prevention of Bribery Ordinance (Cap. 201) - The importance of the Ordinance so as to refrain from: <ul style="list-style-type: none"> ✓ Acceptance of money and benefit from clients or contractors in carrying out his/her duties ✓ Soliciting of money or benefits in any form 	3
<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ✓ 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/her to leave the “No Smoking Area” 	11
<ul style="list-style-type: none"> • Noise Control Ordinance (Cap. 400) - The knowledge of the Ordinance: <ul style="list-style-type: none"> ✓ 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: <ul style="list-style-type: none"> ✓ 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 	12

(QASRS Topic 5) Fire Prevention and Procedures	
<ul style="list-style-type: none"> - Fire Prevention <ul style="list-style-type: none"> ✓ 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 <ul style="list-style-type: none"> ✓ 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 	14
(QASRS Topic 6) Handling of Emergencies	
<ul style="list-style-type: none"> - 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 officers/technicians, etc. - Take appropriate steps according to contingency plans to cope with different types of emergency as below: <ul style="list-style-type: none"> ✓ All criminal activities ✓ Fire outbreak ✓ Sick or injured person(s) ✓ Electricity failure ✓ Gas leakage ✓ Lift failure ✓ Typhoon ✓ Flooding ✓ Bombs or suspicious objects ✓ Sounding of burglar alarm ✓ Suspicious person(s) ✓ Crowd control ✓ Objects falling from height ✓ Collapse of building parts 	13, 15
(QASRS Topic 7) Access Control, Patrolling, Reporting and Recording	
<ul style="list-style-type: none"> • Reporting and Recording <ul style="list-style-type: none"> - 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 - Report promptly important incidents to supervisor or responsible person for follow-up action 	17

<ul style="list-style-type: none"> • Access Control and Patrolling <ul style="list-style-type: none"> – Be able to: <ul style="list-style-type: none"> ✓ Prevent unauthorized access ✓ Pay special attention to strangers who follow residents into the building ✓ Conduct patrols and be familiar with the work site ✓ Record and report patrol results 	5, 6, 7
(QASRS Topic 8) Health and Safety	
<ul style="list-style-type: none"> - Understand 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 the work site 	2, 7
(QASRS Topic 9) Courtesy and Customer Relations	
<ul style="list-style-type: none"> - Understand the importance of being polite and courteous while on duty 	3, 16

Functional Area Reference No.	Contents of Functional Area
1.	Know the role and major duties and responsibilities of a security guard, and perform duties according to relevant policies, procedures and guidelines
2.	Know the legal responsibilities of a security guard under: - Security and Guarding Services Ordinance (Cap. 460) - Occupational Safety and Health Ordinance (Cap. 509)
3.	Know the conduct and behaviour required of a security guard - Prevention of Bribery Ordinance (Cap. 201)
4.	Know the types, purpose and operation of guarding uniform and equipment - Beat radios - Patrol systems, etc.
5.	Perform access control duties - Traffic hand signals
6.	Perform visitor registration duties - Personal Data (Privacy) Ordinance (Cap. 486)
7.	Perform patrolling duties
8.	Monitor security systems - Access control systems - CCTV surveillance systems - Intrusion alarm systems
9.	Perform key control duties
10.	Perform traffic control duties on private roads - Road Traffic (Parking on Private Road) Regulations (Cap. 374O)
11.	Enforce no smoking rules - Smoking Public Health Ordinance (Cap. 371)
12.	Enforce noise control rules - Noise Control Ordinance (Cap. 400)
13.	Prevent crime, arrest, search and the use of force
14.	Perform fire prevention duties and procedures for responding to fire
15.	Handle emergencies
16.	Handle customer complaints and enquiries
17.	Report to supervisors and record incidents

General Instruction

Aim

This training package is intended to guide training institutions to systematically develop training programmes for "QASRS Basic Guarding Course". The course is designed for people who are interested in and plan to join guarding services. It is hoped that they will learn about the basic practical knowledge and skills for guarding work through this course, the content of which covers 17 functional areas identified in the Unit of Competency (hereafter called "UoC") #107753L1.

Although each functional area may be taught as an isolated course and despite the existence of UoC's that cover the professional knowledge and skills of each of them, it is recommended that this training package should be used for new entrants to the industry. This training package, which covers the 17 functional areas identified in the "QASRS Basic Guarding Course" in totality, will provide a more complete and comprehensive training programme for new entrants to the industry who have had no practical experience.

Syllabus

The training package will cover 17 functional areas as listed below:

1. Roles and Functions of a Security Guard
2. Legal Responsibilities of a Security Guard
3. Standards of Performance and Conduct for a Security Guard
4. Guard Uniform and Equipment
5. Performing Access Control Duties
6. Performing Visitor Registration Duties
7. Performing Patrol Duties
8. Monitoring Security Systems
9. Performing Key Control Duties
10. Performing Traffic Control Duties on Private Roads
11. Enforcing No Smoking Rules
12. Enforcing Noise Control Rules
13. Crime Prevention, Arrest, Search and Use of Force
14. Fire Precautions and Response
15. Handling Emergencies
16. Handling Customer Enquiries and Complaints
17. Work Records and Reports of a Security Guard

Training Objectives

Guarding services, the performance of which involves a wide range of practical knowledge and skillsets, must meet the basic standards of complying with the law, reasonableness and care and respect of others. Since the trainees are new entrants to the industry, it is recommended that knowledge and skills should be equally emphasised in each functional area. The application of relevant laws should be demonstrated through practical scenarios instead of putting excessive focus on analysing the legal principles. As an example, it will be appropriate to merely point out that the "Prevention of Bribery Ordinance" (Cap. 201) prohibits "offer" and "acceptance" of advantage and then guide the trainees to discuss common scenarios that are regarded as a violation of its provisions. With respect to functional areas involving other expertise such as "Use of Fire Extinguishers" and "First Aids" etc., it is acceptable to give a brief introduction about the general principles and recommend that the trainees participate in relevant training courses held by the recognized institutions.

Trainees

Since "QASRS Basic Guarding Course" is intended for new entrants to the industry, target trainees of the course should be people:

- At the age 18 or above; and
- Have an interest in guarding services and plan to join the industry.

Qualification of Trainers (updated on March 2021)

Trainers should, as a minimum, possess qualifications as follows:

- Conform to the requirements of "Quality Assurance System for Recognition Scheme of Security Training Course."
(reference: https://www.sb.gov.hk/eng/links/sgsia/rec_b.html)

Mode of Delivery

Since "QASRS Basic Guarding Course" is meant to provide basic training in practical knowledge and skills for new entrants to the industry, the number of contact hours and self-study hours as well as the trainer-to-trainee ratio are fixed and not for change. Details are listed below:

- Mode of Delivery: classroom mode
- Total Credit Hours: 20 (to be completed within 8 days)
- Contact Hours: 16 (minimum; excluding the 1-hour examination at the end of the course)
- Self-study Hours: 3
- Trainer-to-Trainee Ratio: 1 to 40 (maximum)

The recommended duration of contact hours of each functional area is listed below:

Functional Area		Recommended Contact Hours
1.	Roles and Functions of a Security Guard	0.5
2.	Legal Responsibilities of a Security Guard	1
3.	Standards of Performance and Conduct for a Security Guard	1
4.	Guard Uniform and Equipment	0.75
5.	Performing Access Control Duties	1
6.	Performing Visitor Registration Duties	0.5
7.	Performing Patrol Duties	0.75
8.	Monitoring Security Systems	1
9.	Performing Key Control Duties	0.3
10.	Performing Traffic Control Duties on Private Roads	1
11.	Enforcing No Smoking Rules	0.3
12.	Enforcing Noise Control Rules	0.4
13.	Crime Prevention, Arrest, Search and Use of Force	2
14.	Fire Precautions and Response	2
15.	Handling Emergencies	1.5
16.	Handling Customer Enquiries and Complaints	1
17.	Work Records and Reports of a Security Guard	1
	Examination	1
	Total:	17 hours

With regard to the 3 hours of self-study, it is recommended that trainees should use this time to enhance their knowledge about the security industry in Hong Kong, to learn about potential career pathways in the industry and to gain a deeper understanding of laws that have a major impact on guarding work and the operation of relevant enforcement agencies.

Training Venues and Facilities

Training facilities should, as a minimum, meet the following standards:

- All training venues should comply with required standards in fire and structural safety.
- Each classroom shall have a space at the front of the class for the trainer at least 1.5m wide, spanning the whole width of the classroom.

- Each trainee shall have a minimum space of 1.1m² for both instruction and examination purposes.
- Suitable training aids (e.g. white boards and markers; overhead projectors and screens; computers and PA systems; etc.) should be made available.
- Suitable demonstration equipment (e.g. fire extinguishers) should be provided during training in order to allow trainees to learn about equipment relevant to guarding work and how to operate them.

Mode of Assessment

In order to assess the learning outcomes of trainees and that the training objectives have been achieved, it is recommended that an assessment of each trainee by way of a written examination should be conducted at the end of the course.

Taking into consideration the training scope and Contents, abilities of the trainees, and that the relevant UoC is at Level 1 of the Qualifications Framework (hereafter called "QF"), it is recommended that the examination should be in the form of multiple-choice questions.

In order to ensure that trainees who completed the course have fully acquired the practical knowledge and skillsets for basic guarding work, the written examination should cover all major areas of the syllabus in the ratio as listed below:

Functional Area		Number of Questions
1.	Roles and Functions of a Security Guard	2
2.	Legal Responsibilities of a Security Guard	3
3.	Standards of Performance and Conduct for a Security Guard	2
4.	Guard Uniform and Equipment	1
5.	Performing Access Control Duties	6
6.	Performing Visitor Registration Duties	
7.	Performing Patrol Duties	2
8.	Monitoring Security Systems	3
9.	Performing Key Control Duties	1
10.	Performing Traffic Control Duties on Private Roads	2
11.	Enforcing No Smoking Rules	1
12.	Enforcing Noise Control Rules	1
13.	Crime Prevention, Arrest, Search and Use of Force	8
14.	Fire Precautions and Response	8
15.	Handling Emergencies	6
16.	Handling Customer Enquiries and Complaints	2
17.	Work Records and Reports of a Security Guard	2
Total:		50

Details of the recommended mode of assessment of the course-end examination are summarized below:

- Mode of Assessment: Written; Multiple Choice Questions
- Number of Questions: 50 (Remark: The questions should cover all major areas in the syllabus as listed in the above table.)
- Training institutions should have in place a question bank of not less than 150 questions to cover the major areas in the syllabus in the ratio as listed in the above table and should ensure that at least 50% of the questions of each examination are different from those of the previous one.

Training institutions should establish necessary examination rules and ensure that trainees fully understand the rules and comply with them.

Examinations should be supervised by experienced examiners in order to ensure their integrity.

Answer sheets should be marked by the trainer and validated by the management of the training institution (e.g. a course supervisor or administrator).

Training institutions should establish a system to ensure that accurate records of examination results are kept.

Course Development and Management

All requirements in relation to the development, approval, teaching, assessment, register of the courses and register of certifications are subject to the latest announcements of the SGSIA for the QASRS on security training.

Teaching and Assessment Guidelines

Functional Area: “Roles and Functions of a Security Guard”

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will understand the different categories of security work and the roles and functions of a security guard in each category.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 0.5 hours.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following three areas:

1. Introduction to Guarding Services

Focus areas:

- Guarding Services are regulated by the “Security and Guarding Services Ordinance” (Cap. 460);
- The Security and Guarding Services Industry Authority is responsible for regulating the licensing system of the industry and connected matters;
- One can only perform guarding services for reward whilst holding a valid Security Personnel Permit issued by the Police Licensing Office;
- Introduce the three categories of security work relevant to Guarding Services and that the “QASRS Basic Guarding Course” focuses on entry level basic training for Category A and Category B security work.
- Explain what types of guarding work that someone holding a Security Personnel Permit valid for Category A and Category B security work can do and introduce to trainees the various types of security work.

2. Roles and Functions of a Security Guard

Focus areas:

- The primary functions of a security guard
- A security guard is empowered by his/her employer (e.g. an individual or an organization) to carry out the duties that he/she is employed for.
- A Security Guard must follow the employer’s instructions and carry out their duties in accordance to the laid-down policies, procedures and guidelines of the employer.
- The shift systems of guarding services

3. General Duties of a Security Guard

Focus areas:

- The duties of a security guard
- The duties of a security guard may vary depending on the scale, facilities and nature of operation of each post
- Compare the environment, manpower, duties and objectives of a security guard at different workplaces

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. The categories of security work in relation to guarding services
2. The roles and functions of a security guard
3. The circumstances under which a security guard will be considered as carrying out duties under the authority of his/her employer
4. The general duties of a security guard
5. The primary objectives of guarding services

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestions

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- **“Security and Guarding Services Ordinance” (Cap. 460)**
 - **Part 1 Section 2 “the interpretation of security work”**
 - **Part 2 Section 10 “restrictions on doing security work”**<https://www.elegislation.gov.hk/>
- **“Security Personnel Permit - 4 categories of Security Work”**
<https://www.sb.gov.hk/eng/links/sgsia/spp.htm>
- **“Quality Assurance System for the Recognition Scheme of Security Training Courses”**
<https://www.peak.edu.hk/exam/en/page.php?id=911453>

Appendices

Appendix 1: Lesson Sample

Appendix 2: Question Sample

QASRS Basic Guarding Course

**Functional Area -
"Roles and Functions of a Security Guard"
Teaching and Assessment Guidelines
Appendix 1: Lecture Sample**

Course Outline

- Introduction to Guarding Services
- Roles and Functions of a Security Guard
- General Duties of a Security Guard

Introduction to Guarding Services (1/3)

- Guarding services are regulated by the “Security and Guarding Services Ordinance” (**Cap. 460**)
- Established under this Ordinance, the “Security and Guarding Services Industry Authority” is responsible for regulating the licensing system of the industry and connected matters.

“security work” (保安工作) means any of the following activities—

- (a) guarding any property;
- (b) guarding any person or place for the purpose of preventing or detecting the occurrence of any offence; (Replaced 25 of 2000 s. 2)
- (c) installing, maintaining or repairing a security device;
- (d) designing for any particular premises or place a system incorporating a security device.

“Security and Guarding Services Ordinance (Cap. 460)” Part I Section 2



"Roles and Functions of a Security Guard"

3

Introduction to Guarding Services (2/3)

- One can only perform guarding services for reward whilst holding a valid Security Personnel Permit issued by the Police Licensing Office.

Restrictions on doing security work

No individual shall do, agree to do, or hold himself out as doing or as available to do, security work for another person unless he does so—

- (a) under and in accordance with a permit; or
- (b) otherwise than for reward.

“Security and Guarding Services Ordinance (Cap. 460)” Part II Section 10



"Roles and Functions of a Security Guard"

4

Introduction to Guarding Services (3/3)

- Security Personnel Permit – four categories of security work

Category A	Category B	Category C	Category D
Guarding work restricted to a "single private residential building", the performance of which does not require the carrying of arms and ammunition	Guarding work in respect of any persons, premises or properties, the performance of which does not require the carrying of arms and ammunition and which does not fall within Category A	Guarding work, the performance of which requires the carrying of arms and ammunition	Installation, maintenance and/or repairing of a security device and/or designing (for any particular premises or place) a system incorporating a security device

- Three categories of the Security Personnel Permit are related to guarding services
- "QASRS Basic Guarding Services Course" focuses on entry level training for Category A and Category B of security work in guarding services.

"Roles and Functions of a Security Guard"

5

Roles and Functions of a Security Guard (1/2)

- The primary functions of a Security Guard include:
 - Preventing and detecting crime
 - Preventing and detecting the risks of fire
 - Preventing and detecting the risks of accident
 - Responding to emergencies and minimising damage to life and property
- A Security Guard employed by an individual or an organization, is empowered by their employer to perform his/her duties.
- A Security Guard must follow their employer's instructions, perform duties within the designated area or boundary of employment, and carry out his/her duties according to the laid-down policies, procedures and guidelines of the employer.

"Roles and Functions of a Security Guard"

6

Roles and Functions of a Security Guard (2/2)

- Security Guarding Services provide 24-hour round-the-clock work
- A Security Guard performs shift duties that are generally divided into:
 - 2 shifts (12-hour work per day); or
 - 3 shifts (8-hour work per day)

General Duties of a Security Guard (1/2)

- The general duties of a Security Guard include:
 - Perform access control duties
 - Perform visitor registration
 - Perform patrol duties
 - Monitor security systems
 - Perform key control duties
 - Perform traffic control duties at private roads
 - Prevent and detect crime or accident
 - Perform fire safety duties
 - Handle emergencies
 - Accurately report and record events
 - Handle customer enquiries and complaints

General Duties of a Security Guard (2/2)

- Since the scale, facilities and nature of operation of each location is different, the work of a Security Guard at different locations may vary.

Discussion:

- Compare the work environment, support, nature of work and objective of work of a Security Guard at different locations
e.g. a single residential building, a major shopping arcade, a bank

Appendix 2: Question Sample

	Question Sample	Model Answer
1.	<p>Which of the following items is not a primary function of a security guard?</p> <p>Answer:</p> <ul style="list-style-type: none"> (A) Preventing and detecting crime (B) Preventing and detecting fire (C) Preventing and detecting accidents (D) Handling emergencies (E) Dealing with customer complaints 	(E)

Teaching and Assessment Guidelines

Functional Area “Legal Responsibilities of a Security Guard”

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will understand the legal responsibilities of a security guard in respect to the “Security and Guarding Services Ordinance” (Cap. 460) and the “Occupational Safety and Health Regulations” (Cap. 509).

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 1 hour.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following two areas:

1. “Security and Guarding Services Ordinance” (Cap. 460)
Focus areas:
 - A Security Guard can only perform the type(s) of security work as specified in his/her Security Personnel Permit
 - The Police Licensing Office is responsible for processing new and renewal applications of Security Personnel Permit
 - The criteria for issuing a Security Personnel Permit
 - A Security Guard must carry the Security Personnel Permit at all times when on duty; and produce this permit for inspection on demand by any police officer.
 - What are the common scenarios that will constitute a violation of the above rule?
 - What will a violation of the above rule result in?
 - A Security Guard must not work over 372 hours per month and must not normally work over 12 hours per day
 - Why is it necessary to restrict the work hours of a security guard?
 - What are the common scenarios that will constitute a violation of the above restriction?
 - What will a violation of the above restriction result in?
 - A Security Guard must notify the Commissioner of Police in writing within 14 days under the following situations:

- (i) Any change of employer (unless he/she is employed by a Licensed Security Company); and
 - (ii) Any institution of criminal proceedings against him/her
2. "Occupational Safety and Health Ordinance" (Cap. 509)
- Focus areas:
- The purposes and covered areas of the "Occupational Safety and Health Ordinance"
 - The roles of the employer under the "Occupational Safety and Health Ordinance"
 - The roles of a security guard (as an employee) under the "Occupational Safety and Health Ordinance":
 - (i) Taking care of the safety and health of persons at the workplace; and
 - (ii) Using any equipment or following any system or work practices provided by their employers.
 - Activities that a security guard can do in order to contribute to safety and health in the workplaces
 - Safety hazards in the workplaces commonly dealt with by a security guard
 - Safety and health risks inherent to guarding work and measures to reduce them

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. What categories of Security Personnel Permit are in relation to guarding work? What are the consequences in the event of a violation?
2. What are the criteria for the issuance of a Security Personnel Permit for Category A and Category B security work? To whom can one apply for a Security Personnel Permit?
3. A Security Guard must carry the Security Personnel Permit at all times when on duty; and produce this permit for inspection on demand by any police officer. What are the common scenarios for a Security Guard to be in violation of this rule? What are the consequences in the event of a violation?
4. A Security Guard must not work over 372 hours per month and must not normally work over 12 hours per day. Why is it necessary to restrict the work hours of a security guard? What are the common scenarios for a Security

- Guard to be in violation of this rule? What are the consequences in the event of a violation?
5. Under what circumstances should a Security Guard notify the Commissioner of Police in writing within 14 days?
 6. What are the purposes and areas covered by the Occupational Safety and Health Ordinance?
 7. What are the roles of an employer under the Occupational Safety and Health Ordinance?
 8. What are the roles of a security (as an employee) under the Occupational Safety and Health Ordinance?
 9. How can a security guard contribute to safety and health at workplaces?
 10. What are the potential dangers inherent in workplaces that a security guard should pay attention to?
 11. What are the safety hazards of guarding work? What can be done to reduce the risks?

