

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

Functional Area - Physical Security & Technological Support

Title	Deploy security personnel for managing physical security and technological support
Code	107666L4
Description	This unit of competency applies to security personnel at managerial level responsible for managing physical security and technological support of an organisation. It covers the abilities to deploy security personnel for managing physical security and technological support and ensure that they are effective and efficient and meet the required standard of conduct and performance.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will impact on the deployment of security personnel for managing physical security and technological support of the organisation</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • Evaluate the requirements of relevant laws and regulations about employment, leave and rest days, reward and compensation, training, licensing, supervision, discipline and termination in relation to security services in Hong Kong, which include: <ul style="list-style-type: none"> ○ Security and Guarding Services Ordinance, Cap 460 ○ Employment Ordinance, Cap 57 ○ Minimum Wage Ordinance, Cap 608 ○ Employees' Compensation Ordinance, Cap 282 • Evaluate the job roles and tasks involved in physical security and technological support • Evaluate the qualifications, experiences and skills of personnel that fit the requirements of the job roles and tasks of physical security and technological support • Describe the concepts and skills to lead and coach security personnel to meet the desired outcome of the job roles and tasks of physical security and technological support <p>2. Deploy security personnel to manage physical security and technological support</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • Deploy security personnel for the respective roles/tasks: <ul style="list-style-type: none"> ○ Assign roles/tasks taking by into consideration the working hours, rotation requirements, individual capabilities and other relevant attributes ○ Communicate the roles and responsibilities, procedures for performing the roles/tasks and the expected outcome ○ Acknowledge and balance the needs of the task, the team and the individual where possible • Monitor performance: <ul style="list-style-type: none"> ○ Monitor performance to ensure compliance with the laid-down policies, procedures and guidelines ○ Recognise and reward good performance ○ Coach security personnel to enhance their capabilities ○ Take disciplinary actions against serious failures/mistakes and/or repeat offenders • Give direction and support when needed <ul style="list-style-type: none"> ○ Provide direction on urgent and/or critical matters ○ Provide guidance and support in handling complaints and resolving problems and conflicts • Review performance outcome for continuous improvement <ul style="list-style-type: none"> ○ Examine reports to ensure proper records of all activities and incidents are kept ○ Investigate incidents to identify gaps and failures and take corrective actions

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	<ul style="list-style-type: none"> ○ Identify training needs and provide training to further develop the security personnel ○ Provide feedback to management in order to improve the services and relevant policies, procedures and guidelines
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> ● Lead security personnel to deliver effective and efficient physical security and technological support services to the organisation; ● Uphold the conduct, performance and service quality of the security personnel at a high level at all time; ● Direct and support the security personnel to handle incidents and emergencies and resolve conflicts; and ● Conduct reviews to identify areas for continuous improvement.
Remark	Revised on Dec 2018