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

Functional Area - Management of the Environment of a Property

Title	Devise and set up the structure of security services and continuously improve the provision of security services of the company
Code	110414L6
Range	Property Security management and improvement work of a property, applicable to planning and setting up structure of security service of a property, the chain of command and responsibility, and continuously improving the property security service provided by the company
Level	6
Credit	6
Competency	Performance Requirements 1. Integrate security services strategies • Integrate market developments and strategies of security services relating to a property • Evaluate the pros and cons of various operating structures and the methods of outcome effectiveness analysis 2. Plan and set up the structure of security services • Be able to integrate the requirements of the law on the organisational structure and financial position of the security company • Be able to integrate the nature of the property, market positioning, owner/customer requirements and service level, formulate and set up a security service structure for property management, and define a clear division of rights, obligations, responsibilities and chain of command to ensure effective operation and enhance quality services • Be able to analyse and assess the cost-effectiveness and service level of property security services, and make structural or procedural amendments to various factors and outcomes to ensure compliance with industry and legal requirements 3. Continuously improve the security service of a property • Be able to integrate the new property security knowledge and application technologies to improve service levels continuously • Be able to integrate market developments, property usage conditions and tenant/customer expectations, and introduce advanced and suitable security devices for property to improve operational efficiency and tenant/customer satisfaction • Be able to maintain close contact with government departments, community groups and the security service industry to improve the security services of the property and support the activities related to the security industry to improve the community environment continuously
Assessment Criteria	The integral outcome requirements of this UoC are: • Be able to integrate property security market developments and strategies, evaluate the pros and cons of various operating structures and methods of outcome effectiveness analysis; • Be able to integrate the requirements of the legislation on the organisational structure and financial situation of security companies, formulate and establish a structure for property security services in light of the nature of the property, market positioning, owner/customer requirements and service levels, etc., and clarify the division of rights, obligations, responsibilities and chain of command to ensure the effective operation and enhancement of quality services, and continuously review and revise; and

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	• Be able to integrate the new property security knowledge and application technology, industry and legal requirements, introduce advanced devices, and to improve property security services continuously, and to help the development of the community and the environment effectively.
Remark	