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestions

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- **“Security and Guarding Services Ordinance” (Cap. 460)**
 - **Part 2 Section 10 “restrictions on doing security work”**<https://www.elegislation.gov.hk/>
- **“Security Personnel Permit - four categories of security work”**
<https://www.sb.gov.hk/eng/links/sgsia/spp.htm>
- **“Criteria for issuing a Security Personnel Permit”**
[https://www.sb.gov.hk/eng/links/sgsia/pdf/GN%20-%20Criteria%20for%20Security%20Personnel%20Permit%20\(Eng\).pdf](https://www.sb.gov.hk/eng/links/sgsia/pdf/GN%20-%20Criteria%20for%20Security%20Personnel%20Permit%20(Eng).pdf)

- **“Conditions for issuing a Security Personnel Permit”**
[https://www.sb.gov.hk/eng/links/sgsia/pdf/GN%20-%20Conditions%20for%20Security%20Personnel%20Permit%20\(Eng\).pdf](https://www.sb.gov.hk/eng/links/sgsia/pdf/GN%20-%20Conditions%20for%20Security%20Personnel%20Permit%20(Eng).pdf)
- **“The Roles of the Duty-holders” and the coverage of the Occupational Safety and Health Regulations**
<https://www.labour.gov.hk/tc/legislat/content4.htm>
- **“A Safety Guide on Gate Work”** (updated on October 2022)
www.labour.gov.hk/eng/public/os/D/Gate.pdf

Appendices

Appendix 1: Lesson Sample

Appendix 2: Question Sample

QASRS Basic Guarding Course

**Functional Area -
“Legal Responsibilities of a Security Guard”
Teaching and Assessment Guidelines
Appendix 1: Lecture Sample**

Course Outline

- Security and Guarding Services Ordinance (Cap. 460)
- Occupational Safety and Health Ordinance (Cap. 509)

Security and Guarding Services Ordinance (Cap. 460)

- A Security Guard can only perform the type(s) of security work as specified in his/her Security Personnel Permit

Category A	Category B	Category C	Category D
Guarding work restricted to a "single private residential building", the performance of which does not require the carrying of arms and ammunition	Guarding work in respect of any persons, premises or properties, the performance of which does not require the carrying of arms and ammunition and which does not fall within Category A	Guarding work, the performance of which requires the carrying of arms and ammunition	Installation, maintenance and/or repairing of a security device and/or designing (for any particular premises or place) a system incorporating a security device.

Discussion:

- What is the consequence if one contravenes the above rule?
- May one hold a Security Personnel Permit of more than one category of security work?
- What are the criteria for applying for a Security Personnel Permit? Where can the information be found?

"Legal Responsibilities of a Security Guard"

3

Security and Guarding Services Ordinance (Cap. 460)

- The Police Licensing Office is responsible for processing new and renewal applications of Security Personnel Permit
- Application forms and procedures can be downloaded from the website of the Police Licensing Office.



"Legal Responsibilities of a Security Guard"

4

Security and Guarding Services Ordinance (Cap. 460)

- One must meet the criteria in “Age”, “Fitness”, “Good Character” and “Proficiency in Security Work” when applying for a Security Personnel Permit.



Discussion:

- What is the age restriction for “Category A” and “Category B” Security Personnel Permit?
- When a person of 65 is making a new or renewal application for a Security Personnel Permit, how can him/her prove his/her fitness?
- Can a person with a criminal record apply for a Security Personnel Permit?
- How can an applicant a Security Personnel Permit prove his/her proficiency in security work?

"Legal Responsibilities of a Security Guard"

5

Security and Guarding Services Ordinance (Cap. 460)

- A Security Guard must carry the Security Personnel Permit at all times when on duty; and produce this permit for inspection on demand by any police officer.



Discussion:

- May a security guard go on duty if he/she forgets to carry the Security Personnel Permit with him/her?
- May a security guard go on duty if his/her Security Personnel Permit has expired?
- What will happen if one is found by the police for carrying out security work for reward without a Security Personnel Permit?

"Legal Responsibilities of a Security Guard"

6

Security and Guarding Services Ordinance (Cap. 460)

- A Security Guard must not work over 372 hours per month and must not normally work over 12 hours per day



Discussion:

- How many work days will 372 hours be at 12-hour work per day?
- Why is it necessary to restrict the work hours of a security guard?
- Due to an emergency incident, a security guard worked for 14 hours on the day. Has the security guard contravened the above rule?
- Has a security guard contravened the above rule if he works 12 hours per day at ABC Building and then 4 more hours as a temporary guard at various other locations?
- Has a security guard contravened the above rule if he works 12-hour guarding work at ABC Building each day and then as a temporary cleaner for 2 more hours there?

"Legal Responsibilities of a Security Guard"

7

Security and Guarding Services Ordinance (Cap. 460)

- A Security Guard must notify the Commissioner of Police in writing within 14 days under the following situations:
 - (i) Any change of employer (unless he/she is employed by a Licensed Security Company); and
 - (ii) Any institution of criminal proceedings against him/her

Discussion:

- How to write the notice?
- What is the channel of notification?



"Legal Responsibilities of a Security Guard"

8

Occupational Safety and Health Ordinance (Cap. 509)

- The Occupational Safety and Health Ordinance provides for the safety and health protection to employees in workplaces, both industrial and non-industrial.
- Regulations made under the above ordinance cover areas including:
 - Accident prevention
 - Fire precaution
 - Workplace environment
 - Hygiene
 - First aid
 - Manual handling
 - Display screen equipment

The Roles of the Employers

- Under the Occupational Safety and Health Ordinance, the Employer is responsible for:
 - providing and maintaining plant and work systems that do not endanger safety or health;
 - making arrangement for ensuring safety and health in connection with the use, handling, storage or transport of plant or substances;
 - providing all necessary information, instruction, training, and supervision for ensuring safety and health;
 - providing and maintaining safe access to and egress from the workplaces; and
 - providing and maintaining a safe and healthy work environment

The Roles of a Security Guard

Under the Occupational Safety and Health Ordinance, a Security Guard (as an Employee) is responsible for:

- taking care of the safety and health of persons at the workplace; and
- using any equipment or following any system or work practices provided by their employers.

How can a Security Guard contribute to the safety and health of a workplace

- Be aware of the potential dangers at the workplace;
- Take appropriate actions to remove the potential dangers or reduce their risks according to relevant policies and procedures;
- Record the incident and report to related parties; follow-up until the situation is improved.

Scenario 1: If a smoke door is opened, a Security Guard should shut it immediately. If the situation occurs repeatedly, he should identify the person causing the problem, advise him not to do it again and record and report the incident.

Scenario 2: If some items are in danger of breaking off in the workplace, a Security Guard should fasten it immediately if safe to do so. Where necessary, he should cordon off the scene and erect warning signs to prevent other people from getting near it and getting injured. He should record and report the incident for relevant parties to follow-up.

Potential Dangers in the Workplace

Potential dangers in the workplace, that are directly related to guarding work, mainly focus in the following two areas:

- Accident prevention
- Fire safety precautions

Discussion:

- What are the potential dangers that will cause accidents in the workplace?
- What are the potential dangers that will cause fire in the workplace?

Occupational Safety and Health Risks of Guarding Work and Precautionary Measures

- Occupational safety and health risks inherent to guarding work include:
 - Work accidents and injuries
 - Workplace violence
 - Health risks arisen out of handling blood and other body substances
 - Health risks arisen out of work strains
- A Security Guard must carry out duties according to the laid-down policies and procedures of the employer and operate the equipment provided by the employer properly and safely.
- A Security Guard should also be aware of relevant occupational safety and health risks and the precautionary measures in order to protect one's health and safety.

Occupational Safety and Health Risks of Guarding Work and Precautionary Measures

Discussion:

- What are the safety hazards of guarding work? What are the precautionary measures?
- How to respond to workplace violence?
- What are the precautionary measures for handling blood and other body substances?
- Guarding work often involves extensive periods of standing and patrolling, which will cause huge strains on the waist, back and lower limbs. What are the precautionary measures to prevent work strains?

Appendix 2: Question Sample

	Question Sample	Model Answer
1.	<p>CHEUNG Sam possesses a Category A Security Personnel Permit. What types of security work can he be employed for?</p> <p>Answer:</p> <ul style="list-style-type: none"> (A) Any types of security work (B) All guarding work in any building (C) All guarding work in a private residential building (D) Guarding work restricted to a "single private residential building", the performance of which does not require the carrying of arms and ammunition (E) All of the answers in (A) to (D) above are incorrect 	(D)

Teaching and Assessment Guidelines

Functional Area: “Standards of Performance and Conduct for a Security Guard”

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will understand the standards of performance and conduct for a security guard and behaviours prohibited by the “Prevention of Bribery Ordinance” (Cap. 201).

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 1 hour.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following areas:

1. Performance Standards required of a Security Guard
Focus areas:
 - A security guard should not violate the required performance standards, including:
 - To wear the uniform specified by the employer whilst on duty and maintain in a neat and tidy manner
 - To follow the employer’s instructions whilst on duty and carry out duties according to the laid-down policies, procedures and guidelines
 - To not sleep, smoke, take alcohol or participate in any improper activities whilst on duty
 - To 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
2. Rules for Going On and Off Duties
Focus areas:
 - A security guard should be punctual to work, clock in and out or sign on and off in the attendance book
 - A security guard should not to go off duty until handing over to staff of the next shift
3. Prohibited Behaviours

Focus areas:

- A security guard must clearly understand what will be regarded as in contravention to the "Prevention of Bribery Ordinance" (Cap. 201)

4. Treating People with Courtesy

Focus areas:

- The techniques for a security guard to show that he/she is courteous to others

5. Treating Customers with Sincerity

Focus areas:

- The techniques for a security guard to deal with customer inquiries.

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. What are the performance standards required of a security guard? What will the consequence be if they are violated?
2. Who will monitor the performance of a security guard on duty?
3. What situations will constitute neglect of duty?
4. What are the requirements for going on and off duty? What will the consequence be if they are violated?
5. What are the matters for handing over when going on and off duty?
6. What behaviours are prohibited by the "Prevention of Bribery Ordinance" (Cap. 201)?
7. What are the techniques for "Treating People with Courtesy"?
8. What are the techniques for "Treating Customers with Sincerity"?

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestions

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- **“Conditions for Issuing a Security Personnel Permit”**
[https://www.sb.gov.hk/eng/links/sgsia/pdf/GN%20-%20Conditions%20for%20Security%20Personnel%20Permit%20\(Eng\).pdf](https://www.sb.gov.hk/eng/links/sgsia/pdf/GN%20-%20Conditions%20for%20Security%20Personnel%20Permit%20(Eng).pdf)

- **Independent Commission Against Corruption and Anti-Corruption Laws**
 - “Prevention of Bribery Ordinance” (Cap. 201) – private sector
<https://www.icac.org.hk/en/law/law/pobopri/index.html>
 - Anti-corruption Guide – Property Management
<https://ichannel.icac.hk/tc/categorylist.aspx?video=483>

Appendices

Appendix 1: Lesson Sample

Appendix 2: Question Sample

QASRS Basic Guarding Course

**Functional Area -
"Standards of Conduct and Performance for a Security Guard"
Teaching and Assessment Guidelines
Appendix 1: Lecture Sample**

Course Outline

- Performance Standard
- Rules for Going On and Off Duty
- Prohibited Behaviours
- Treating People with Courtesy
- Treating Customers with Sincerity

Performance Requirements

- Performance standards required of a Security Guard include:
 - To wear the uniform specified by the employer whilst on duty and maintain a neat and tidy manner
 - To follow the employer's instructions whilst on duty and carry out duties according to the laid-down policies, procedures and guidelines
 - To not sleep, smoke, take alcohol or participate in any improper activities whilst on duty
 - To 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

Discussion:

- Who will monitor the performance of a Security Guard on duty?
- What will the consequence be if a Security Guard is found sleeping on duty?
- What situations will constitute neglect of duty?

"Standards of Conduct and Performance for a Security Guard"

3

Rules for Going On and Off Duty

- A Security Guard must:
 - Be punctual to work, clock in and out or sign on and off in the attendance book
 - Not to go off duty until handing over to staff of the next shift

Discussion:

- What will the consequence be if a Security Guard does not clock in and out or sign on and off in the attendance book when going on and off duty?
- What are the matters for handing over when going on and off duty?

"Standards of Conduct and Performance for a Security Guard"

4

Prohibited Behaviours

Prevention of Bribery Ordinance (Cap. 201)

- Makes it an offence for an agent (normally an employee) to solicit and accept any advantage without the permission of his principal (normally an employer) when conducting his principal's business or affair. The person who offers the advantage is likewise guilty of an offence.
- Advantage includes any gift, loan, commission, office, contract, service, favour (other than entertainment) and protection from all or partial legal responsibilities, etc. Entertainment means the provision of food or drink, for consumption on the occasion, and of any other entertainment, e.g. singing and dancing performance.

Discussion:

- During Chinese New Year, a Security Guard accepted Lai See from customers. Has he contravened the above law?
- A Security Guard accepted HK\$100 and allowed reporters to take photographs of the scene of crime that he was guarding. Has he contravened the above law?
- A Security Guard entertained his supervisor with a seafood meal in order to exchange for working at an air-conditioned indoor guard post. Has he contravened the above law?

Treating People with Courtesy

- A Security Guard often interferes with other's activities or rejects other's requests. If not handled with tact, the situation may easily turn into a confrontation.
- A Security Guard may show courtesy through the following ways:
 - Greet visitors with a smile and keep in eye contact with them
 - Speak appropriately, which should include:
 - Do not use foul language
 - Show respect to others and often use words such as "Please", "Thank You" etc.
 - It is acceptable to chat with others but never gossip
 - Do apologise for mistakes made
 - Keep personal appearance neat and tidy to keep others happy to be near by

Treating Customers with Sincerity

- Each customer may have a different standard and expectation of security work. A Security Guard cannot satisfy the demand of every customer.
- When facing customers, a Security Guard must:
 - Be familiar with (and able to explain clearly) the laid-down policies and procedures
 - Understand his roles and responsibilities and the objective of each task
 - Stay calm and open-minded in the execution of his duties
 - Be polite and fair to everybody
 - Empathise with and listen attentively to their position and requests
 - Focus on the matter not the people involved and always keep resolving the problem as the primary objective

"Standards of Conduct and Performance for a
Security Guard"

7

Appendix 2: Question Sample

	Question Sample	Model Answer
1.	<p>Which of the following items does not meet with the required performance standards of a security guard?</p> <p>Answer:</p> <ul style="list-style-type: none"> (A) A security guard must be punctual to work, clock in and out or sign on and off in the attendance book (B) A security guard must 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 (C) A security guard must not sleep, smoke, take alcohol or participate in any improper activities whilst on duty (D) A security guard may wear clothes that meet the requirements of the job whilst on duty (E) All of the answers in (A) to (D) above are incorrect 	(D)

Teaching and Assessment Guidelines

Functional Area: “Guard Uniform and Equipment”

Teaching Guidelines

Indented Learning Outcomes

Upon completion of this lesson, it is expected that trainees will understand the types and purposes guard uniform and equipment and how to operate the equipment.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 0.75 hours.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following five areas:

1. Importance of Uniform and Equipment for Guarding Work
Focus areas:
 - Basic standards about the clothing and appearance of a security guard
 - The functions of guard equipment
2. Types of Guard Uniform
Focus areas:
 - Types of uniform
 - Application of different types of uniforms for different scenarios
3. Basic Guard Equipment
Focus areas:
 - Application of different types of guard equipment for different guarding duties
4. The Functions and Operation of Walkie-talkies
Focus areas:
 - Functions and Operation
 - Frequently Used Terms
 - Sample Scenarios of Operation
 - Courtesy Rules
5. Exercises for Operating Walkie-talkies
Focus areas:

- The trainer should prepare several simple scenarios for trainees to practise the operation of a beat radio, the frequently used terms and the courtesy rules
- During the exercises, the trainer should pay attention to the performance of the trainees and correct any faults and mistakes

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding about:

1. The importance of uniform and equipment to guarding work
2. The functions and operation of walkie-talkies

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

Walkie-talkies should be made available for use during practical exercises

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- **Office of the Communications Authority: Using Walkie-talkies in Hong Kong**
https://www.ofca.gov.hk/en/consumer_focus/education_corner/publicity/index_t_i_d_16.html
- **Scout Association of Hong Kong: Using Walkie-talkies during an activity**
http://www.scout.org.hk/article_attach/1152/Hks239p24.pdf

Appendices

Appendix 1: Lesson Sample

Appendix 2: Question Sample

QASRS Basic Guarding Course

**Functional Area -
"Guard Uniform and Equipment"
Teaching and Assessment Guidelines
Appendix 1: Lecture Sample**

Course Outline

- Importance of Uniform and Equipment for Guarding Work
- Types of Guard Uniform
- Basic Guard Equipment
- The Functions and Operation of Walkie-Talkies
- Operation of Walkie-Talkies - Exercises

The Importance of Uniform and Equipment for Guarding Work

- Whilst on duty, a Security Guard must wear the uniform specified by his employer in order to make it easy for members of the public to identify him/her.
- It is basic courtesy to keep one's appearance neat and tidy. A suitably attired Security Guard will impress others who will in turn be more willing to cooperate with him/her.
- Effective equipment will enhance the performance of a Security Guard.

"Guard Uniform and Equipment"

3

Types of Guard Uniform

- Guard Uniform refers to work clothings supplied and specified by the employer.
- It may include :
 - Disciplinary uniform
 - Suit
 - Shirt and trousers
 - Polo shirt and jeans



"Guard Uniform and Equipment"

4

Basic Guard Equipment

➤ Basic Guard Equipment includes:

- Walkie-Talkies
- Torches, notebooks and pens, etc.



➤ Different jobs and work environment require different equipment so as to allow a Security Guard to carry out duties safely and lawfully, e.g.

- Patrolling will require a notebook, a patrol baton or patrol system
- When patrolling in slippery environment, non-slip shoes will be required
- When directing traffic, a Security Guard should be equipped with a reflective vest, white gloves and where necessary, a traffic baton
- When handling illegal parking on private roads, immobilisation devices approved by the Commissioner for Transport must be used.

"Guard Uniform and Equipment"

5

The Functions and Operation of Walkie-Talkies

➤ **Functions of Walkie-Talkies:**

- Facilitate convenient and live communication of the guard team
- Only one party can speak at any one time
- Must press on the PTT button whilst speaking and release it when finished



➤ **"Need-to-know" about Walkie-Talkies:**

- All parties must be on the same channel in order to communicate to each other
- Walkie-Talkies must be charged up before use

"Guard Uniform and Equipment"

6

The Functions and Operation of Walkie-Talkies

➤ Operation of Walkie-Talkies - Frequently Used Terms

#	Terms	Meaning
1	Send	I am ready, please speak
2	Over	I have finished speaking and am awaiting your response
3	Out	I have finished speaking and don't require a response
4	Roger/Copy	Message received and understood
5	Say again	Please repeat what you said
6	Repeat	I'll repeat the key messages
7	Wait	Please wait
8	Correction	I'll correct the previously sent message
9	Wilco	I'll comply

"Guard Uniform and Equipment"

7

The Functions and Operation of Walkie-Talkies

➤ Operation of Walkie-Talkies – Scenario 1

- **Tommy:** Peter Peter, This is Tommy [Over]
- **Peter:** Tommy, This is Peter [Send]
- **Tommy:** Someone has fainted in the lobby, need immediate support [Over]
- **Peter:** [Roger] [Copy]
- **Tommy:** Tommy [Out]

"Guard Uniform and Equipment"

8

The Functions and Operation of Walkie-Talkies

➤ Operation of Walkie-Talkies – Scenario 2

- **Tommy:** Peter Peter, Tommy [Over]
- **Peter:** Tommy, Peter [Send]
- **Tommy:** The door lock of 3/F equipment room is pried open [Over]
- **Peter:** [Say Again] [Over]
- **Tommy:** The door lock of 3/F equipment room is pried open [Over]
- **Peter:** [Roger] I'll be at 3/F equipment room in 3 minutes [Over]
- **Tommy:** [Roger] Tommy [Out]

"Guard Uniform and Equipment"

9

The Functions and Operation of Walkie-Talkies

➤ Operation of Walkie-Talkies – Courtesy Rules

- Do not interrupt other's conversation except when it is urgent
- Speak with normal sound and slower speech
- Be precise and concise
- Ask the call-side to repeat if the message is not received clearly
- Respond instantly when called

"Guard Uniform and Equipment"

10

The Functions and Operation of Walkie-Talkies

➤ Operation of Walkie-Talkies – Exercises

- The trainer should prepare several simple scenarios for trainees to exercise:
 - Operating a beat radio
 - Using the frequently used terms
 - Observing courtesy rules whilst communicating through a beat radio
- During the exercises, the trainer should pay attention to the performance of the trainees and correct any faults and mistakes

Appendix 2: Question Sample

	Question Sample	Model Answer
1.	<p>Which of the following items does not meet the purpose of use of a walkie-talkie for security work?</p> <p>Answer:</p> <ul style="list-style-type: none"> (A) To discuss scheduling of duties (B) To ask for assistance in an emergency (C) To broadcast important security messages (D) To facilitate real-time communication of the security team (E) All of the answers in (A) to (D) above are incorrect 	(A)

Teaching and Assessment Guidelines

Functional Area: “Performing Access Control Duties”

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will understand the knowledge and skills involved in the execution of access control duties.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 1 hour.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following eight areas:

1. Access Control Measures

Focus areas:

- The purpose of access control measures
- Different measures for different environments

2. Access Control Policies

Focus areas:

- A security guard must follow laid-down policies in performing access control duties
- Only people, vehicles and articles with access approvals are allowed to access the controlled zones
- Common types of people and vehicles with access rights
- Restrictions to access rights e.g. visiting time and visiting areas

3. Access Control Records

Focus areas:

- A security guard must follow laid-down policies and procedures in keeping access control records
- Information required to be kept in access control records

4. Controlling the Access of People

Focus areas:

- Procedures
- Need-to-know

5. Controlling the Access of Vehicles

Focus areas:

- Procedures
 - Need-to-know
6. Controlling articles carried in and out by people
Focus areas:
- Procedures
 - Need-to-know
7. Checking Belongings
Focus areas:
- Objectives
 - Tools and Equipment
 - Need-to-know
 - Procedures
8. Checking Vehicles
Focus areas:
- Objectives
 - Tools and Equipment
 - Need-to-know
 - Procedures

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. The purposes of access control measures
2. The duties of a security guard when performing access control duties
3. Policies and procedures relevant to access control duties
4. Procedures for controlling the access of people and need-to-know for security guards
5. Procedures for controlling the access of vehicles and need-to-know for security guards
6. Procedures for controlling articles carried in and out by people and need-to-know for security guards
7. The purposes of checking belongings
8. Procedures for checking belongings and need-to-know for security guards
9. The purposes of checking vehicles
10. Procedures for checking vehicles and need-to-know for security guards

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestions

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggest references:

- **Manual for Security Personnel Providing Guarding Services in Buildings**
<https://www.sb.gov.hk/eng/links/sgsia/manual.htm>
- Fay, John J. (1993). **Access Control: People, Vehicles, and Materials**. In *Encyclopedia of Security Management: Techniques and Technology*. (pp 5-8). MA, MA: Butterworth-Heinemann

Appendices

Appendix 1: Lesson Sample

Appendix 2: Question Sample

QASRS Basic Guarding Course

**Functional Area -
"Performing Access Control Duties"
Teaching and Assessment Guidelines
Appendix 1: Lecture Sample**

Course Outline

- Access Control Measures
- Access Control Policies
- Access Control Records
- Controlling the Access of People
- Controlling the Access of Vehicles
- Controlling articles carried in and out by people
- Checking people's belongings
- Checking vehicles
- Directing Traffic

Access Control Measures

- Access control is a general task of a security guard, the purpose of which includes:
 - Preventing personnel from getting in and out of the controlled zone without approval
 - Preventing vehicles from getting in and out of the controlled zone without approval
 - Preventing suspicious or unauthorized articles from being taken in and out of the controlled zone

Discussion:

- Compare the access control measures of different industries/locations, e.g. hospitals, commercial buildings, etc.

