

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

Functional Area - Security Management

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

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	<ul style="list-style-type: none">• Contribute to operational effectiveness and efficiency of security services
Remark	