

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

Functional Area - Physical Security & Technological Support

Title	Establish service level agreements with clients about the design, installation, repair and maintenance of security systems and devices
Code	107655L5
Description	This unit of competency applies to security personnel at managerial level responsible for managing the operations of a company holding a Type III security company license involving in the design, installation, repair and maintenance of security systems and devices in Hong Kong. It covers the abilities to establish service level agreements with clients to provide services that comply with the requirements of relevant licence, laws and regulations, and policies, procedures and guidelines as well as the agreed service quality and standards.
Level	5
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will affect the establishment of service level agreements with clients about the design, installation, repair and maintenance of security systems and devices</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> <li>• Evaluate the requirements for a company operating under a Type III security company license to provide services in design, installation, repair and/or maintenance of security systems and devices in Hong Kong</li> <li>• Evaluate the requirements of laws and regulations relevant to physical security and technological support which should include but not limited to: <ul style="list-style-type: none"> <li>○ Security and Guarding Services Ordinance, Cap 460</li> <li>○ Occupational Safety and Health Ordinance, Cap 509 and associated regulations</li> <li>○ Personal Data (Privacy) Ordinance, Cap 486</li> </ul> </li> <li>• Evaluate the duty of care and third party responsibilities with regard to maintaining safety and security of the sites under protection</li> <li>• Evaluate the scope of services with regard to the design, installation, repair and/or maintenance of security systems and devices</li> <li>• Evaluate the costs and resources required for the services</li> <li>• Evaluate relevant policies, procedures and guidelines</li> <li>• Analyse the terms and conditions of the service level agreements with clients</li> <li>• Describe the concepts and techniques for security risk assessment and site security surveys</li> <li>• Describe the concepts and techniques for resource planning and budgeting</li> </ul> <p>2. Establish service level agreements with clients about the design, installation, repair and/or maintenance of security systems and devices</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> <li>• Analyse client's specifications of safety and security standards and service quality and performance standards required</li> <li>• Analyse threats and risks, resources and costs required to meet the client's specifications</li> <li>• Develop the proposed service plan, which should include but not limited to: <ul style="list-style-type: none"> <li>○ Products and/or services to be provided – in-scope vs. out-of-scope services</li> <li>○ Resources to be deployed</li> <li>○ Service quality and standards to be expected</li> <li>○ Obligations of the service provider and the client</li> <li>○ Legal and regulatory considerations</li> <li>○ Risk considerations and insurance coverage</li> </ul> </li> </ul>

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

Functional Area - Physical Security & Technological Support

	<ul style="list-style-type: none"> <li>○ Protocols</li> <li>○ Processes involved</li> <li>○ Policies, procedures and guidelines</li> <li>○ Contingency plans</li> <li>○ Service fees</li> <li>● Present the proposed service plan to the client either in a tendering process or in a direct outsourcing process</li> <li>● Consolidate client's feedback and revised requirements as the preferred service level agreement</li> <li>● Establish the formal service level agreement as required</li> <li>● Carry out regular reviews to ensure that services meet the terms and conditions of the service level agreement and required service quality and performance standards</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>● Establish service level agreements with clients that meet the requirements of relevant laws and regulations as well as the client's specifications and service quality and performance standards expected in accordance to the laid-down policies, procedures and guidelines of the organisation; and</li> <li>● Monitor services to ensure that they meet the relevant requirements.</li> </ul>
Remark	