"Performing Access Control Duties"

3

Access Control Policies

- A Security Guard must follow the laid-down access control policies in the execution of his duties.

Discussion:

- What are the objectives of access control?
- What are the common types of personnel, vehicles and articles approved to go in and out of a controlled zone? Who has the authority to give the approval?
- Compare the access restrictions for different types of personnel, e.g. visiting time? visiting zones? and whether surveillance or escort is required? etc.

"Performing Access Control Duties"

4

Access Control Records

- Access Control Records should cover:
 - The date, time and identification details of personnel and vehicles getting in and out of the controlled zone
 - Articles that require approval for taking in and out of the controlled zone and the evidence of approval
 - (If arranged) details of the person responsible for carrying out surveillance on or escorting the visitor
 - Any incident arisen out of access control, actions taken and their outcomes

(**Remark** : Details about visitor registration will be discussed in the functional area for “Visitor Registration”)

"Performing Access Control Duties"

5

Controlling the Access of People

- A Security Guard must:
 - Inspect the identity document of visitors
 - (If necessary) check belongings carried by them
 - Allow access only after their identity and access approval are verified
 - Record the details and time of arrival and departure of the visitors
 - (If necessary) arrange an escort to monitor the visitor’s activities
- A Security Guard must be familiar with the policies in relation to:
 - The access rights of different types of approved visitors
 - The acceptable types of proof of identity
- If in doubt, take immediate actions to follow up and clarify

"Performing Access Control Duties"

6

Controlling the Access of Vehicles

- A Security Guard must:
 - Inspect the identification documents of the vehicle and the passengers
 - (If necessary), check the vehicle and belongings carried by the passengers
 - Allow access only after the identity and access approval of the vehicle and the passengers are verified
 - Record the details of the vehicle and the passengers and their time of arrival and departure
 - (If necessary) arrange an escort to monitor the activities of the vehicle and the passengers
- A Security Guard must be familiar with the policies in relation to:
 - The access rights of different types of approved vehicles
 - The acceptable types of vehicle identification documents and proof of identity for individuals
- If in doubt, take immediate actions to follow up and clarify

"Performing Access Control Duties"

7

Controlling articles carried in and out by people

- A Security Guard must:
 - Pay attention to whether articles requiring approval are taken in and out by vehicles and people
 - (If necessary) verify the proof of approval before allowing access, including the approver, signature, identity of the applicant and whether the applicant has the access right for the controlled zone, etc.
 - If in doubt, take immediate actions to follow up and clarify

"Performing Access Control Duties"

8

Checking belongings (1/2)

- In general, visual inspections will be sufficient. Physical checks of people's belongings will only be carried out when it is necessary and for security reasons
- Before checking, a Security Guard must clearly understand:
 - Relevant policies and procedures, the purpose of the check and the equipment provided by the employer (e.g. X-ray machine, metal detector, etc.) and their operation
 - What is prohibited? What are suspicious objects? How to identify them?
 - Actions to be taken once prohibited or suspicious objects are found
 - Actions to be taken if the affected party refused the check

Discussion:

- What security reasons can be used for checking people's belongings?

Checking belongings (2/2)

- When carrying out a check, a Security Guard must:
 - Clearly explain the reasons for the check, the policies and procedures
 - Ask for the belongings to be placed on a clear surface in full view of all
 - Ask for all closed bags and compartments to be opened and the content displayed
 - Inspect to identify any prohibited or suspicious objects
 - If prohibited or suspicious objects are found, act according to laid-down policies and procedures
 - If articles requiring approval are found, inspect the proof of approval
 - If in doubt, take immediate actions to follow up and clarify
 - After the check, request the affected party to verify and confirm that there is no loss or damage and that they have no dissatisfaction about the check

Checking vehicles (1/3)

- In general, visual inspections will be sufficient. Physical checks of vehicles will only be carried out for security reasons. The purposes for a vehicle check will include:
 - To identify articles prohibited from being taken into the controlled zone
 - To identify articles from being taken in and out without approval
 - To uncover hidden suspicious objects, e.g. bombs or prohibited articles
- Before checking, a Security Guard must clearly understand:
 - Relevant policies and procedures, the purpose of the check, the equipment and tools for the check and their operation
 - How to identify prohibited articles, suspicious objects and explosives?
 - Actions to be taken when prohibited articles, suspicious objects or explosives are found
 - Actions to be taken if the affected party refused the check

"Performing Access Control Duties"

11

Checking vehicles (2/3)

- When carrying out a vehicle check, a Security Guard must:
 - Wear the protective clothing provided by the employer (e.g. reflective vests, whistles, white gloves, traffic batons, etc.)
 - Accurately and safely operate the equipment provided by the employer (e.g. vehicle inspection mirror)
 - Pay attention to personal safety:
 - Do not stand in the middle of a traffic lane or block the traffic flow
 - Do not place any body part inside the vehicle in case of danger caused by a sudden start up of the vehicle
 - Look out for any suspicious actions of the passengers
 - Clearly explain the reasons of the check, the policies and procedures

"Performing Access Control Duties"

12

Checking vehicles (3/3)

- Visual inspection:
 - Request the driver to open the boot and look for suspicious objects
 - If articles requiring approval are found, inspect the approval documents
 - If in doubt, take immediate actions to follow up and clarify
- Check the vehicle to uncover any hidden suspicious objects:
 - Request all passengers to alight the vehicle
 - Be accompanied by the driver and systematically check all the hidden space of the vehicle
 - If suspicious objects are found, act according to laid-down policies and procedures
- After the check, request the affected party to verify and confirm that there is no loss or damage and that they have no dissatisfaction about the check

"Performing Access Control Duties"

13

Directing Traffic

- When performing access control duties, a Security Guard must know how to safely direct the movement of people and vehicles in order to prevent traffic jams and maintain the safety of the pedestrians.
- A Security Guard must wear the protective clothing provided by the employer (e.g. reflective vests) and accurately and safely operate the equipment provided by the employer (e.g. whistles, white gloves and traffic batons)

(**Remark:** The skills for directing traffic will be discussed in the functional area for “Performing traffic control duties on private roads”)

"Performing Access Control Duties"

14

Appendix 2: Question Sample

	Question Sample	Model Answer
1.	<p>Which of the following items is not a general access control duty of a security guard?</p> <p>Answer:</p> <ul style="list-style-type: none"> (A) Prevent unauthorized personnel from entering the controlled area (B) Check and record the identity of visitors (C) Check articles carried in and out by people (D) Conduct search on all visitors (E) Direct the movement of vehicles and people 	(D)

Teaching and Assessment Guidelines

Functional Area: “Performing Visitor Registration Duties”

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will understand the knowledge and techniques required for performing visitor registration duties and the requirements of the “Personal Data (Privacy) Ordinance” (Cap. 486) for protecting the privacy of the personal data of visitors.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 0.5 hour.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following four areas:

1. Access Control and Visitor Registration

Focus areas:

- A security guard must verify a visitor’s purpose of visit, identity and approval to access before allowing him/her to access the controlled zone.

2. Visitor Register

Focus areas:

- Information to be recorded in the Visitor Register

3. The Proof of Identity of Visitors

Focus areas:

- A Security Guard must clearly understand the employer’s requirements for proof of identity of visitors and act according to the laid-down policies.
- Under certain circumstances, it is legally acceptable to require a visitor to produce his/her Hong Kong Identity Card and keep a record of the number for security reasons.

4. Performing Visitor Registration Duties

Focus areas:

- Visitor access records involve the personal data of visitors and must be dealt with in accordance to the requirements of “Personal Data (Privacy) Ordinance” (Cap. 486).
- General policies, procedures and guidelines in relation to visitor registration and handling of the access records.

- Security guards must fully understand and act in accordance to relevant policies, procedures and guidelines in protecting the personal data of visitors.

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. The items that a security guard must verify when receiving a visitor
2. Information to be recorded in the Visitor Register
3. Acceptable proof of identity documents of the visitors
4. General policies, procedures and guidelines with respect to visitor registration and handling of the personal data of visitors

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestions

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- **Manual for Security Personnel Providing Guarding Services in Buildings**
<https://www.sb.gov.hk/eng/links/sgsia/manual.htm>
- **Six Data Protection Principles**
https://www.pcpd.org.hk/english/data_privacy_law/6_data_protection_principles/principles.html

- **Guidance on Property Management Practices**
https://www.pcpd.org.hk/english/publications/files/property_e.pdf

Appendices

Appendix 1: Lesson Sample

Appendix 2: Question Sample

QASRS Basic Guarding Course

**Functional Area -
"Performing Visitor Registration Duties"
Teaching and Assessment Guidelines
Appendix 1: Lecture Sample**

Course Outline

- Access Control and Visitor Registration
- Visitor Register
- The Proof of Identity of Visitors
- Performing Visitor Registration Duties

Access Control and Visitor Registration

- Visitor Registration is a continuation of Access Control
- When receiving visitors, a Security Guard must verify:
 - The purpose of visit of the visitor
 - The identity of the visitor
 - Whether the visitor has the approval to access

"Performing Visitor Registration Duties"

3

Visitor Register

- A Security Guard must record details of visitors in the Visitor Register according to laid-down policies, procedures and guidelines. In general, the records should include:
 - The date and time of the visitor's arrival and departure
 - (If issued), the Visitor Card reference number
 - Name
 - Proof of identity and reference number
 - Contact telephone number
 - Purpose of visit
 - Unit to be visited and the receiving party
 - (If arranged) the personnel responsible for escorting the visitor inside the controlled zone

"Performing Visitor Registration Duties"

4

The Proof of Identity of Visitors

- A Security Guard must clearly understand the employer's requirements for proof of identity of visitors and act according to the laid-down policies.
- It is legally acceptable to require a visitor to produce his/her Hong Kong Identity Card and record the number for security reasons.



"Performing Visitor Registration Duties"

5

Performing Visitor Registration Duties

- A Security Guard must follow relevant laid-down policies, procedures and guidelines when carrying out visitor registration duties, which should include:
 - Clearly explain the purpose of collection and use of the visitor's data
 - Accurately record information of the visitor
 - Take appropriate steps to conceal entries of other visitors when entering details of the visitor in the Visitor Register
 - Data of visitors are collected for security reasons and should only be used in relation to security matters
 - Any requests for reviewing visitor registration records must be handled in accordance to laid-down policies, procedures and guidelines
 - The security, retention period and destruction of visitor registration records must be carried out in accordance to laid-down policies, procedures and guidelines

"Performing Visitor Registration Duties"

6

Appendix 2: Question Sample

	Question Sample	Model Answer
1.	<p>Which of the following items are included in the policies and procedures with respect to visitor registration?</p> <p>Answer:</p> <p>(A) Visitor access records should only be used in relation to security matters</p> <p>(B) Visitor access records must be accurately recorded</p> <p>(C) Measures must be made to protect the privacy of visitor data</p> <p>(D) Visitor access records should only be retained for the specified period and destroyed once the period is over</p> <p>(E) All of the answers in (A) to (D) above are correct</p>	(E)

Teaching and Assessment Guidelines

Functional Area: "Performing Patrol Duties"

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will understand the importance and purpose of patrol and the knowledge and skills required for performing patrol duties.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 0.75 hours.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following four areas:

1. The purpose of patrol
2. Basic Equipment
3. Performing Patrol Duties
Focus areas:
 - Preparation
 - General Patrol
 - Staying On Alert
 - Key Points and Records
4. Common Events
Focus areas:
 - Types and scenarios
 - Handling procedures

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. The purpose of patrol
2. How to effectively perform patrol duties

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestions

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

No suggestions

Appendices

Appendix 1: Lesson Sample

Appendix 2: Question Sample

QASRS Basic Guarding Course

**Functional Area -
“Performing Patrol Duties”
Teaching and Assessment Guidelines
Appendix 1: Lecture Sample**

Course Outline

- The purpose of patrol
- Basic equipment
- Performing patrol duties
 - Preparation
 - Process
 - Staying on Alert
 - Key Points and Records
- Common Events

The purpose of patrol

- The purpose of patrol is to prevent, detect and handle situations that may have an adverse impact on security and safety

Performing Patrol Duties

3

Basic Equipment



- Notebook and pen
- Torch (Remark: must be fully charged up)
- Walkie-Talkie (Remark: must be fully charged up)
- Watch or timer
- Patrol logging system or tool:
 - Handheld patrol baton; or
 - Visiting book (Remark: located at patrol points)

Performing Patrol Duties

4

Performing patrol duties - preparation

- Be familiar with the people, business hours and normal activities in the area
- Be familiar with past security incidents
- Be familiar with the floor plans and usage of different zones
- Be familiar with the high risk or dangerous zones in the area
- Receive training on the operation of relevant equipment and systems
- Be familiar with the patrol route and patrol points

Performing Patrol Duties

5

Performing patrol duties - general patrol

- Follow the patrol route and patrol at normal pace
- Visit the patrol points one by one and log in:
 - Touch the sensor with the patrol baton;
or
 - Write clearly in the visiting book:
 - Date, time and name of the patroller
 - A brief description of the condition and signature



Performing Patrol Duties

6

Performing patrol duties - Staying on Alert

- Use all five senses to detect any abnormal conditions
 - Vision, e.g.
 - Articles that have been moved
 - Properties that are damaged
 - Odour, e.g.
 - Abnormal or pungent smell
 - Smell of burning or fumes
 - Hearing, e.g.
 - Sound of people quarrelling or fighting
 - Abnormally loud noises from the compressor

Performing patrol duties - key points and records

- The patrol route and particularly the patrol points are normally critical locations
- One should always look out for any situation that may affect security and safety. If found, make a record of the situation and report the details to a relevant party for follow-up actions
- If the patrol time and route have deviated from the original plan, take the initiative to inform and communicate with the supervisor

Common Events

- types and examples

- Crime Risks
 - Suspicious Persons Found
 - Theft / Burglary
 - Damaged Properties
 - CCTV cameras tampered with
 - Doors and windows not properly locked or shut
- Fire Hazards
 - Smoke doors are opened
 - Fire escape routes are blocked
 - Piling up of inflammable materials or being too close to heat source

Common Events

- types and examples

- Accident Risks
 - Flooding or water leakage
 - Wet and slippery stairs
 - Loose ceiling tiles
 - Holes in the ground
 - Failure of lighting equipment

Common Events - handling procedures

- If an unsafe condition is found,
 - Cordon off the area
 - Place a warning sign to stop people from getting near it
 - Report to a relevant party for repair and maintenance
 - Record details about the event and follow-up until the matter is resolved or taken over by a relevant party

Remark :

- The handling procedures for crime, fire and other emergencies will be discussed in detail in the functional area for "Handling Emergencies"

Appendix 2: Question Sample

	Question Sample	Model Answer
1.	<p>Which of the following items does not fall into the preparation for performing patrol duties?</p> <p>Answer:</p> <ul style="list-style-type: none"> (A) Be familiar with the layout plans of each floor (B) Be familiar with the patrol routes (C) Activate the intruder alarm system (D) Charge up the Walkie-Talkie (E) All of the answers in (A) to (D) above are incorrect 	(C)

Teaching and Assessment Guidelines

Functional Area: “Monitoring Security Systems”

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will understand the importance and types of security systems and the knowledge and skills for monitoring security systems.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 1 hour.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following four areas:

1. Types of security systems
2. Monitoring Intruder Alarm Systems
Focus areas:
 - Components
 - Functions
 - Preparation before monitoring
 - Procedures for monitoring, handling incidents, and making records and reports of incidents
3. Monitoring Video-recording or CCTV Surveillance Systems
Focus areas:
 - Components
 - Functions
 - Preparation before monitoring
 - Procedures for monitoring, handling incidents, and making records and reports of incidents
4. Monitoring Access Control Systems
Focus areas:
 - Components
 - Functions
 - Preparation before monitoring

- Procedures for monitoring, handling incidents, and making records and reports of incidents

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. The functions of security systems in guarding work
2. Procedures for monitoring security systems and handling incidents

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestions

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

No suggestions

Appendices

Appendix 1: Lesson Sample

Appendix 2: Question Sample

QASRS Basic Guarding Course

**Functional Area -
“Monitoring Security Systems”
Teaching and Assessment Guidelines
Appendix 1: Lecture Sample**

Course Outline

- Types of Security Systems
- Monitoring Intruder Alarm Systems
- Monitoring Video Recording or CCTV Surveillance Systems
- Monitoring Access Control Systems

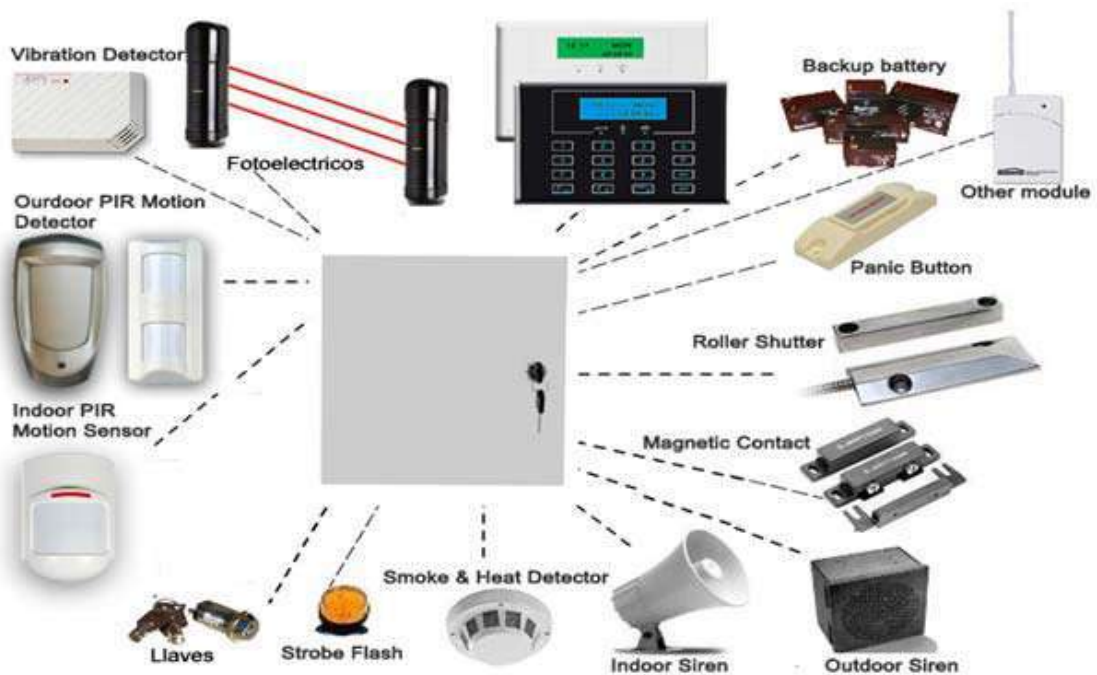
Types of Security Systems

- Intruder Alarm System
- Video Recording or CCTV Surveillance System
- Access Control System

"Monitoring Security Systems"

3

Monitoring Intruder Alarm Systems



"Monitoring Security Systems"

Embedded System

4

Monitoring Intruder Alarm Systems

➤ Functions of Intruder Alarm Systems

- To detect unauthorized intrusion
- To inform security personnel
- To activate response procedures
- To report to the 24-hour alarm monitoring centre which will in turn make a report to the police

Monitoring Intruder Alarm Systems

➤ Preparation before monitoring

- Receive training about the system interface
- Prepare layout plans showing the distribution of sensors of each floor
- Be familiar with the reference number, location and types of sensors

