

Specification of Competency Standards
for the Property Management Industry
Unit of Competency

Functional Area - Management of the Environment of a Property

Title	Undertake the management of security operation, risk management and planning for improvement
Code	110412L4
Range	Security practice and management in property, applicable to security operation and risk management, and works for improvement programme
Level	4
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand security practices and risk management</p> <ul style="list-style-type: none"> • Thoroughly understand the laws and regulations relating to property management and security services • Thoroughly understand the core areas of security practices of property management and the risks <p>2. carry out security operation management</p> <ul style="list-style-type: none"> • Be able to compile effective guidelines of the posts and reporting arrangements • Be able to arrange daily and flexible staff deployment and mobilize manpower • Be able to supervise the work of the property security contractor to ensure that their performance meets the contractual requirements and quality standards • Be able to supervise and manage the operation of the control centre within the property premises to ensure proper monitoring and support of the operation of property management • Be able to collect and collate data and reports related to property security, and statistically analyse the implementation status of property security services • Be able to handle records of property security services properly • Be able to handle complaints or enquiries regarding property security services • Be able to coordinate the control centre, staff, contractor or government department in response to emergencies at the property premises, and follow up on the relevant investigations and aftermath of the property • Be able to assist in the implementation and management of improvement schemes for security systems or services within the premises of the property <p>3. Carry out security risk management</p> <ul style="list-style-type: none"> • Be able to collect the opinions of various teams on the property environment and the security system or service of the property premises, be able to find security loopholes and risks, and reflect the improvement opinions to the superiors • Be able to understand the latest types and tactics of crime and remind the owner/client • Be able to contact relevant departments or contractors to collect professional opinions on the scope of property security and integrate opinions according to the actual situation • Be able to draft security risk assessment reports and improvement proposals for consideration by superiors
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the laws and rules relating to security services for property management thoroughly, and be able to understand the core areas of security practices of property management and the risks thoroughly;

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	<ul style="list-style-type: none">• Be able to effectively manage the security practices of the property management industry, including mobilizing manpower, supervising contractors, managing the operation of control centres within the premises and responding to emergencies, ensuring that property security services meet legal requirements and quality standards;• Be able to properly handle complaints or enquiries about property management security services, collate, figure and analyse the implementation status of property security services, review performance and effectiveness and make suggestions for improvement to superiors, assist in the management and implementation of improvement plans; and• Be able to coordinate and collect the opinions of each team on the property environment and the security system or services in the property, find out security loopholes or risks in the property, and draft the property security risk assessment report and improvement proposals for consideration by the superiors.
Remark	