Specification of Competency Standards
for the Security Services Industry
Unit of Competency

Functional Area - Security Management

Title	Manage record-keeping of security services
Code	107641L4
Description	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to establish record-keeping system(s) to record information and activities of the security services in order to provide evidence of actions taken and decisions made, manage legal and other risks, meet the accountability obligations, facilitate future reference and queries, and capture and share lessons learnt.
Level	4
Credit	2

Competency	Performance Requirements
	1. Knowledge about record-keeping of security services:
	
	• Understand the mission, objectives and operations of the organisation
	• Understand requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong
	• Understand the organisation's common law duty of care and obligations to provide safe and secure environments under the following legislations:
	    ○ The Occupational Safety and Health Ordinance, Cap 509
	    ○ The Occupiers Liability Ordinance, Cap 314
	• Understand the organisation's security measures
	• Understand the organisation's security policies, procedures and guidelines
	• Understand the organisation's policies and guidelines relevant to information security and confidentiality as well as personal data privacy
	• Understand the objectives of record-keeping, which may include:
	    ○ To provide evidence of actions taken and decisions made,
	    ○ Manage legal and other risks,
	    ○ Meet the accountability obligations,
	    ○ Facilitate future reference and queries, and
	    ○ Capture and share lessons learnt
	• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts
	• Possess the people skills and communication skills to deal with others
	• Possess the literacy skills to clearly and accurately record information and activities
	2. Manage record-keeping of security services
	
	    Be able to:
	• Formulate adequate policies, procedures and guidelines to guide record-keeping
	• Establish the systems for record-keeping
	• Specify the format and style of various records and reports
	• Deploy adequate manpower to perform the expected scope of services
	• Ensure that personnel deployed for record-keeping are properly trained for their roles and tasks
	• Ensure that controls are in place to oversee the execution of record-keeping to the desired outcomes
	• Ensure that records are generated in the prescribed format and style and kept in the specified systems or means
	• Ensure that records of security services are kept according to relevant policies, procedures and guidelines

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	• Ensure that obligations relevant to information security and confidentiality as well as personal data privacy are observed • Conduct periodic reviews to ensure that record-keeping meet the needs and objectives of the organisation
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities: • Manage record-keeping to meet the needs and objectives of the organisation; and • Ensure that the record-keeping systems are effective and efficient and achieve the desired outcomes
Remark	