Monitoring Intruder Alarm Systems

➤ Daily monitoring

- Ensure that the beat radio is fully charged up and test using it for communication with the team
- Pay attention to intrusion alarms
- Depending on the system, alarms may be raised through any of the following means:
 - Alarm sounding
 - Flashing light
 - Flickering of the keyboard screen or making “beep” sounds
 - Warning window popping up on the computer screen

"Monitoring Security Systems"

7

Monitoring Intruder Alarm Systems

➤ When an alarm is raised, respond immediately:

- Identify the location of intrusion in accordance to the source of alarm
- Make initial assessment about the intrusion based on the types of sensor(s) activated
- Inform the guarding team about the suspected location of intrusion
- Deploy the nearest personnel to the location to verify the alarm
- If it is a false alarm,
 - Record details of the alarm for follow-up actions
 - If false alarms continue, arrange for a check-up of the system

"Monitoring Security Systems"

8

Monitoring Intruder Alarm Systems

- Whilst frontline personnel is verifying the alarm,
 - Continue to follow-up until the alarm can be deactivated
 - Provide support to frontline personnel, e.g.
 - Check live footage of the surveillance system and (where relevant) provide information about activities in the surrounding area of the alarm
 - Check access records and (where relevant) provide information about access activities in the surrounding area of the alarm
 - Inform senior management (where necessary)
 - Dial 999 to make a police report (where necessary)

"Monitoring Security Systems"

9

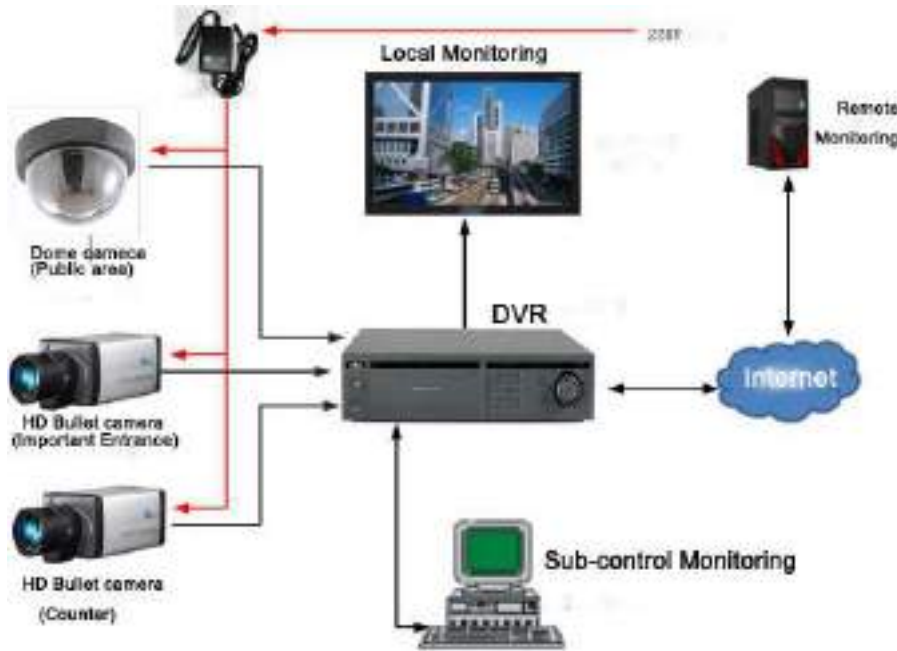
Monitoring Intruder Alarm Systems

- After the alarm is deactivated,
 - Compile a report about the alarm from activation to deactivation
 - Keep records of the alarm event according to the laid-down policies

"Monitoring Security Systems"

10

Monitoring Video Recording or CCTV Surveillance Systems



"Monitoring Security Systems"

Monitoring Video Recording or CCTV Surveillance Systems

- The functions of Video Recording and CCTV Surveillance Systems
 - Provide live footage of activities on-site
 - Provide records of the footage
 - Facilitate effective deployment and response actions
 - Enhance the quality and completeness of evidence about the event

"Monitoring Security Systems"

Monitoring Video Recording or CCTV Surveillance Systems

➤ Preparation before monitoring

- Receive training about the system interface
- Prepare layout plans showing the distribution of the cameras at each floor
- Print out the pre-set screen of each camera
- Be familiar with the reference number and location of the cameras

"Monitoring Security Systems"

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Monitoring Video Recording or CCTV Surveillance Systems

➤ Daily Monitoring

- Ensure that the beat radio is fully charged up and test using it for communication with the team
- Pay attention to live footage for any suspicious or abnormal conditions, e.g.
 - Someone obviously breaching the law
 - Someone loitering around for a long time
 - Someone whose apparel or activities are out of place
 - Someone carrying excessive belongings
 - Abnormal piling of articles

"Monitoring Security Systems"

14

Monitoring Video Recording or CCTV Surveillance Systems

➤ Daily Monitoring

- Pay attention to pre-set alarms of the system, e.g.
 - A camera's view is blocked
 - A camera's angle has moved
 - A camera has failed
 - The recorder fails to record
- If there is a technical problem, arrange for repair and maintenance as soon as possible

"Monitoring Security Systems"

15

Monitoring Video Recording or CCTV Surveillance Systems

➤ Daily Monitoring

- Investigation after an event, e.g.
 - Review the recorded footage of a certain date
 - Make copies of the recorded footage for evidence purposes

Remark:

- Recorded footage can involve personal data and must be managed in accordance to the requirements of Personal Data (Privacy) Ordinance (Cap. 486).
- A Security Guard must follow laid-down policies, procedures and guidelines in the retention and destruction of recorded footage as well as in the handling of requests for reviewing the footage.

"Monitoring Security Systems"

16

Monitoring Video Recording or CCTV Surveillance Systems

- In the event of suspicious or abnormal conditions:
 - Where necessary, dial 999 to make a police report
 - Inform the guarding team of the condition and location
 - Deploy the nearest personnel to the location to verify the situation

"Monitoring Security Systems"

17

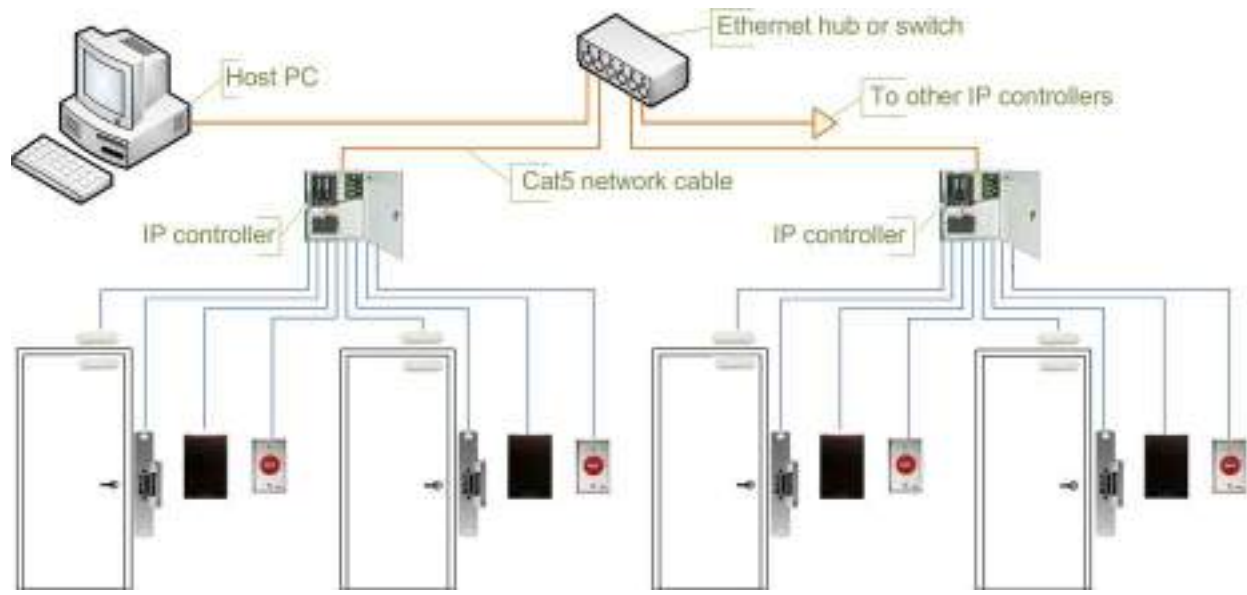
Monitoring Video Recording or CCTV Surveillance Systems

- Whilst frontline personnel is verifying the alarm,
- Continue to follow-up until the event is resolved
- Provide support to frontline personnel, e.g.
 - Check live footage of the surrounding area and (where relevant) provide information about activities on site
 - Check alarm records in the surrounding area and (where relevant) provide information to personnel on site
 - Check access records and (where relevant) provide information to personnel on site
 - Inform senior management (where necessary)
 - Dial 999 to make a police report (where necessary)
- If it is confirmed as a security event, handle and keep records of the event in accordance to relevant policies, procedures and guidelines

"Monitoring Security Systems"

18

Monitoring Access Control Systems



BT Rockford

"Monitoring Security Systems"

19

Monitoring Access Control Systems

- The functions of Access Control Systems
 - Automate control of access and egress activities
 - Record and provide records of access and egress activities for review
 - A platform for the setting up, cancellation and modification of information and access rights of authorized parties

"Monitoring Security Systems"

20

Monitoring Access Control Systems

➤ Preparation before monitoring

- Receive training about the system interface
- Prepare layout plans showing the distribution of exit points of each floor
- Be familiar with the reference number, location and types of the exit points
- Types of exit points, e.g.
 - Common fan door (single or double door)
 - Vehicle barrier
 - Turnstile
 - Sliding gate
 - Rolling shutter

Monitoring Access Control Systems

➤ Daily Monitoring

- Ensure that the beat radio is fully charged up and test using it with the team
- Pay attention to suspicious or abnormal activities, e.g.
 - The same access card is repeatedly rejected within a short time
 - The same access card is used simultaneously in multiple exit points
 - A door is forced open
 - A door does not shut automatically as normal

Monitoring Access Control Systems

- When a suspicious or abnormal condition is found,
 - Review access records of the suspect or suspicious access card
 - Review relevant CCTV footage
 - Deploy personnel to the location to verify
 - Where necessary, temporarily suspend the access rights of the suspect or suspicious access card and inform senior management
 - If it is confirmed as a security event, handle and keep records of the event in accordance to laid-down policies, procedures and guidelines

Appendix 2: Question Sample

	Question Sample	Model Answer
1	<p>What should a security guard monitoring an Intruder Alarm System do if the intruder alarm is activated?</p> <p>Answer:</p> <ul style="list-style-type: none"> (A) Immediately call 999 to report to police (B) Report to senior management (C) Immediately leave the guard post to investigate (D) Identify the source of the alarm and the location of the intrusion before deciding on further actions (E) All of the above answers are incorrect 	(D)
2	<p>What should a security guard monitoring a Video Recording or CCTV Surveillance System do if he sees a suspicious person loitering around through the live footages of the system?</p> <p>Answer:</p> <ul style="list-style-type: none"> (A) Dispatch frontline security guards to scene (B) Immediately leave his/her post and attend the scene (C) Ignore it (D) Make a copy of the footages (E) Immediately dial 999 to make a police report 	(A)
3	<p>What preparation should a security guard do before he/she starts monitoring an Access Control System?</p> <p>Answer:</p> <ul style="list-style-type: none"> (A) Test the whole system (B) Suspend the access rights of all the cardholders (C) Be familiar with the exit numbers and their location on the layout plan (D) Change the PIN of all the digital locks (E) All of the above answers are incorrect 	(C)

Teaching and Assessment Guidelines

Functional Area: “Performing Key Control Duties”

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will understand the knowledge and skills required for performing key control duties.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 0.3 hours.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following five areas:

1. Key Control - Policies and Procedures

Focus areas:

- A security guard should follow the employer’s policies and procedures to safe-keep and handle the issuance and collection of keys under his/her control.

2. Key Control – Storage and Records

Focus areas:

- Keys should be kept in a safe or a lockable cabinet. Each key should be labelled with an identification number.
- A Key List which contains a complete record of the keys under control should be maintained, kept confidential and stored inside a safe or a lockable cabinet.

3. Key Control - Issuance, Collection and Incident Report

Focus areas:

- Procedures for issuing keys
- Procedures for collecting keys

4. Key Control - Inventory Checks and Incident Report

Focus areas:

- Actions when an issued key is not returned
- When to perform inventory checks

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. Policies and procedures in relation to key control
2. Requirements in relation to safe-keeping of keys and the Key List
3. Actions for the issuance and collection of keys and handling of incidents
4. Records to be maintained

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestions

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- **Manual for Security Personnel Providing Guarding Services in Buildings**
<https://www.sb.gov.hk/eng/links/sgsia/manual.htm>
- Garver, Robertson, and Steele (2005). **Key Control Guide – Developing and Managing Key Control Policies and Procedures.**
https://www.medeco.com/Other/Medeco/support/Medeco_Key_Control_Policy_Guide.pdf

Appendices

Appendix 1: Lesson Sample

Appendix 2: Question Sample

"QASRS Basic Guarding Course"

Functional Area -
"Performing Key Control Duties"
Teaching and Assessment Guidelines
Appendix 1: Teaching Sample

Course Outline

- Key Control - Policies and Procedures
- Key Control - Storage and Records
- Key Control - Issuance, Collection and Incident Report
- Key Control - Inventory Checks and Incident Report

Key Control - Policies and Procedures



- Key control policies and procedures will generally specify where keys should be kept, the responsible personnel, their safe-keeping measures, the issuance and collection procedures, records to be kept and inventory checks to be carried out, etc.
- A security guard should follow the employer's prescribed policies and procedures to safe-keep and handle the issuance and collection of keys under his/her control.

"Performing Key Control Duties"

3

Key Control - Safe-keeping and Records



- Keys should be kept in a safe or a lockable cabinet
- Each key should be labelled with an identification number
- The key-holder should not be removable.
- A Key List containing a complete record of the keys under control should be maintained, which should include:
 - The key number and relevant details such as floor, room, door, purpose, department, security level and access restrictions
 - The key owner's name, signature sample, identity and contact details
 - The authorized approver's name, signature sample, identity and contact details
- The Key List should be kept confidential and stored inside a safe or a lockable cabinet.

"Performing Key Control Duties"

4

Key Control

- Issuance, Collection and Incident Report (1/2)

- When issuing a key, a Security Guard should:
 - Verify the proof of approval produced by the applicant
 - If in doubt, take immediate actions to follow-up and clarify
 - Check the applicant's identity document
 - Confirm that the key to be issued is the one applied for
 - Record in the Key Register
 - Remind the applicant to return the key on time, do not take it out of the site or give it for the use of unauthorized personnel

"Performing Key Control Duties"

5

Key Control

- Issuance, Collection and Incident Report (2/2)

- When collecting a returned key, a Security Guard should:
 - Confirm that the returned key is the issued key
 - Confirm that the returned key is not damaged or tampered
 - If in doubt, take immediate actions to follow up
 - Where necessary, inform the key owner and approver
 - Once confirmed that there is no issue with the returned key, return it to its original storage location
 - Record in the Key Register

Discussion:

- Why do we check whether a returned key is damaged or tampered with?
- What circumstances will require to be reported to the key owner and approver?

"Performing Key Control Duties"

6

Key Control

- Inventory Checks and Incident Reports

- **Whilst on duty:**
 - Look out for issued keys that are not returned on time
 - Take immediate actions to follow-up until the key is returned or tracked with no issues
 - Where necessary, report to the key owner and approver
- **When carrying out a shift hand-over:**
 - Account for all keys under control and check the Key Register
 - If issues are found, take immediate actions to follow-up
 - Where necessary, report to the key owner and approver
- **A Security Guard should safe-keep the keys under control, Key List and Key Register and be prepared for any inventory checks by the employer or key owner at all times.**

Appendix 2: Question Sample

	Question Sample	Model Answer
1.	<p>CHAN Tai-man works as a security guard at a building and is responsible for key control. Which of the following items is not what CHAN Tai-man should do during the issuance of keys?</p> <p>Answer:</p> <ul style="list-style-type: none"> (A) Verify the approval document produced by the applicant (B) Inspect the proof of identity document produced by the applicant (C) Check what the applicant intends to do with the key (D) Confirm that the key to be issued is the key applied for (E) Remind the applicant that he/she should not take the key out of the site or give it to unauthorized personnel for their use 	(C)

Teaching and Assessment Guidelines

Functional Area: “Performing Traffic Control Duties on Private Roads”

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will understand the roles and responsibilities of a security guard with respect to performing traffic control duties on private roads and will have acquired the practical knowledge and skillsets required for performing these duties.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 1 hour.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following five areas:

1. Duties of the road owners and traffic control officers

Focus areas:

- Road owners should:
 - Provide restricted parking areas
 - Erect or place traffic signs and road markings for such purpose
 - Appoint a person to be the authorized officer in respect of that road and to issue to each authorized officer an identity card as evidence of such appointment
- Traffic control officers may exercise the power conferred on them by the road owner. When exercising their traffic control power, if so required by anybody, must produce the identity card as proof of such appointment.

2. Enforcing parking restrictions on private roads

Focus areas:

- Procedures
- Preparation
- Need-to-know for impounding vehicles

3. Immobilization Devices

4. Impounding, Removal and Storage Charges

5. Directing Traffic

Focus areas:

- Need-to-know
- Traffic Hand Signals
- Exercises

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. Duties of the road owners and traffic control officers
2. Procedures and preparation for enforcing parking restrictions on private road
3. Need-to-know for impounding vehicles
4. Need-to-know and hand signals for directing traffic

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestions

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- **“Road Traffic (Parking on Private Roads) Regulation” (Cap. 374O)**
<https://www.elegislation.gov.hk/>

- **“Code of Practice for Private Road”**
https://www.td.gov.hk/en/publications_and_press_releases/publications/free_publications/code_of_practice_for_private_road/index.html
- **“Approved Immobilization Devices”**
https://www.td.gov.hk/en/transport_in_hong_kong/parking/index_t.html
- **“UK Highway Code – signals by authorised persons”**
(<https://assets.publishing.service.gov.uk/media/560aa62bed915d035c00001b/the-highway-code-signals-by-authorised-persons.pdf>)

Appendices

Appendix 1: Lesson Sample

Appendix 2: Question Sample

QASRS Basic Guarding Course

Functional Area

“Performing traffic control duties on private roads”

Teaching and Assessment Guidelines

Appendix 1: Lecture Sample

Course Outline

- Duties of the road owners and traffic controllers
- Enforcing parking restrictions
- Immobilisation devices
- Fees for immobilisation, removal and impounding of vehicles
- Directing traffic
 - Key points
 - Traffic hand signals



Duties of the road owners and traffic controllers

- Road Traffic (Parking on Private Roads) Regulation (Cap. 3740) empowers the owners of private roads to:
 - Provide restricted parking areas
 - Erect or place traffic signs and road markings for such purpose
 - Appoint a person to be the authorized officer in respect of that road and to issue to each authorized officer an identity card as evidence of such appointment
- A security officers authorized by the road owner:
 - May exercise the power conferred on him by the road owner
 - When exercising his traffic control power, if so required by anybody, must produce the identity card as proof of such appointment

"Enforcing traffic control duties on private roads"

3

Enforcing parking restrictions - Procedures

- A Security Guard must follow laid-down policies, procedures and guidelines when enforcing parking restrictions. These include:
 - Request a vehicle in breach of parking restrictions to leave
 - Where necessary, impound the vehicle
 - Where necessary, arrange for the vehicle to be removed
 - Detain the vehicle in an area designated by the road owner until the vehicle is claimed back by its owner after paying the impounding, removal and storage charges

"Enforcing traffic control duties on private roads"

4

Enforcing parking restrictions - Preparation

- Before carrying out traffic control duties, a Security Guard must clearly understand:
 - The boundary and environment of the private road, including the traffic signs and road markings
 - Circumstances in which a vehicle may be impounded
 - Procedures for impounding the vehicle
 - Immobilization devices
 - Circumstances in which a vehicle may be removed
 - Procedures for removing the vehicle
 - Location of the designated impounding area
 - Procedures for releasing a vehicle and the impounding, removal and storage charges

"Enforcing traffic control duties on private roads"

5

Enforcing parking restrictions – Impounding Need-to-know (1/2)

- Under the following circumstances, a Security Guard may impound or remove a vehicle in breach of parking restrictions:
 - When the vehicle is unattended and the driver cannot be located; or
 - When the driver is unable to remove the vehicle, or refuses or fails to remove the vehicle, after being requested to do so
- At the following locations, a Security Guard may fix an approved immobilization device to the vehicle:
 - At the restricted parking area where the vehicle is parked; or
 - At any place to which the vehicle is removed to and along the way

"Enforcing traffic control duties on private roads"

6

Enforcing parking restrictions – Impounding Need-to-know (2/2)

- Vehicles under the following conditions will be exempted from the restrictions:
 - If it is prevented from proceeding by breakdown or other circumstances beyond the driver's control, and all reasonable steps are taken to minimize any obstruction and effect the removal of the vehicle as soon as possible;
 - If it cannot be conveniently parked elsewhere and is being used in connection with building work or road work;
 - If it is a vehicle being used in the discharge of its duties, e.g. a fire service vehicle, ambulance, police vehicle, customs and excise vehicle, vehicle used for the conveyance of public mail, or vehicle used by the Chinese People's Liberation Army; or
 - If it is so parked with the permission of the road owner or an authorized officer of that road.

