

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

Functional Area - Physical Security & Technological Support

Title	Deploy security personnel for the design, installation, repair and/or maintenance of security systems and devices
Code	107667L4
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 in Hong Kong. It covers the abilities to deploy security personnel for design, installation, repair and/or maintenance of security systems and devices and ensure that they provide effective and efficient services and their conduct and performance meet the required standard.
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 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"> • Evaluate 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 requirements for security personnel involved in electrical work to be additionally registered as an Electrical Worker with the Electrical & Mechanical Services Department in Hong Kong • Evaluate the job roles and tasks involved • Evaluate the requirements in training and licensing, qualifications, skills and experiences of security personnel for the roles and tasks • Describe the concepts and skills to lead and coach security personnel to meet the desired outcome of the job roles and tasks <p>2. Deploy security personnel for 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"> • Deploy security personnel for the respective roles/tasks: <ul style="list-style-type: none"> ○ Assign roles/tasks by taking 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 ○ Obtain feedback from clients ○ Recognise and reward good performance ○ Coach security personnel to enhance their capabilities ○ Take disciplinary actions against serious failures/mistakes and/or repeat offenders

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	<ul style="list-style-type: none"> • 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 ○ Investigate incidents to identify gaps and failures and take corrective actions ○ Identify training needs and provide training to further develop the security personnel ○ Provide feedback to management in order to improve the security services management plan and 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 services in the design, installation, repair and/or maintenance of security systems and devices in accordance to laid-down policies, procedures and guidelines and service level agreements with clients; • Uphold the conduct and behaviour and service quality of security personnel at a high standard at all time; • Direct and support security personnel to handle incidents and emergencies and resolve conflicts; and • Conduct periodic reviews for continuous improvement
Remark	Revised on Dec 2018