"Enforcing traffic control duties on private roads"

7

Immobilization Devices

- Road Traffic (Parking on Private Roads) Regulations (Cap. 374O) requires that
 - Immobilization devices used for the purposes of these regulations, must be approved by the Commissioner for Transport, as given by notice in the Gazette.



"Enforcing traffic control duties on private roads"

8

Impounding, Removal and Storage Charges

- Under the “Road Traffic (Parking on Private Roads) Regulations (Cap. 374O),
 - The road owner is empowered to detain any vehicle impounded or removed until the charges for impounding, removal and storage of the vehicle incurred are paid to him.
 - Charges for impounding, removal and storage:
 - For impounding a vehicle \$320
 - For removing a vehicle \$350
 - For storage a vehicle \$320 for everyday after the first day during which the vehicle is detained

"Enforcing traffic control duties on private roads"

9

Directing Traffic - Need-to-Know

- Under normal circumstances, traffic on private roads should be directed by traffic signs and road markings
- A Security Guard may need to direct traffic:
 - When a diversion is required due to a traffic jam
 - When a diversion is required due to an emergency, e.g. a traffic accident, a water pipe has burst, etc.
- When directing traffic, a Security Guard must:
 - Wear the protective clothing and equipment supplied by the employer, including: reflective vests, traffic batons, etc.
 - Use proper traffic hand signals
 - Ensure the safety of himself and other road users
 - Avoid causing traffic accidents and traffic jams

"Enforcing traffic control duties on private roads"

10

Directing Traffic – Types of Traffic Hand Signals

- In general, traffic hand signals are grouped as:
 - Signals for stopping vehicles
 - Signals for moving vehicles
- Stopping Signals:
 - To stop vehicles in front
 - To stop vehicles from behind
 - To stop vehicles in front and from behind
- Moving Signals:
 - To allow vehicles on the left or right side to move
 - To allow vehicles in front to move

"Enforcing traffic control duties on private roads"

11

Directing Traffic – Stopping Signals

- To stop vehicles in front
 - Stand at a safe location that can be seen by vehicle drivers
 - Watch the traffic conditions carefully and choose the lane you want to stop
 - Choose the 2nd or 3rd vehicle on the lane as your target to stop
 - (Send a warning signal) Look at the driver of the target vehicle, raise your right arm to horizontal position with the back of your hand facing up and then point your index finger and middle finger to the driver of the target vehicle
 - Confirm that the driver of the target vehicle has received your signal
 - Raise up your right arm at vertical position with your palm facing the vehicles in front
 - Confirm that the vehicles in the chosen lane have stopped according to your signal before you give out the next signal



"Enforcing traffic control duties on private roads"

12

Directing Traffic – Stopping Signal

- To stop vehicles from behind
 - After the vehicles in front are stopped
 - Turn to your back
 - Drop your right arm and rest it by your body
 - Raise your left arm sideways until it reaches the horizontal position with your palm facing the front



"Enforcing traffic control duties on private roads"

13

Directing Traffic – Stopping Signal

- To stop vehicles in front and from the back
 - Firstly, complete the signal for stopping vehicles in front
 - Then turn to the back and complete the signal for stopping vehicles from behind
 - Maintain the left arm sideways and at a horizontal position with the palm facing the front
 - Raise the right arm vertically until it is in line with the body and the palm is facing the front



"Enforcing traffic control duties on private roads"

14

Directing Traffic – Moving Signal

➤ To allow vehicles on the left and right to move

- Complete the signal for stopping vehicles in front and from behind
- Instruct vehicles on the left to move:
 - Turn your head and look to the left
 - Bend your left arm by the elbow towards your own face until your palm is facing down and your left arm is horizontal, in front of your chin; turn your head and look to the front at the same time
 - Straighten your left arm sideways until it reaches the horizontal level and your palm is facing the front; turn your head and look to your left at the same time
 - Repeat the above actions



(To be cont'd.....)

"Enforcing traffic control duties on private roads"

15

Directing Traffic – Moving Signal

➤ To allow vehicles on the left and right to move (cont'd)

- Instruct vehicles on the right to move:
 - Keep your left arm sideways and at the horizontal level and your palm facing the front
 - Raise your right arm sideways until it reaches the horizontal level and your palm is facing the front
 - Turn your head and look to the right
 - Bend your right arm by the elbow towards your own face until your palm is facing down and your right arm is at the horizontal level in front of your chin; turn your head and look to your front at the same time
 - Straighten your right arm sideways until it reaches the horizontal level and your palm is facing the front; turn your head and look to your right at the same time
 - Repeat the above actions



"Enforcing traffic control duties on private roads"

16

Directing Traffic – Moving Signal

➤ To allow vehicles in front to move

- Ready Position
 - Complete the signal for stopping vehicles from behind (your left arm is straightened sideways horizontally and your palm is facing the front)
 - Confirm that the vehicles on the left and right have completed stopped
 - Look to the front
 - Raise your right arm in front of your body until it reaches the horizontal position; the back of your hand is facing up; all the fingers are kept together and pointing towards the vehicles in front



(To be cont'd)

"Enforcing traffic control duties on private roads"

17

Directing Traffic – Moving Signal

➤ To allow vehicles in front to move (cont'd)

- Instruct vehicles in front to move:
 - Bend your right arm on the elbow towards your right ear and your palm is facing your back
 - Straighten your right arm to the front until it reaches the horizontal level and your palm is facing up
 - Repeat the above movements



"Enforcing traffic control duties on private roads"

18

Practical Exercise

- The trainer should prepare several simple scenarios for trainees to exercise:
 - How to stop vehicles
 - How to instruct vehicles to move
- During the exercises, the trainer should pay attention to the performance of the trainees and correct any faults and mistakes

Appendix 2: Question Sample

	Question Sample	Model Answer
1.	<p>CHAN Tai-man is a security guard responsible for controlling traffic on the private roads of a residential property. Under what circumstances can he impound a vehicle?</p> <p>Answer:</p> <ul style="list-style-type: none"> (A) Any vehicle parked on a private road (B) Any vehicle parked at the restricted parking areas of a private road (C) Any vehicle parked in contravention of the parking restrictions of a private road (D) Any vehicle which is not an exempted vehicle, is parked in contravention of the parking restrictions of a private road (E) All of the answers in (A) to (D) above are incorrect 	(D)

Teaching and Assessment Guidelines

Functional Area: “Enforcing No Smoking Rules”

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will understand the legal principles and techniques for enforcing no smoking rules.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 0.3 hours.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following three areas:

1. Prohibition on smoking in “No Smoking Areas” by the “Smoking (Public Health) Ordinance” (Cap. 371)
2. Statutory “No Smoking Areas”
3. Procedures for enforcing no smoking rules

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions.

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. Prohibition on smoking in “No Smoking Areas”
2. Statutory “No Smoking Areas”
3. Procedures for enforcing no smoking rules

Marking Rubrics

To be able to select the Model Answer.

List of Training Aids

No suggestions

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- **Tobacco and Alcohol Control Office – Tobacco Control Legislation**
<https://www.taco.gov.hk/t/english/legislation/legislation.html>

Appendices

Appendix 1: Lesson Sample

Appendix 2: Question Sample

QASRS Basic Guarding Course

Functional Area
“Enforcing No Smoking Rules”
Teaching and Assessment Guidelines
Appendix 1: Lecture Sample

Course Outline

- Prohibition on smoking in “No Smoking” areas
- Statutory “No Smoking” areas
- Enforcing “No Smoking” rules

Prohibition on smoking in “No Smoking” areas

- No person shall smoke or carry a lighted cigarette, cigar or pipe in a no smoking area

“Smoking (Public Health) Ordinance (Cap. 371) S.3 (2)

“Enforcing No Smoking Rules”

3

Statutory “No Smoking” areas

- Indoor areas of premises for public use such as restaurants, cinemas, theatres, concert halls, shops, shopping malls, markets, supermarkets, banks, etc.
- Indoor workplaces
- Public transport facilities, public transport carriers, public lifts and escalators, etc.
- Child care centres, schools, and specified educational establishments
- Hospitals, maternity homes, residential care homes, treatment centres, and any communal quarters and approved institutions.
- Public outdoor places including escalators, public pleasure grounds, bathing beaches and related facilities in the vicinity

“Enforcing No Smoking Rules”

4

Enforcing “No Smoking” Rules

- Section 3(3) of the Smoking (Public Health) Ordinance empowers the manager of a no smoking area to enforce the provisions of the law.
- The manager or any authorized person of the manager may:
 - Request the smoker to extinguish the lighted cigarette, cigar, or pipe
 - If the smoker is not cooperative, may request the smoker:
 - To leave the no smoking area
 - To provide his name, address, and documentary proof of identity
 - If necessary, call for police assistance

“Enforcing No Smoking Rules”

5

Enforcing “No Smoking” Rules

- Any person, who is requested to leave or is removed due to a violation of the above rules, is not entitled to a refund of any admission fees or money for entering to the premises or building.
- Managers of no smoking areas should place no smoking signs in a prominent position and maintain such signs in good order.



“Enforcing No Smoking Rules”

6

Appendix 2: Question Sample

	Question Sample	Model Answer
1.	<p>Which of the following items is not empowered to the manager or their authorized officer(s) under the "Smoking (Public Health) Ordinance" when they find somebody smoking in a no smoking area?</p> <p>Answer:</p> <ul style="list-style-type: none"> (A) Take away the smoker's cigarette (B) Request that the smoker extinguishes the cigarette (C) Request that the smoker leaves the no smoking area (D) Request that the smoker provides his/her proof of identity document (E) All of the answers in (A) to (D) above are incorrect 	(A)

Teaching and Assessment Guidelines

Functional Area: “Enforcing Noise Control Rules”

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will understand the legal principles and techniques involved in enforcing noise control rules.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 0.4 hours.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following three areas:

1. Responsibilities for noise management
2. Common forms of noise under control
3. Handling noise complaints

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions.

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. Principles of the “Noise Control Ordinance (Cap.400)”
2. Common forms of noise and the related restrictions
3. Procedures for handling noise complaints

Marking Rubrics

To be able to select the Model Answer.

List of Training Aids

No suggestions

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested References:

- **Environmental Protection Department - Noise Control Ordinance**
https://www.epd.gov.hk/epd/noise_education/web/ENG_EPd_HTML/m3/ordinance_7.html

Appendices

Appendix 1: Lesson Sample

Appendix 2: Question Sample

"QASRS Basic Guarding Course"

Functional Area
"Enforcing Noise Control Rules"
Teaching and Assessment Guidelines
Appendix 1: Lecture Sample

Course Outline

- Responsibilities for noise management
- Common forms of noise under control
- Handling noise complaints

Responsibilities for noise management

“Noise Control Ordinance (Cap.400)” requires that:

- One should not make or cause to be made any noise which is a source of annoyance to any person
- 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

“Enforcing Noise Control Rules”

3

Common forms of noise under control

- Noise from domestic premises and public places
- Noise from construction activities (including piling)
- Noise from places other than domestic premises, public places or construction sites
- Noise from intruder alarm systems

“Enforcing Noise Control Rules”

4

Noise from Domestic Premises and Public Places

- Commonly described as neighbourhood noise
- Sources of noise include:
 - TV sets, air-conditioners or dogs
 - Radios, hawkers or loudspeakers
- Restricted period and noises:
 - At night (11 p.m. to 7 a.m.) and on a public holiday, any noise which is a source of annoyance to any person
 - At any time, causes or permits to be caused any noise which is a source of annoyance to any person
 - Causes the noise through
 - a) Playing or operating any musical or other instrument, including any record or cassette player or radio or television apparatus;
 - b) Using any loud-speaker, megaphone, or other device or instrument for magnifying sound;
 - c) Playing any game or engaging in any pastime; or
 - d) Carrying on a trade or business
 - Causes or permits the noise to be caused through the operation any air-conditioning or ventilating system
 - Permits the noise to be caused by any animal or bird kept
 - Causes the noise for the purpose of attracting attention to his goods, wares or trade



"Enforcing Noise Control Rules"

5

Noise from construction activities (including piling)

- Two categories:
 - General construction work
 - Percussive piling



"Enforcing Noise Control Rules"

6

Noise from construction activities (including piling)

➤ Restricted period:

	Weekdays	Sundays & Holidays
0700 Hours	<ul style="list-style-type: none"> Permits needed for Percussive Piling Unrestricted use of Powered Mechanical Equipment 	
1900 Hours	<ul style="list-style-type: none"> No Percussive Piling Permits needed for use of Powered Mechanical Equipment 	
0700 Hours		

Special Circumstances

Under certain special circumstances, the Environmental Protection Department, under the provisions of Noise Control Ordinance (Cap.400) s.33, may issue a "Construction Noise Permit" to allow construction work to be carried out within the restricted period. These include circumstances that may result in serious interruption or disruption to the services of:

- any public transport system; or
- any public utilities, such as the supply of water, gas or electricity

"Enforcing Noise Control Rules"

7

Noise from places other than domestic premises, public places or construction sites

➤ Also called industrial/commercial noise

➤ Common sources:

- Factories
- Ventilation systems of restaurants
- Garages for repairing vehicles



"Enforcing Noise Control Rules"

8

Noise from intruder alarm systems

- Intruder alarm system installed in any premises
 - shall not sound for more than 15 minutes after being triggered
- Intruder alarm system installed in any vehicle
 - shall not sound for more than 15 minutes after being triggered



"Enforcing Noise Control Rules"

9

Handling noise complaints

Before a complaint is received

- Try to minimize the noise
- Politely advise the noise offender to stop or reduce the noise
- If noise is caused by faulty equipment, report to relevant party to arrange for repair and maintenance
- Record the incident

After a complaint is received

- Act according to laid-down policies, procedures and guidelines
- Contact the noise offender:
 - Explain the issue and the sufferings of the complainant
 - Point out the offence that may be violated
 - Ask to cooperate and reduce or stop the noise
- If the offender refuses to cooperate:
 - Report to management; or
 - Report to police for assistance
- Record the incident

"Enforcing Noise Control Rules"

10

Appendix 2: Question Sample

	Question Sample	Model Answer
1.	<p>Which of the following items is not a professional way of dealing with noise complaints?</p> <p>Answer:</p> <ul style="list-style-type: none"> (A) Try to reduce the noise before someone makes a complaint (B) Ask the complainant to directly deal with the party making the noise (C) Record the complaint in accordance to the company rules (D) Request the complaineo to reduce the noise politely (E) All of the answers in (A) to (D) above are incorrect 	(B)

Teaching and Assessment Guidelines

Functional Area: "Crime Prevention, Arrest, Search and Use of Force"

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will understand the knowledge and techniques involved in dealing with situations in relation to crime prevention and the connected legal principles.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 2 hours.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following seven areas:

1. Guard duties related to crime prevention and a security guard's power of arrest and search
2. Handling trespassers
Focus areas:
 - Trespassing is not a crime
 - Actions by a security guard
3. Handling suspicious person(s)
Focus areas:
 - How to determine whether a person is suspicious
 - Actions by a security guard
4. Making an arrest
Focus areas:
 - How to make an arrest
 - A security guard's Power of Arrest
 - Arrest and Use of Force
5. Handling suspicious objects
Focus areas:
 - How to determine whether an object is suspicious
 - Actions by a security guard
6. Handling a scene of crime

Focus areas:

- Actions by a security guard

7. Making a report to police for assistance

Focus areas:

- What channels are available for making a police report
- What information should be provided when making a police report

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions.

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. Guard duties that will contribute to the prevention of crime
2. Procedures for dealing with trespassers
3. Procedures for dealing with suspicious person(s)
4. A security guard's power of arrest, search and use of force
5. Procedures for making an arrest
6. Procedures for handling suspicious objects
7. Procedures for dealing with a scene of crime
8. Procedures for making a report to police

Marking Rubrics

To be able to select the Model Answer.

List of Training Aids

No suggestions

References (updated on Oct 2020)

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- **Inter-departmental Counter Terrorism Unit, Hong Kong Police Force - Stay Vigilant to Bomb Video and Pamphlet**
https://www.police.gov.hk/ppp_en/11_useful_info/svtb.html
- **“Criminal Proceedings Ordinance” (Cap. 221)**
 - Section 101 “Summary apprehension of offender in certain cases”
https://www.elegislation.gov.hk/hk/cap221!en?INDEX_CS=N&xpid=ID_1438402851256_003
- **Trespassing**
<https://realestate.findlaw.com/land-use-laws/trespassing.html>
- **Hong Kong Police Force – e-Report Centre.**
<https://www2.erc.police.gov.hk/cmisercc/CCC/PolicePublicPage?language=en>

Appendices

Appendix 1: Lesson Sample

Appendix 2: Question Sample

"QASRS Basic Guarding Course"

**Functional Area -
"Crime Prevention, Arrest, Search and the Use of Force"
Teaching and Assessment Guidelines
Appendix 1: Lecture Sample**

Course Outline

- Preventing crime
- Handling trespassers
- Handling suspicious persons
- Making an arrest
- A Security Guard's Power of Arrest
- Arrest and the Use of Force
- Handling suspicious objects
- Handling a scene of crime
- Making a report for police assistance

Preventing Crime

- Preventing crime is the primary objective of guarding services
- A Security Guard must follow laid-down policies, procedures and guidelines to diligently carry out duties such as "Access Control", "Patrol" and "Monitoring Security Systems", etc. and take appropriate actions to deal with suspicious circumstances found
- A Security Guard **has a citizen's power of arrest**
- A Security Guard **does not have any statutory power of search**

"Preventing Crime, Arrest, Search and the Use of Force"

3

Handling trespassers (1/2)

- "Trespassing" is not a criminal offence.
- The landlord or any of his authorized officers (e.g. a security guard) may warn any trespasser and request him/her to leave the premises.

Discussion:

- What are the commonly seen trespassers in a residential premises?
- Measures for dealing with some famous trespassing incidents, e.g.
 - Occupation of HSBC HQ in Central by activists of "Occupy Wall Street"
 - Occupation of the Cultural Center in Tsimshatsui and Times Square by street performers



"Preventing Crime, Arrest, Search and the Use of Force"

4

Handling trespassers (2/2)

➤ Actions by a Security Guard:

- Observe to see if the trespasser is suspicious, e.g. abnormal activities, activities that are illegal or that may breach the law
- If no suspicion and safe to do so:
 - Politely explain to the trespasser(s) that they are in private property and access is for authorized persons only
 - Request the trespasser to give his/her identity and purpose of visit
 - Request the trespasser to leave immediately
 - Escort the trespasser until he/she is out of the property

➤ Don't's

- Do not act without observation
- Do not act alone and ignore your personal safety
- Do not use force, foul languages or threats

Handling suspicious persons (1/2)

➤ What makes a person suspicious?

- A trespasser does not equal a suspicious person
- A suspicious person should be assessed based on his/her mode and behaviour. These may include:
 - Suspicious presence, e.g. obviously out of place, obviously unfamiliar with the environment, etc.
 - Suspicious activities, e.g. repeatedly try to pry open the doors or windows of different units, nervous or abnormal appearance, etc.
 - Suspicious appearance, e.g. wearing oversize clothes, wearing thick jackets in hot weather, etc.
 - Suspicious belongings, e.g. carrying tools or weapons, carrying objects that do not seem to belong to him/her, putting hands in pockets and appearing to be holding tools or weapons inside

Handling suspicious persons (2/2)

- Actions by a Security Guard:
 - Protect one's personal safety; (where necessary) report to police for assistance
 - Observe and record the activities of the suspicious person(s)
 - e.g. Things that he/she touched, took away or left behind, etc.
 - Stop and question him/her only after support has arrived
 - If you witness him/her committing a crime, you may arrest and hand over him/her to police as soon as practicable
 - Report your observations to police, assist their actions until the matter is resolved.
- Don't's
 - Do not act without observation
 - Do not act alone and ignore your personal safety
 - Do not use force, foul languages or threats

Making an arrest

- Considerations before making an arrest?
 - Is the arrest lawful?
 - Is the arrest necessary?
 - Is the arrest correct?
- After the arrest, hand over the arrested person to the police as soon as practicable.

Discussion:

- What is a lawful arrest?
- Give some scenarios which make an arrest "necessary" and "correct"
- Give some scenarios which constitute unreasonable delay of handing over an arrested person to the police. What will the consequence be?

A Security Guard's Power of Arrest (1/2)

- A Security Guard only possess a citizen's Power of Arrest
- This includes,
 - Under Common Law, a Security Guard may arrest any person if he witnesses the person breaking the law or his behaviour may lead to a breach of the law.
 - Under Criminal Procedure Ordinance Cap. 221 S.101, a Security Guard may arrest any person if he has reasonable grounds to suspect that:
 - That person is guilty of an arrestable offence; or
 - An arrestable offence has been committed or is about to be committed on or with respect to any property that that person offers to sell, pawn or deliver to him; or
 - Any property in that person's possession may have been obtained by means of an arrestable offence.

"Preventing Crime, Arrest, Search and the Use
of Force"

9

A Security Guard's Power of Arrest (2/2)

- An arrestable offence refers to:
 - Any offence or an attempt of the offence, once convicted in court, may result in the offender being sentenced to imprisonment of 12 months or more.

Discussion:

- Give some examples of "reasonable ground to suspect"
- Give some examples of offences that fall into the category of "arrestable offence"

"Preventing Crime, Arrest, Search and the Use
of Force"

10

Arrest and Use of Force

- Use minimum force to effect an arrest
- Never use force to punish an offender
- Stop the use of force once arrest is effected

Discussion:

- What is minimum force?
- What will be the result for using excessive force?

"Preventing Crime, Arrest, Search and the Use of Force"

11

Handling suspicious objects (1/3)

- Suspected objects commonly come across by security guards include:
 - Suspected bombs, explosives
 - Suspected firearms or offensive weapons, e.g. knives, metal pipes, etc.
 - Suspected instruments that may be used for unlawful purposes, e.g. tools for break-in
 - Suspected prohibited articles, e.g. dangerous drugs or other prohibited drugs
 - Suspected instruments for taking dangerous drugs, e.g. syringes
 - Articles suspected to be in connection with crimes
- Actions for "Suspected Bombs or Explosives" will be discussed in detail in the functional area of "Handling Emergencies"
- This lecture will focus on actions by security guards for handling suspicious objects in connection with crime.

Handling suspicious objects (2/3)

- “Suspicious Objects” may include:
 - Articles that do not belong to where they are but are obviously not abandoned, e.g. in flower beds, false ceilings, fire hose boxes or other hidden areas in public
 - Articles that appear suspicious or have been camouflaged, e.g.
 - Suspected dangerous drugs or other prohibited drugs packed in milk powder tins
 - Human-looking objects inside a blood-stained carton box
 - Articles that are suspected to be in connection with crime, e.g.
 - A piece of blood-stained cloth found in the backyard after a case of wounding
- The objectives of handling “Suspicious Objects”:
 - Preventing the occurrence of unlawful activities in the area
 - Preventing criminals from operating in the area
 - Assisting police to detect crime

"Preventing Crime, Arrest, Search and the Use of Force"

13

Handling suspicious objects (3/3)

- Actions by security guards:
 - Keep the suspicious objects intact, including:
 - Cordon off the suspicious objects to avoid unnecessary tampering
 - Cover the suspicious objects with canvas to prevent damage to or washing out of evidence on the surface due to rain or inclement weather
 - Never touch the suspicious objects
 - May damage them or tamper with any evidence on them
 - May cause injury or pass on a viral infection
 - Report to police for assistance
 - Guard the scene until police arrival
 - Continue to stay on guard and assist police work until the matter is resolved

"Preventing Crime, Arrest, Search and the Use of Force"

14

Handling a scene of crime (1/2)

- Security guards must follow laid-down policies, procedures and guidelines in the execution of his duties:
 - Upon the discovery of a crime or arrival at the scene of a crime,
 - Observe from the outside perimeter, e.g. Assess what has happened? Any death or injuries?
 - Confirm personal safety, e.g. Is the criminal still around? Any danger?
 - Immediately report to police for assistance and ask for reinforcement
 - Cordon off the scene to prevent unauthorized entry
 - If someone is injured, (where possible) apply first aid to him/her
 - If the criminal is around, (if safe to do so) arrest him/her
 - If the criminal escapes, (if safe to do so) follow him/her and note the direction and method of escape

(To be cont'd)

Handling a scene of crime (2/2)

- (Cont'd)
 - Upon the arrival of police and emergency services, assist their work, e.g. direct them to the quickest route of reaching and leaving the scene or other necessary facilities.
 - Report to police of all the known facts as soon as possible
 - Guard the scene and exercise access control until it is over
- Don't's
 - Do not act without observation or when it is unsafe to do so
 - Do not wander around or allow other unauthorized personnel to wander around the scene and touch the exhibits
 - Do not discuss or speculate about the incident with the media or other unrelated parties

Report to police for assistance

- Reporting to police for assistance may be done through many channels. These include: by phone, at a police station, through SMS, by fax, online through the internet, etc.
- If urgent assistance is required, call 999
- If it is not urgent, other channels should be used
- Reporting by SMS through 992 is set up for people with hearing or speech disabilities and must be registered with specified institutions in advance before it becomes effective. Details can be found at this link: https://www.police.gov.hk/info/doc/smsemg_c.pdf

Reporting to police for assistance

- When making a 999 call, provide information as follows:
 - Full details of the location of the incident
 - Details about the incident and the types assistance required, e.g. police, fire services or ambulance
 - (If relevant) the number of injured person(s)
 - (If relevant) any trapped person(s)
 - (If safe to do so) any other relevant details, e.g. someone broke in to rob, the robber is still in the house, etc.
 - The informant's name and contact details

Discussion:

- What is the police average response time to a 999 emergency call?

Appendix 2: Question Sample

	Question Sample	Model Answer
1.	<p>What information should be provided when making a police report?</p> <p>Answer:</p> <ul style="list-style-type: none"> (A) Detailed address of the location (B) Details of the incident and assistance required: police, fire or medical services (C) Details about anybody injured and the number of injured person(s) involved (D) Name and contact details of the informant (E) All of the answers in (A) to (D) above are required 	(E)

Teaching and Assessment Guidelines

Functional Area: "Fire Precaution and Response"

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will understand the roles and responsibilities of a security guard in the prevention of fire and acquire the knowledge and skills for dealing with a fire.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 2 hours.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following eight areas:

1. Common Fire Hazards
2. Four Classes of Fire
3. A Security Guard's Roles and Responsibilities in Fire Safety
Focus areas:
 - Ensuring that fire exit doors are not locked
 - Ensuring that smoke doors are kept closed
 - Ensuring no obstruction to means of fire escape and that fire installations and equipment are not obstructed
 - Ensuring that fire installations and equipment are in normal working condition
 - Understanding the actions to be undertaken in the event that the above requirements are not met
4. Correct Use of Fire Installations and Equipment
Focus areas:
 - A security guard should know:
 - How to activate a manual fire alarm system
 - How to activate a hose reel
 - How to shut down and reset an emergency detex lock
 - Know which types of fire-fighting equipment are to be used on which types of fire and how to operate them, including:
 - The types, functions and operation of fire extinguishers

Important Notes:

Training institutions must pay attention to and (where relevant) follow the instructions of the Fire Services Department with respect to providing training courses on the use of portable fire extinguishers, including:

- Inspection of the portable fire extinguishers before and after training; and
- Qualifications required of the trainers

Instructors of training programmes on the use of portable fire extinguishers should possess at least one of the following qualifications:

- being an FSD Fire Safety Ambassador;
- being a Class 3 RFSIC; or
- work experience in fire engineering/fire services field.

For details, please refer the “Guidelines on Maintenance of Equipment and Qualifications of Instructors for Training Programmes on Portable Fire Extinguishers” issued by the Fire Services Department

https://www.hkfsd.gov.hk/eng/source/notices/FE_Course.pdf

5. Operations of High Fire Hazards

Focus areas:

- Actions of a security guard when fire safety rules are violated

6. Fire Drills

Focus areas:

- Actions of a security guard during a fire drill

7. Fire Alarms

Focus areas:

- Actions of a security guard when dealing with fire alarms

8. When a fire breaks out / Actions in response to a small fire

Focus areas:

- Actions of a security guard when dealing with a small fire

9. Fire Procedures

Focus areas:

- Procedures for making a police report for assistance
- Procedures for managing a building evacuation
- Need-to-know when providing assistance to the emergency services
- Need-to-know when resuming normal operation after a fire

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. What are the common fire hazards?
2. What are a security guard's roles and responsibilities in fire safety? What actions should he/she take when carrying out such duties?
3. How to use fire installations and equipment correctly.
4. What are the types and functions of portable fire extinguishers? What is the correct method to operate them?
5. What operations have high fire hazards? What should a security guard do when he/she finds violations against fire safety in these operations?
6. What should a security guard pay attention to when taking part in fire drills?
7. Procedures of a security guard when there is a fire alarm
8. Procedures of a security guard when there is a small fire
9. Fire procedures of a security guard when dealing with a fire

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

Portable fire extinguishers should be made available for use during practical exercises.

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- **Codes of Practice for Minimum Fire Service Installations and Equipment and Inspection, Testing and Maintenance of Installations and Equipment**
https://www.hkfsd.gov.hk/eng/fire_protection/notices/code.html

- **Fire Protection Notice No. 11: Notes on Fire Extinguishers - Suitability and Maintenance**
https://www.hkfsd.gov.hk/eng/source/notices/Fire_Protection_Notice_No_11.pdf
- **Proper Selection of Fire Extinguishers**
https://www.hkfsd.gov.hk/eng/source/notices/fe_pamphlet.pdf
- **Guidelines on Maintenance of Equipment and Qualifications of Instructors for Training Programmes on Portable Fire Extinguishers**
https://www.hkfsd.gov.hk/eng/source/notices/FE_Course.pdf
- **Fire Escape**
https://www.hkfsd.gov.hk/eng/source/safety/what_to_do.pdf
- **Fire Prevention in the Home**
https://www.hkfsd.gov.hk/eng/source/safety/home_fire_safety.pdf
- **Fire Safety in Commercial Premises**
https://www.hkfsd.gov.hk/eng/source/safety/fs_comm_premises.pdf

Appendices

Appendix 1: Lesson Sample

Appendix 2: Question Sample

QASRS Basic Guarding Course

**Functional Area –
“Fire Precaution and Response”
Teaching and Assessment Guidelines
Appendix 1: Lecture Sample**

Course Outline

- Common fire hazards
- Four classes of fire
- A security guard's fire safety roles and responsibilities
- Ensure that fire exit doors are not locked
- Ensure that smoke doors are kept closed
- Ensure no obstruction to means of fire escape and that fire installations and equipment are not obstructed
- Ensure that fire installations and equipment are in normal working condition
- Correct use of fire installations and equipment
- Operations of high fire hazards
- Fire drills
- Fire alarms
- When a fire breaks out / Actions in response to a small fire
- Fire procedures

Common Fire Hazards

- Fire often occurs due to carelessness or poor fire safety awareness.
- Common fire hazards include:
 - Fire escape routes are obstructed
 - Fire escape doors are locked
 - Smoke doors are kept open
 - Flammable materials are used in interior furnishings and fittings along fire escape routes
 - Indoor junk obstructs fire fighting work
 - Unauthorized alteration of the building compartment
 - Unauthorized change of the building's purpose of use
 - Fire installations and equipment are not properly maintained or are altered or removed without authority
 - Fire installations and equipment are obstructed by junk and cannot be used or cannot operate properly

"Fire Precaution and Response"

3

Four Classes of Fire

- Upon receiving a report of fire, Fire Services Department will classify the fire based on the location and circumstances so as to determine the manpower and equipment required.
- There are 4 classes of fire:
 - "Class 1" refers to a report of fire at a residential or office building
 - "Class 2" refers to a report of fire at a place with large crowd (e.g. hospital, home for the old age people, railway station, airport or hotel, etc.), a place of high fire hazards (e.g. petrol station, dangerous goods store, power station, etc.) or a place that is far away from water supply
 - "Class 3" refers to a fire assessed by the Fire Commander at scene as not effectively controlled and likely to spread with emission of smoke and fumes or large number of people trapped and more manpower and equipment are required
 - It will be raised to "Class 4" if the situation continues to deteriorate (e.g. the fire is severe with large amount of smoke and fumes and extremely high temperature); the number of injuries and risk to human safety are increasing; the fire scene is above the 5th floor and more manpower and equipment are required

"Fire Precaution and Response"

4

A security guard's fire safety roles and responsibilities

- Be familiar with the fire escape routes and the location and operation of fire installations and equipment
- Be familiar with fire contingency plans and evacuation orders
- Be familiar with the types of operation of high fire hazards on site
- Perform fire safety duties and handle emergencies according to the laid-down policies, procedures and guidelines:
 - Ensure that fire exit doors are not locked
 - Ensure that smoke doors are kept closed
 - Ensure that means of fire escape and fire installations and equipment are not obstructed
 - Ensure that fire installations and equipment are in normal working condition
 - Participate in fire drills
 - Take appropriate actions when a fire alarm sounds and when there is a fire

Recommendation :

A security guard should participate in the training programmes of Fire Services Department (e.g. Fire Safety Ambassadors) so as to enhance his/her fire safety knowledge as well as abilities in the use of fire installations and equipment and dealing with a fire.

Ensure that fire exit doors are not locked

- A security guard on patrol should ensure that all fire exit doors (including exit doors on the ground floor and the roof) are not locked or hooked up
- If it is necessary to hook up a fire exit door, it must be easily pushed open in one single action from inside without a key
- If violation is found,
 - Identify the offender and advise him/her not to repeat violation
 - Take photographs and keep records of the violation
 - Follow up until the matter is resolved
 - Report to the landlord/occupier or the appointed fire safety officer



Ensure that smoke doors are kept closed

- A security guard on patrol should:
 - Ensure that smoke doors are kept closed but not locked
- If violation is found:
 - Immediately close the door and remove anything that stops it from being closed
 - Identify the offender and advise him/her not to repeat violation
 - Keep records
 - Report to the landlord/occupier or the appointed fire safety officer

Discussion:

- What is the function of smoke doors?

"Fire Precaution and Response"

7

Ensure no obstruction to means of fire escape and fire installations and equipment

- A security guard on patrol should ensure that all means of fire escape (including: exits, corridors, staircases and smoke doors) and fire installations and equipment are not obstructed.
- If violation is found,
 - Identify the offender and advise him/her to immediately remove the articles causing the obstruction
 - Take photographs and keep records of the violation
 - Follow up until the means of escape and fire installations and equipment are free from obstruction
 - Report to the landlord/occupier or the appointed fire safety officer

Discussion:

- Why should means of escape and fire installations and equipment be kept free from obstruction?
- What are the common causes of obstruction to means of escape and fire installations and equipment?

Ensure that fire installations and equipment are in normal working condition

- A security guard on patrol should pay attention to whether fire installations and equipment are in normal working condition, including whether the "EXIT" and "出口" signs at the fire escape routes and exits are illuminated.
- If fault, abnormality or damage is found:
 - Inform the landlord/occupier or appointed fire safety officer to arrange for repair and maintenance
 - Take photographs and keep records
 - Follow up until the installation/equipment resumes normal operation

Discussion:

- What are the common types of fault, abnormality or damage to fire installations and equipment?

Correct use of fire installations and equipment (1/8)

- Security guards should learn how to operate the following fire installations and equipment:
 - How to activate a manual fire alarm system
 - How to activate a fire hose
 - How to deactivate and reset an emergency detex lock



Correct use of fire installations and equipment (2/8)

- Security guards must learn about the types and operation of fire extinguishers

Type of extinguisher suitable for extinguishing fire involving				
Type of fire	Paper, textiles, Wood, Plastic	Flammable liquids, Solvent, Oil, Grease	Electrical appliances, Motors, Electrical switches	Size of a typical fire extinguisher
Carbon Dioxide Gas	-	✓	✓	4.5 kg
Water	✓	-	-	9 litre
Dry Powder	✓	✓	✓	5 kg
Clean Agent	✓	✓	✓	1 to 18 kg
Foam	✓	✓	-	9 litre

(Source: FSD Proper Selection of Fire Extinguishers)

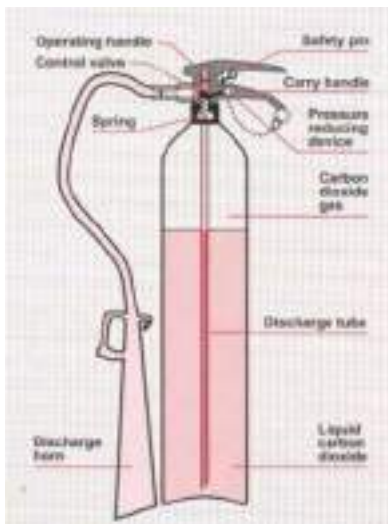
"Fire Precaution and Response"

11

Correct use of fire installations and equipment (3/8)

- Security guards must learn about the types and operation of fire extinguishers

The operation of Carbon Dioxide Type Extinguishers:



- Bring the fire extinguisher to the fire ground and keep a safe distance.
- Pull out the safety pin of the operating handle, and point the discharge horn at the burning material.
- Press the operating handle and the control valve will be opened. The liquid carbon dioxide in the discharge horn will then vaporize and expand, and eject via the discharge horn towards the base of the fire, smothering the burning material.
- After the fire is extinguished, release the operating handle to halt the discharge of gas.



(Source: FSD Proper Selection of Fire Extinguishers and Home Fire Safety)

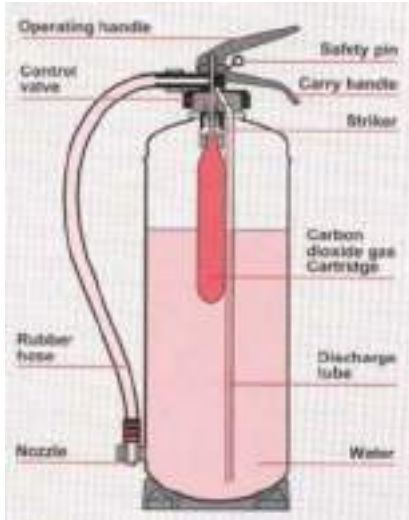
"Fire Precaution and Response"

12

Correct use of fire installations and equipment (4/8)

- Security guards must learn about the types and operation of fire extinguishers

The operation of Water Type Extinguishers:



- Bring the fire extinguisher to the fire ground and keep a safe distance.
- Pull out the safety pin, and point the nozzle at the burning material.
- Press the operating handle. For gas cartridge type extinguishers, the gas cartridge will be pierced by the striker. Carbon dioxide will then be released, and at the same time, the control valve will be opened. For stored-pressure type extinguishers, the control valve will also be opened, and water in the cylinder will be forced out through the nozzle. The nozzle can be adjusted to direct the water jet at the base of the fire to cool down the burning material.
- After the fire is extinguished, release the operating handle to halt the discharge of gas.



(Source: FSD Proper Selection of Fire Extinguishers and Home Fire Safety)

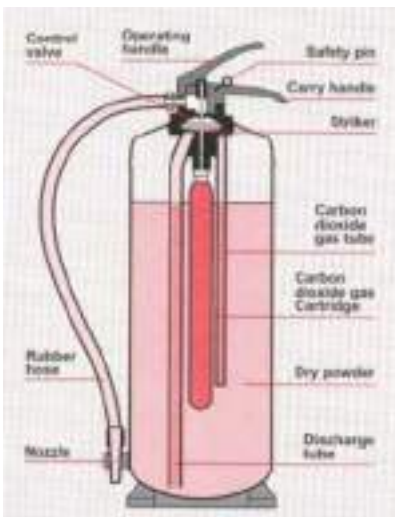
"Fire Precaution and Response"

13

Correct use of fire installations and equipment (5/8)

- Security guards must learn about the types and operation of fire extinguishers

The operation of Dry Powder Type Extinguishers:



- Bring the fire extinguisher to the fire ground and keep a safe distance.
- Pull out the safety pin of the operating handle, and point the nozzle at the burning material.
- Press the operating handle. For gas cartridge type extinguishers, the gas cartridge will be pierced by the striker. Carbon dioxide will then be released, and at the same time, the control valve will be opened. For stored-pressure type extinguishers, the control valve will also be opened. In both cases, dry powder stored in the cylinder will automatically be ejected through the nozzle. Adjust the nozzle so that the dry powder is directed at the base of the fire to smother the burning material.
- After the fire is extinguished, release the operating handle to stop the discharge of dry powder.



(Source: FSD Proper Selection of Fire Extinguishers and Home Fire Safety)

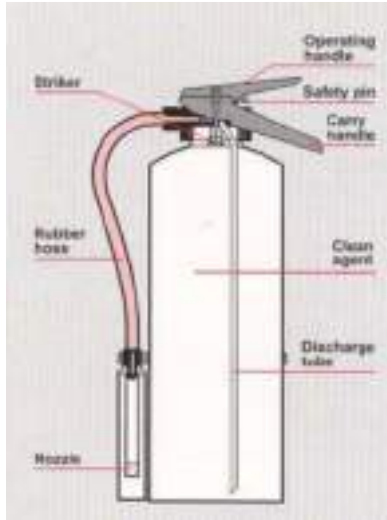
"Fire Precaution and Response"

14

Correct use of fire installations and equipment (6/8)

- Security guards must learn about the types and operation of fire extinguishers

The operation of Clean Agent Fire Extinguishers:



- Bring the fire extinguisher to the fire ground and keep a safe distance.
- Pull out the safety pin, and point the nozzle at the burning material.
- Press the operating handle and the control valve will be opened. The gas will eject through the nozzle towards the base of the fire, smothering the burning material.
- After the fire is extinguished, release the operating handle to halt the discharge of gas.



(Source: FSD Proper Selection of Fire Extinguishers and Home Fire Safety)

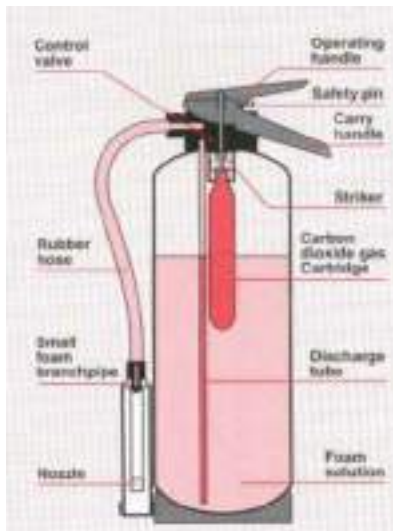
"Fire Precaution and Response"

15

Correct use of fire installations and equipment (7/8)

- Security guards must learn about the types and operation of fire extinguishers

The operation of Foam Type Extinguishers:



- Bring the fire extinguisher to the fire ground and keep a safe distance.
- Pull out the safety pin of the operating handle, and point the nozzle at the burning material.
- Press the operating handle. For gas-cartridge type extinguishers, the gas cartridge will be pierced by the striker. Carbon dioxide will then be released, and at the same time, the control valve will be opened. For stored-pressure type extinguishers, the control valve will also be opened. In both cases, foam solution stored in the cylinder will automatically be ejected through the nozzle. Adjust the nozzle so that the foam is directed against the inner wall of the container until the foam flows all over the burning oil or flammable liquid and eventually smothers it.
- After the fire is extinguished, release the operating handle to halt the discharge of foam.



(Source: FSD Proper Selection of Fire Extinguishers and Home Fire Safety)

"Fire Precaution and Response"

16

Correct use of fire installations and equipment (8/8)

- Security guards must learn about the types and operation of fire extinguishers



Fire Blanket

Use :

On fires involving flammable liquids, such as small fires in the kitchen or laboratory.

Method of operation : Take the blanket out from the case and drape it over the flames to seal off air. Switch off the source of heat and leave the blanket in position until the burning material cools down.



Sand Bucket

Use :

On small fires or fires involving metals.

Notes :

It can also be used for cleaning flammable liquids spilt on the ground.

(Source: FSD Proper Selection of Fire Extinguishers and Home Fire Safety)

"Fire Precaution and Response"

17

Operations of high fire hazards

- A security guard on patrol should pay attention to the operation of high fire hazards, e.g. renovation and welding work, storage of large quantities of dangerous goods or inflammable materials or operations that attract large crowds
- If the operation of high fire hazards exist,
 - Confirm that work is permitted by the landlord/occupier
 - Confirm that the operation and storage of dangerous goods or inflammable materials are not in violation of any safety rules
 - Confirm that means of fire escape are not obstructed
 - Advise the responsible person to correct any violations
 - Take photographs and keep records
 - Follow up until the issues are resolved
 - Report to the landlord/occupier or appointed fire safety officer

"Fire Precaution and Response"

18

Fire Drills



- During a fire drill, a security guard should:
 - Be familiar with fire contingency plans and evacuation orders, including:
 - How to help pregnant women and people with special needs to evacuate
 - The location of fire break floors and other fire shelters
 - Be familiar with roles and responsibilities when there is a fire
 - Be familiar with fire escape routes and assembly points
 - Be familiar with the location and operation of fire installations and equipment
 - If any of the measures/instructions/equipment is found faulty or inadequate during the fire drills, report to the landlord/occupier or appointed fire safety officer so that improvement can be made

"Fire Precaution and Response"

19

Fire Alarms



- Not every building is installed with a fire alarm system
- The landlord/occupier or appointed fire safety officer will determine actions in response to fire alarms according to the building's own situation:
 - Some buildings require full evacuation when the fire alarm sounds
 - Some buildings require different actions for different types of alarm, e.g. short intermittent alarms are for stand by and stay on alert while long continuous alarms are for immediate evacuation
- Security guards must familiarise with the building's fire alarm system and its operation and act in accordance to the fire contingency plans and evacuation orders

"Fire Precaution and Response"

20

When a fire breaks out / Actions in response to a small fire



- When a small fire breaks out:
 - Shout "FIRE" and break the nearest fire break glass to activate the fire alarm
 - Immediately dial "999" to call for assistance and call for the assistance of others
 - If safe to do so, use the nearest fire fighting equipment to put out the fire; never use water on an electricity fire
 - Inform the landlord/occupier or appointed fire safety officer
 - If fire cannot be put out quickly, evacuate in an orderly manner

Fire Procedures (1/5)

- When there is a fire, security guards should act in accordance to relevant fire contingency plans and fire orders. In general, their actions should include:
 - Request for police assistance
 - Assist evacuation
 - Assist emergency services
 - Resume normal operation

Fire Procedures – request for police assistance (2/5)

In case of
Emergency
dial 999

- When there is a fire, break the nearest fire break glass to activate the fire alarm. The signal will be transmitted to the Control Centre of Fire Services Department through the Alarm Monitoring Centre
- If the situation permits, dial 999 to report directly to police again and provide clearly the following information:
 - There is a fire and Fire Services assistance is required
 - Detailed address of the location of fire
 - (Where appropriate) any injuries and the number of injured person(s)
 - (Where appropriate) anybody trapped and the number of trapped person(s)
 - Name and contact details of the informant

"Fire Precaution and Response"

23

Fire Procedures – assist evacuation (3/5)

- During an evacuation, the duties of security guards include:
 - Evacuate everybody on site as soon as possible
 - Keep the evacuation safe and orderly, e.g. tell people not to run
 - Guide people to the assembly point through safe routes, e.g. use of fire escape staircases, not to use lifts, not to use staircases full of thick smoke, etc.
 - Assist people with special needs, e.g. pregnant women and handicapped people
 - Account for people at the assembly point
 - If anybody is missing, immediately inform the emergency services



"Fire Precaution and Response"

Fire Procedures – assist emergency services (4/5)

- Security guards should:
 - Cordon off the site and prevent people from entering except for fire and emergency services personnel
 - When fire and emergency services personnel arrive, assist them in their work, e.g. lead them to and from the fire scene and other necessary facilities as soon as possible
 - Immediately inform them all known essential facts, e.g.
 - Any trapped person(s) and their location and condition
 - Any missing person(s) and their last seen location and condition
 - Any injured person(s) and their location and condition
 - Any other information that may affect fire fighting and rescue work
 - Continue to guard the site until the matter is over

Fire Procedures – resume normal operation (5/5)

- After emergency services finish with rescue, the following should be confirmed before the site can be re-opened:
 - Investigations with regard to building safety and cause of fire are complete
 - The landlord/occupier has accounted for loss and damage to property and collection of information for insurance claims
 - Relevant parties of the building are ready to resume their normal operation
- Security guards should act in accordance to relevant contingency plans and fire orders and withdraw the cordon lines upon receiving the instruction of authorized personnel
- Before doing so, security guards should also confirm that the security team is ready to carry out normal security and access control measures

Appendix 2: Question Sample

	Question Sample	Model Answer
1.	<p>CHAN Tai-man is the security guard of a commercial building. When he is on patrol, he finds that a pile of junk at the 10/F staircase is on fire. What should his first reaction be?</p> <p>Answer:</p> <ul style="list-style-type: none"> (A) Immediately escape from the scene (B) Immediately evacuate tenants from the 10/F (C) Immediately look for a fire extinguisher to put out the fire (D) Immediately activate the nearest fire alarm (E) Immediately inform the Security Control and cordon off the scene to prevent others from getting near it 	(D)

Teaching and Assessment Guidelines

Functional Area: “Handling Emergencies”

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will understand the roles and responsibilities of a security guard with regard to handling emergencies and acquire the knowledge and skills required for handling emergencies.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 1.5 hours.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following nine areas:

1. Types of emergencies
2. Preparation for handling emergencies
Focus areas:
 - Need-to-know
 - Communication
 - Contact lists
3. Procedures for handling emergencies
Focus areas:
 - Immediate actions, e.g. taking safety precautions; containing the situation, assessing the risks and paying attention to the contingency tips of certain types of emergencies.
 - Things to consider when assessing the risks, e.g. death/injuries; crime; crowd; failure of facilities and systems; potential to develop into a major event or attract media attention, etc.
 - Taking actions in accordance to the situation
 - Following up with issues and providing support to those in need of help
 - Performing a security guard’s primary functions, e.g. cordoning of the site, assisting building evacuation and attending to the injured.
 - Things to watch out for before closing down the incident.
4. Contingency tips for “Typhoons”
5. Contingency tips for “Flooding”
6. Contingency tips for “Power Failure”

7. Contingency tips for "Gas Leakage"
8. Contingency tips for "Lift Failure"
9. Contingency tips for "Bombs and Suspicious Objects"

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. Types of emergencies
2. Preparation for handling emergencies
3. Procedures for handling emergencies
4. Contingency tips for "Typhoons"
5. Contingency tips for "Flooding"
6. Contingency tips for "Power Failure"
7. Contingency tips for "Gas Leakage"
8. Contingency tips for "Lift Failure"
9. Contingency tips for "Bombs and Suspicious Objects"

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestions

References(updated on Oct 2020)

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- **Inter-departmental Counter Terrorism Unit, Hong Kong Police Force - Stay Vigilant to Bomb Video and Pamphlet**
https://www.police.gov.hk/ppp_en/11_useful_info/svtb.html
- **Simple Guidelines in the Event of Major Mishaps**
https://www.sb.gov.hk/eng/emergency/mishaps/guidelines_mishaps.pdf
- **Aide-Mèmoire - Suspicious objects and bombs**
<https://www.sb.gov.hk/eng/emergency/advice/Aide-Memoire%20of%20Suspicious%20Objects%20and%20Bombs.pdf>
- **Fire Protection Notice No. 4 – Dangerous Goods**
https://www.hkfsd.gov.hk/chi/source/notices/Fire_Protection_Note_No_4.pdf
- **Information to be provided when making fire and ambulance calls**
https://www.hkfsd.gov.hk/eng/fire_ambulance_services/fire_information.html
- **Gas Safety Tips to Users**
https://www.emsd.gov.hk/en/gas_safety/gas_safety_tips_to_users/index.html
- **Electricity Safety**
https://www.emsd.gov.hk/en/electricity_safety/index.html
- **Lifts and Escalators Safety**
https://www.emsd.gov.hk/en/lifts_and_escalators_safety/index.html

Appendices

Appendix 1: Lesson Sample

Appendix 2: Question Sample

QASRS Basic Guarding Course

**Functional Area -
"Handling Emergencies"
Teaching and Assessment Guidelines
Appendix 1: Lecture Sample**

Course Outline

- Types of Emergencies
- Handling emergencies - preparation
- Handling emergencies - procedures
- Contingency tips for "Typhoon"
- Contingency tips for "Flooding"
- Contingency tips for "Power Failure"
- Contingency tips for "Gas Leakage"
- Contingency tips for "Lift Failure"
- Contingency tips for "Bombs or Suspicious Objects Found"

Types of Emergencies

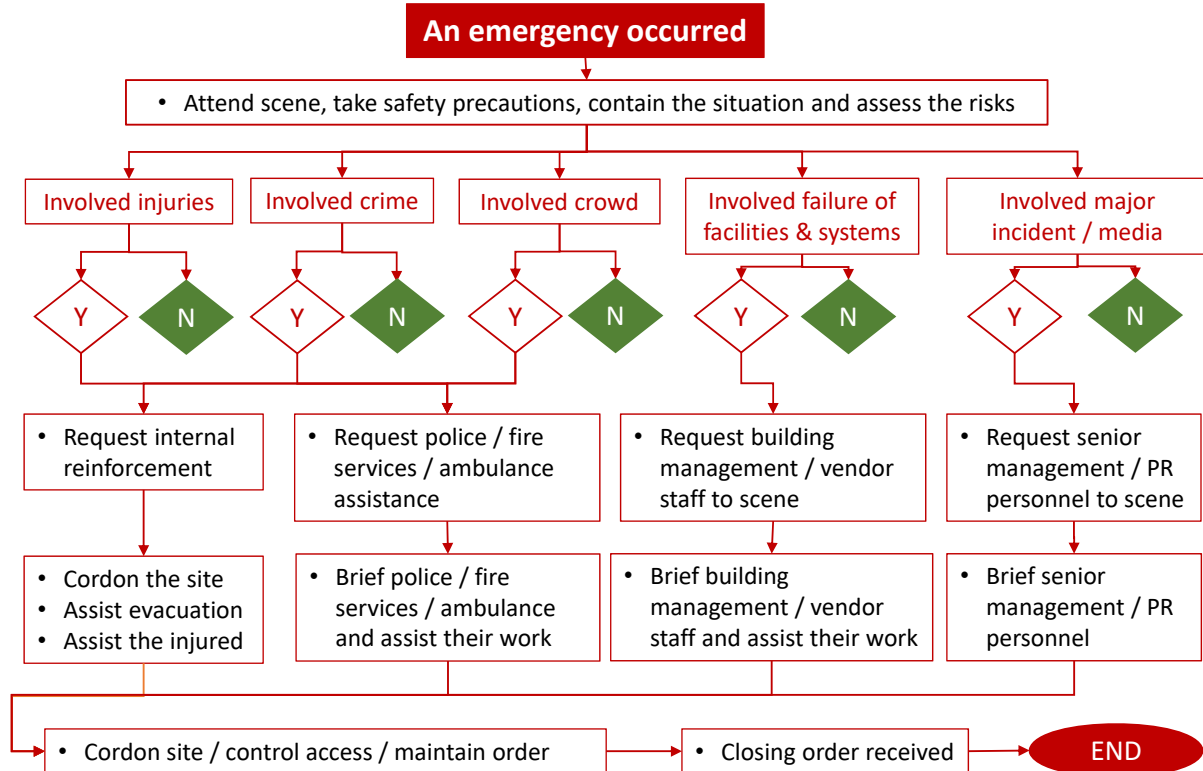
➤ Emergencies include:

- Natural disasters, e.g. typhoon, flooding
- Failure of facilities, e.g. power failure, gas leakage, lift failure
- Accidents, e.g. objects fall from height, traffic accidents
- Major incidents, e.g. building collapse
- Crimes, e.g. bombs or suspicious objects found
(**Remark:** "Handling suspicious person(s)", "Handling suspicious objects" and "Handling a scene of crime" are discussed in detail in functional area "Crime Prevention, Arrest, Search and the Use of Force".)
- Fire
(**Remark:** This is discussed in functional area "Fire Precaution and Response".)

Handling emergencies - preparation

- A Security Guard should act in accordance to laid-down contingency plans and procedures in handling emergencies.
- Before an emergency occurs, a Security Guard should:
 - Be familiar with the work environment and the location and operation of building facilities and systems
 - Be familiar with relevant contingency plans and procedures
 - Be familiar with the equipment and their operation for handling emergencies
 - Be familiar with relevant contingency tips in order to avoid inappropriate actions resulting in deaths / injuries and damage and loss to property.
- Swift communication is a key factor for successful handling of emergencies. A Security Guard should maintain up-to-date contact lists and be familiar with the responsible person(s)/vendor(s) of building facilities and systems as well as the means and protocols for making police reports for assistance.

Handling emergencies - procedures (1/3)



"Handling Emergencies"

5

Handling emergencies - procedures (2/3)

- When there is an emergency, a Security Guard should:
 - Take adequate safety precautions and response actions to contain the situation (**Remark:** Refer to contingency tips for different emergencies)
 - Assess the situation to see if it involves any injuries, crime, large crowd or failure of building facilities and systems; request for assistance; and take response actions accordingly. If it is a major incident (e.g. involves deaths or large number of injuries, building collapse, etc.) or involves the media, request senior management and/or PR personnel to attend scene to take charge of the situation.
 - Cordon off the site to prevent others from getting affected or rescue work from getting disrupted.
 - (Where relevant) attend to the injured person(s)
 - (Where relevant) assist the work of police and rescue parties, e.g. cordon off the site / control access / maintain order, etc.

"Handling Emergencies"

6

Handling emergencies – procedures (3/3)

- (Where relevant) assist the work of building management / vendor staff, e.g. lead them to the scene and location of relevant facilities and systems.
 - (Where relevant) report to senior management / PR personnel about the incident and facilitate them to decide on further actions and deal with the media and other relevant parties.
 - Continue to guard the site and prevent unauthorized personnel from entering until the incident is over.
- A Security Guard should only withdraw the cordon after receiving the instruction of an authorized personnel to do so.
 - Before doing so, he/she should confirm that the guard team is ready to resume normal security duties.
 - Record the incident and report to senior management.

"Handling Emergencies"

7

Contingency tips for “Typhoon” (1/2)

- A typhoon may result in flooding, power failure, building damage or collapse and landslide, etc.
- A Security Guard should take precautionary measures according to the warnings issued by the Hong Kong Observatory:
 - When Typhoon Signal #3 is hoisted,
 - Close all doors and windows exposed to the wind; (where necessary) attach adhesive tapes to the window panes to protect from glass shrapnel
 - Secure loose items (particularly those on balconies and rooftops), hoardings, scaffoldings and temporary structures
 - When Typhoon Signal #8 is hoisted, complete the precautionary measures
 - When Typhoon Signal #9 or #10 is hoisted, all precautionary measures should have been done. A Security Guard should stay away from exposed windows and doors to avoid getting hit by loose items blown up by the wind.
 - Check the drainage system(s) to prevent flooding at the roof or low areas.
 - Stand by at the guard post and leave only after handing it over to the next shift

"Handling Emergencies"

8

Contingency tips for “Typhoon” (2/2)

- When Typhoon Signal #8 is hoisted, a Security Guard should stay indoors unless it is strictly necessary
- If it is necessary to go out, a Security Guard should wear adequate protective gear, including:
 - Helmets
 - Raincoats
 - Rain boots / rain shoes / non-slip shoes
- When a request for assistance is received, a Security Guard should assess before attending to the request as follows:
 - Is it urgent? If not, leave it till the typhoon is over
 - Is it safe to attend to the matter? If not, call the police for assistance
 - Can he/she resolve the matter? If not, call the police for assistance

"Handling Emergencies"

9

Contingency tips for “Flooding”

- “Flooding” is a common problem for building security
- A Security Guard should take actions below to contain the situation:
 - Trace the source of water leakage and where possible, stop the leakage
 - Prevent spreading of the flood or where possible, divert it to areas where there will be less/no damage
 - Protect the lifts and other electrical facilities and systems from being affected
 - Where necessary, move the lifts to higher floors and temporarily suspend their use
- Involvement of other expertise:
 - Unless otherwise specified in the contingency plans and procedures,
 - Building management personnel / technicians should be involved in controlling the building facilities and systems

"Handling Emergencies"

10

Contingency tips for “Power Failure”

- When there is a power failure, a Security Guard should:
 - Assess the scope of impact, e.g. Is it a whole street, a whole building, a floor or a unit?
 - Depending on the situation, immediately inform building management personnel / technician(s) or (where relevant) the relevant vendor(s)
 - Step up access control of the site
 - Check if emergency power and emergency lightings are in operation and take further actions accordingly
 - Check if anybody is trapped in the lifts and take further actions accordingly
 - Check if anybody requires assistance and take further actions accordingly
- Involvement of other expertise:
 - Unless otherwise specified in the contingency plans and procedures, building management personnel / technicians should be involved:
 - To control building facilities and systems
 - To accompany vendor personnel to carry out repair work
 - To confirm normal operation upon completion of repair and maintenance

Contingency tips for “Gas Leakage” (1/2)

- “Gas Leakage” is an extremely dangerous situation. If mishandled, it may result in an explosion and cause major deaths and injuries as well as damage and loss to property.

- **Don'ts for Security Guards:**
 - Do not telephone the site
 - Do not ring the door bell or switch on or off any electrical appliances on site, including torches
 - Do not use a telephone, mobile phone, or radio for communication on site or in the vicinity
 - Do not smoke, switch on or off a water heater or a cooker or any cooking equipment on site or in the vicinity

Contingency tips for “Gas Leakage” (2/2)

- A Security Guard should:
 - Assess the seriousness of gas leakage, e.g. check the gas meter or use a handheld gas detector
 - If leakage is minor, check with the occupant about the situation; open all the doors and windows; switch off the flat’s gas supply and where relevant, inform the gas supplier for repair and maintenance.
 - If leakage is serious, immediately switch off the buildings gas supply and inform the gas supplier for repair and maintenance; assist the buildings residents evacuation; if someone is injured, immediately call for assistance from police and fire services.
- Involvement of other expertise:
 - Unless otherwise specified in the contingency plans and procedures, building management personnel / technicians should be involved:
 - To check the seriousness of gas leakage and control building facilities and systems
 - To accompany personnel of the gas supplier to carry out repair and maintenance
 - To confirm normal operation upon completion of repair and maintenance

"Handling Emergencies"

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Contingency tips for “Life Failure” (1/2)

- A Security Guard should:
 - Check if anybody is trapped and their location e.g. check CCTV footage or check through the intercom
 - Check the condition of trapped person(s) and if they require urgent assistance e.g. injured, fainted, feeling unwell or suffering from other health problems
 - Call 999 for fire services and ambulance in case of death/injuries or when urgent assistance is required
 - If the condition of the trapped person(s) is normal,
 - Immediately inform building management personnel / technician and (where appropriate) the lift vendor
 - Cordon off the scene
 - Maintain contact with the trapped person(s); keep them calm and monitor their condition in case it deteriorates

"Handling Emergencies"

14

Contingency tips for “Life Failure” (2/2)

- A Security Guard should (cont’d):
 - Confirm if any trapped person(s) rescued require medical check-up in the hospital; record their details and keep records of the incident.
 - Withdraw the cordon only after confirmation is received from building management personnel / technician and/or vendor personnel that the lift is ready for normal operation
- Involvement of other expertise:
 - Unless otherwise specified in the contingency plans and procedures, building management personnel / technicians should be involved:
 - To assess the cause of the lift failure
 - To accompany vendor personnel when performing repair and maintenance
 - To confirm normal operation of the lift upon completion of repair and maintenance

"Handling Emergencies"

15

Contingency tips for “Bombs or Suspicious Objects Found”

- “Bombs or Suspicious Objects Found” is an extremely dangerous situation. If mishandled, it may result in an explosion and cause major deaths and injuries as well as damage and loss to property.
- **Don’ts for Security Guards:**
 - Never touch, remove or cover the suspicious object with any article
 - Never use radio or mobile phones within 25-meter radius of the object
 - Unless imminent danger exists, do not evacuate immediately
- A Security Guard should:
 - Prevent others from getting near the object
 - Report to police for assistance
 - Provide support to police until it is over

"Handling Emergencies"

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Appendix 2: Question Sample

	Question Sample	Model Answer
1.	<p>When a bomb or suspicious object is found, what is the safe distance that a security guard should keep when using a walkie-talkie or mobile phone?</p> <p>Answer:</p> <ul style="list-style-type: none"> (A) 5 metres (B) 25 metres (C) 50 metres (D) 100 metres (E) 200 metres 	(B)

Teaching and Assessment Guidelines

Functional Area: “Handling Customer Enquiries and Complaints”

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will understand the basic principles of communication and acquire the techniques for handling customer enquiries and complaints.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 1 hour.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following five areas:

1. Basic courtesy when facing customers
2. Do's and Don't's of communication
3. Tips for handling customer enquiries
4. Tips for handling customer complaints
5. Exercises to practise how to deal with customer enquiries and complaints

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. Basic courtesy when facing with customers
2. Do's and Don't's of communication
3. How to handle customer enquiries and complaints

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

No suggestions

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

- **Mind Tools** (<https://www.mindtools.com/>)

Appendices

Appendix 1: Lesson Sample

Appendix 2: Question Sample

QASRS Basic Guarding Course

**Functional Area -
"Handling Customer Enquiries and Complaints"
Teaching and Assessment Guidelines
Appendix 1: Lecture Sample**

Course Outline

- Employer's image
- Communication Tips
- Handling customer enquiries
- Handling customer complaints
- Exercises

Employer's Image



- Security Guards are the first point of contact for customers at any place
- A customer's first image of the place are often based on the performance of their security guards.
- Basic courtesy when dealing with customers:
 - Neat and tidy appearance
 - Sincere and polite manner (with smiles and eye contacts)
 - Use simple welcome terms, e.g. Good morning! Hello!
 - Identify oneself first, e.g. name and post
 - Greet the customer, e.g. Mr., Miss

"Handling Customer Enquiries and Complaints"

3

Communication Tips

- (Do's) In addition to basic courtesy, a Security Guard should:
 - Understand relevant policies, procedures and guidelines
 - Be familiar with his roles and responsibilities and the surrounding environment
 - Respect the customer's right to state his/her views and make requests
 - Speak with an appropriate volume, tone and speech
 - Use polite terms, e.g. please, good day, thank you, etc.
 - Understand the customer's messages
 - Respond appropriately
 - Be empathetic
 - Use appropriate body language and expression



"Handling Customer Enquiries and Complaints"

4

Communication Tips

- (Don't's) When dealing with customers,
 - No discrimination / bias
 - Do not presume
 - Do not interrupt when a customer is speaking
 - Do not use jargon
 - Do not use foul language
 - Do not impose personal opinions



"Handling Customer Enquiries and Complaints"

5

Handling customer enquiries

- When handling customer enquiries, a Security Guard should communicate with customers in a sincere and polite manner.
- He/she should:
 - Proactively ask customers if they need help
 - Listen carefully to their queries and needs
 - Respond politely and be helpful



"Handling Customer Enquiries and Complaints"

6

Handling customer enquiries - example

A visitor is approaching a security guard at a building entrance

- Guard : (With friendly smile and eye contact) Good morning, miss! Hello! May I help you?
- Customer : Good morning! I want to go to Block 3.
- Guard : Miss, what should I call you?
- Customer : My surname is Chan.
- Guard : Hello, Miss Chan! May I know what you plan to do at Block 3?
- Customer : I am visiting a friend there.
- Guard : I see...Miss Chan, please turn right from here and you'll see Block 3 straight ahead. Before you enter Block 3, my colleague there will help you register. You may then go upstairs to see your friend.
- Customer : Thank you!
- Guard : No problem. Is there anything else I can be of help?
- Customer : That's it. Thank You!
- Guard : My pleasure. Goodbye!

"Handling Customer Enquiries and Complaints"

7

Handling customer complaints

- As the first point of contact with customers, a Security Guard often receives many different types of complaints.
- He/she should:
 - Understand relevant policies, procedures and operations
 - Be familiar with the roles and responsibilities and the surrounding area
 - Listen carefully to the complaints and needs
 - Resolve the issues in a rational manner



"Handling Customer Enquiries and Complaints"

Handling customer complaints

- When handling customer complaints, a Security Guard should:
- Try to understand the issues with a calm and open mind
 - Listen carefully to the customer's complaint and requests
 - Be empathetic and help the complainant to calm down
 - Seek the customer's consent before making records
 - Record the date, time, place, complainant's name, content and requests of the complaint
 - Report to senior management for instructions (if any)
 - Provide possible solutions to the complainant
 - If the issue cannot be resolved immediately, provide to the complainant designated contact point and channel to follow-up



"Handling Customer Enquiries and Complaints"

9

Handling customer complaints

Discussion:

- When should a complaint be reported to senior management?
- Why should personal opinions not be included when dealing with customer complaints?
- How to keep calm when dealing with customer complaints?
- Why should personal telephones not be used for dealing with customer complaints?



"Handling Customer Enquiries and Complaints"

10

Handling customer complaints - Example

A construction worker is refused access by a security guard when he fails to prove his authorization to enter a building.....

Guard : (With friendly smile and eye contact) Good morning, sir! Hello! May I help you?

Visitor : Good morning! I want to go to Flat C at the 18/F.

Guard : Sir, may I have your name please?

Visitor : My surname is Chan.

Guard : Mr. Chan, hello! May I know what you are doing at Flat C of 18/F?

Visitor : I do renovation work there.

Guard : I see...Mr. Chan, please produce your identity card.

Visitor : Oh, it's so X troublesome (whilst producing his identity card)

Guard : Excuse me, Mr. Chan. Your name is not on the list of construction workers

Visitor : So?!

Guard : My apologies! I can only let you in if you are registered on the list

"Handling Customer Enquiries and Complaints"

11

Handling customer complaints - Example

A construction worker is refused access(cont'd)

What a waste of time! (whilst making phone calls)

Visitor : The main contractor will come later. He said the landlord is not in HK. Why don't you let me in first? He'll arrive soon.

Guard : Mr. Chan, excuse me. I don't have the authority to let you in. I can only let you in after you are registered with the building management.

Visitor : Oh, what the hell. Why are you so X nervous? Am I treated as a thief? I come to work.

Guard : Mr. Chan, excuse me. I must act on company rules.

Visitor : Rules are dead. You should be more flexible. I won't disappear. What are you worrying about?

Guard : Mr. Chan, I understand. Please wait (whilst calling the building management).
Mr. Chan, excuse me. The building management said you must be registered first.

Visitor : Oh, what the X. ?#\$%&? OK! I'll remember you! If I can't finish my work, I'll tell the landlord to complain about you! (whilst leaving)

Discussion:

- How did the security guard perform? Any good points? Any improvements needed?

"Handling Customer Enquiries and Complaints"

12

Exercises

- The trainer should prepare several simple scenarios for trainees to exercise:
 - How to handle customer enquiries
 - How to handle customer complaints
- During the exercises, the trainer should pay attention to the performance of the trainees and correct any faults and mistakes

Appendix 2: Question Sample

	Question Sample	Model Answer
1	<p>When communicating with customers, which of the following items should a security guard do in addition to paying attention to basic courtesy?</p> <p>Answer:</p> <ul style="list-style-type: none"> (A) Judge the matter based on assumptions (B) Immediately stop any of the customer's unreasonable demands (C) Use jargon to show his/her professional knowledge (D) Speak with an appropriate volume, tone and speech (E) All of the answers in (A) to (D) above are incorrect 	(D)

Teaching and Assessment Guidelines

Functional Area: “Work Records and Reports of a Security Guard”

Teaching Guidelines

Intended Learning Outcomes

Upon completion of this lesson, it is expected that trainees will understand the knowledge and techniques required for a security guard to make work records and reports.

Contact Hours

It is recommended that the contact hours for this lesson should be not more than 1 hour.

Suggested Scope, Contents and Materials

It is recommended that the lesson should focus on the following six areas:

1. Types of work records and reports of a security guard
2. Occurrence Book
 - Focus areas:
 - Function
 - Sample and Writing Tips
3. Notebook
 - Focus areas:
 - Function
 - Sample and Writing Tips
4. Witness Statement
 - Focus areas:
 - Function
 - Sample and Writing Tips
5. Verbal Report
 - Focus areas:
 - Function
 - Sample and Writing Tips
6. Exercises to practise the making of verbal reports and writing of Occurrence Books and Witness Statements

Assessment Guidelines

Mode of Assessment

To be assessed using multiple-choice questions

Scope of Assessment

It is recommended that trainees should be assessed on their understanding of the following:

1. Types of work records and reports of a security guard
2. The function of Occurrence Books and tips for making records in Occurrence Books
3. The function of Notebooks and tips for making records in Notebooks
4. The function of Witness Statements and tips for writing Witness Statements
5. The function of verbal reports and reporting tips for making verbal reports

Marking Rubrics

To be able to select the Model Answer

List of Training Aids

“Occurrence Book” and “Witness Statement” samples should be made available for use during practical exercises.

References

(Remark: These references are intended for trainers. Their scope may exceed the depth and breadth of relevant topic in the UoC. Training institutions should tailor the materials to suit the needs and abilities of the trainees if they decide to adopt them as training materials for the use of the trainees. Copyrights should also be observed. Some of the References may not provide Chinese translation of the materials. Training institutions should translate the materials for the use of the trainees where necessary.)

Suggested references:

No suggestions

Appendices

Appendix 1: Lesson Sample

Appendix 2: Question Sample

QASRS Basic Guarding Course

**Functional Area -
"Work Records and Reports of a Security Guard"
Teaching and Assessment Guidelines
Appendix 1: Lecture Sample**

Course Outline

- Work Records and Reports
- Occurrence books
- Notebooks
- Witness Statements
- Verbal reports
- Exercises

Word Records and Reports

- Security guards are responsible for keeping records about occurrences at their posts
 - e.g. Records about key issuance and collection and access activities, etc.
- Daily records kept by security guards also include:
 - Occurrence books at the guard posts
 - (If available) personal note books
 - Statements
- Verbal reports

After an occurrence, security guards are also required to brief their superior in accordance to the contingency plan.

"Work Records and Reports of a Security Guard"

3

Occurrence Books (OB)

- Function
 - To record all activities and occurrences at a guard post, including the handing over of guard duties at the change of each shift
- Security guards should:
 - Use a new reference number for each entry
 - Clearly record the date and time for each entry
 - Record events in simple and brief sentences
 - Record facts without bias or personal opinions
 - Not arbitrarily alter and delete the records (Note: If a mistake is made, cross it out and countersign)
 - Not tear or damage the pages
 - Record with pens using ink that is not easily erasable

"Work Records and Reports of a Security Guard"

4

Occurrence Books (OB) - sample

Ref.	Date	Time	Ref. No.	Occurrence	Remark
01233	15/8/2018	12.30		SG456 returned to control room after lunch	
01234	15/8/2018	12.40		SG777 reported failure of lift#2 at block 3. Nobody is trapped. Informed technician to go to repair.	
01235	15/8/2018	12.58	01234	SG777 reported lift technician Lam Tai-keung arrived at scene.	
01236	15/8/2018	13.10		SG689 reported a traffic accident at the main gate. A lorry hit a taxi. 2 injured. He asked for additional manpower and calling of ambulance.	
01237	15/8/2018	13.11	01236	SG456 called 999 for ambulance.	
01238	15/8/2018	13.12	01236	SG888 and SG223 arrived at main gate.	
01239	15/8/2018	13.20	01236	Ambulance AM111 arrived.	

"Work Records and Reports of a Security Guard"

5

Notebooks

➤ Function

- To record the activities and occurrences of a security guard during his shift, including handing over of duties at the change of shift

➤ A security guard should:

- Make records in time sequence
- Record in simple and brief sentences
- Record facts without bias or personal opinions
- Not arbitrarily alter and delete the records (Note: If a mistake is made, cross it out and countersign)
- Not tear or damage the pages
- Record with pens using ink that is not easily erasable

"Work Records and Reports of a Security Guard"

6

Notebooks – sample

Date	Time	Occurrence
15/8/2018	07.00	On duty at main gate. Took over from night shift SG832. Nothing to hand over.
15/8/2018	11.30	Lunch break. Relieved by SG 456.
15/8/2018	12.30	Finished lunch and resumed main gate duty
15/8/2018	13.09	Traffic accident. A lorry hit a taxi. 2 injured.
15/8/2018	13.10	Inform Security Control to send additional manpower and call ambulance.
15/8/2018	13.12	SG888 and SG223 arrived at the main gate to support
15/8/2018	13.20	Ambulance AM111 arrived

"Work Records and Reports of a Security Guard"

7

Witness Statements

➤ Function

- Used by a security guard to give a complete and detailed account of an occurrence during his shift

➤ A security guard should:

- Each institution may have their own requirements for statements
- Statements are normally consisted of three parts:
 - Essential facts of the occurrence
 - Background information of the person (security guard) making the statement
 - Details of the occurrence
- It is normally given by the statement maker in first person (i.e. "I") in accordance to the sequence of events and details what he/she sees and knows from the beginning to the end
- The content should be based on facts and without bias or personal opinions
- It should not be arbitrarily altered and deleted (Note: If a mistake is made, cross it out and countersign)
- It should be written with pens using ink that is not easily erasable

"Work Records and Reports of a Security Guard"

8

Witness Statements - sample

Witness Statement			
Date of Report : 15/8/2018			
Incident No. : IR-2018-001457		Incident Type : Traffic Accident	
Date occurred : 15/8/2018	Time Occurred : 13.09	Death/Injuries : Yes (2 injured)	Loss : Nil
Place occurred : Main gate of ABC Garden			
Personal Details of Witness :			
Name : MA Si-yan	Age : 50	Education : Secondary 3	
Staff No. : SG689	Position : Security Guard	Date joined : 17/7/2008	
Workplace : ABC Garden		Contact Tel. : 68906890	
<p>On 17/8/2018, I worked day shift and was responsible for access control at the main gate of ABC Garden. At 13.09 hrs., taxi BC3245 entered with 2 passengers. When it was going past the gate, a lorry CD7890 suddenly hit it from behind. The taxi rushed forward and hit a pedestrian who was at the zebra crossing in front of the gate. The lorry driver was bleeding on his forehead. One taxi passenger was not feeling well and the pedestrian had abrasions on her hands and legs which were bleeding.</p> <p>At 13.10 hrs, I informed Security Control and asked them to send additional manpower and call an ambulance. At 13.12 hrs, security guards SG888 and SG223 arrived at the main gate. I controlled the traffic and they attended to the injured people.</p> <p>At 13.20 hrs, ambulance AM111 arrived and the medical officers applied first aid to the injured people. At 13.21 hrs, traffic police PC 25528 arrived.</p> <p>At 13.30 hrs, lorry driver (male: NG Tin-sang, age 60) and pedestrian (female: LI Lu-may, age 30) were dispatched to hospital by ambulance.</p> <p>At 13.45 hrs, traffic police PC25528 left and the scene resumed normal. (Signature)</p>			

9

Verbal Reports

- Function
 - To provide essential facts about an occurrence and allow the superior to make swift and accurate decisions about further actions
- A security guard should:
 - Provide verbal reports either in person or through the radio or by phone
 - Report clearly to superior about the occurrence and point out:
 - Its seriousness, e.g. injured person(s), damage or number of people affected
 - Things he should pay attention to, e.g. it involves sensitive individuals or the media
 - Assistance required, e.g. manpower, equipment, etc.
 - A complete verbal report should include:
 1. WHAT happened?
 2. WHERE did it happen?
 3. WHEN did it happen?
 4. WHO was involved?
 5. WHY did it happen?
 6. HOW did it happened?
 7. WHAT is required from the superior?

Verbal Reports - Sample

➤ Background

- Li Tai-hoi is the security of a prestigious residential complex
- NG Siu-chi is the shift supervisor

➤ Content of verbal report:

Li Tai-hoi: Boss, someone is trying to jump down from block 5. It's the movie star Li Fei-fei of flat C on 18/F. She is now hanging outside her living room window facing the sea. Her husband is holding onto her and two of our team are there to help.

NG Siu-chi: Wow, that's serious. What do you need from me?

Li Tai-hoi: We called the police already. There is a big crowd of spectators downstairs and the media should turn up soon. Will you send someone to control the crowd?

NG Siu-chi: Sure. I'll do that right away. You hold on. I'll come soon.

"Work Records and Reports of a Security Guard"

11

Exercises

- The trainer should prepare several simple scenarios for trainees to exercise:
 - How to make verbal reports to the superior
 - How to make OB records
 - How to write witness statements
- During the exercises, the trainer should pay attention to the performance of the trainees and correct any faults and mistakes

"Work Records and Reports of a Security Guard"

12

Appendix 2: Question Sample

	Question Sample	Model Answer
1.	<p>What should be done if a mistake is made when making an entry in the Occurrence Book?</p> <p>Answer:</p> <ul style="list-style-type: none"> (A) Erase it with an eraser (B) Cover it with correction fluid (C) Colour the wrong word(s) with a pen until they are all covered up (D) Cross out the wrong word(s) by drawing an X on them with a pen (E) Cross out the wrong word(s) by drawing a line across them with a pen and initial next to the line 	(E)

Self-study Guidelines

Intended Learning Outcomes

Upon completion of the self-study session, it is expected that trainees will enhance their knowledge about the security industry in Hong Kong, their potential career pathways in the industry and gain a deeper understanding of laws that have a major impact on guarding work and the operation of relevant enforcement agencies.

Self-study Hours and Time of Completion

It is recommended that the self-study period should be at least three hours and should be completed before the examination at the end of the course.

Suggested Scope, Contents and Materials

This self-study will be based on online materials. Where necessary, trainees may complete this at public libraries set up with computers for public use. It is recommended that the self-study should focus on the following four areas:

1. The Security and Guarding Services Industry Authority

(<https://www.sb.gov.hk/eng/links/sgsia/>)

Focus areas:

- The roles and functions of the SGSIA and how the SGSIA, empowered by the “Security and Guarding Services Ordinance” (Cap. 460), regulates licensing and training matters of the industry.
- Security Company License
 - 3 categories of security work
- Security Personnel Permit
 - 4 categories of security work
 - Issuance Criteria
 - Issuance Conditions
- Quality Assurance System for the Recognition Scheme of Security Training Courses
 - How the scheme operates
 - Where to find the list of recognized courses

2. Hong Kong Police Force

Focus areas:

To learn about the roles and functions of the Hong Kong Police Force in licensing and supervision of the industry in order to ensure its service quality.

- Police Licensing Office – Security Personnel Permit
(https://www.police.gov.hk/ppp_en/11_useful_info/licences/security.html)

- Security Companies Inspection Unit
(https://www.police.gov.hk/ppp_en/04_crime_matters/cpa/sciu.html)
 - Intruder Alarm Inspection Unit
(https://www.police.gov.hk/ppp_tc/04_crime_matters/cpa/iaiu.html)
3. Qualifications Framework for Security Services
Focus areas:
To learn about how the Qualifications Framework of Security Services may affect the personal career pathways of a security guard.
- Overview (<https://www.hkqf.gov.hk/en/overview/index.html>)
 - Key Features (<https://www.hkqf.gov.hk/en/KeyFeatures/index.html>)
 - Specification of Competency Standards for Security Services
(<https://www.hkqf.gov.hk/security/en/scs/introduction/index.html>)
4. Practical Legal Knowledge
Focus areas:
To gain a deeper understanding of laws that have a major impact on guarding work and the operation of relevant enforcement agencies.
- Labour Department and “Occupational Safety and Health Ordinance” (Cap. 509)
 - Public Services – Occupational Safety and Health
(<https://www.labour.gov.hk/eng/osh/content.htm>)
 - “Occupational Safety and Health Regulations” (Cap. 509)
(<https://www.labour.gov.hk/eng/legislat/content4.htm>)
 - The Office of Privacy Commissioner for Personal Data (“PCPD”) and “Personal Data (Privacy) Ordinance” (Cap. 486)
 - About PCPD
(https://www.pcpd.org.hk/english/about_pcpd/our_role/what_we_do/what_we_do.html)
 - “Personal Data (Privacy) Ordinance” (Cap. 486) – At a Glance
(https://www.pcpd.org.hk/english/data_privacy_law/ordinance_at_a_Glance/ordinance.html)
 - Guidance on Property Management Practices
(https://www.pcpd.org.hk/english/resources_centre/publications/files/property_e.pdf)
 - Independent Commission Against Corruption and Anti-Corruption Laws
 - “Prevention of Bribery Ordinance” (Cap. 201) – private sector
(<https://www.icac.org.hk/en/law/law/pobopri/index.html>)
 - Anti-corruption Guide – Property Management
(<https://ichannel.icac.hk/tc/categorylist.aspx?video=483>)