

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

Functional Area - Physical Security & Technological Support

Title	Supervise servicing of a security system for a client's site
Code	107681L3
Description	This unit of competency applies to security personnel at supervisory level and above responsible for providing services associated with the design, installation, repair and/or maintenance of security systems and devices of a company holding a Type III security company license in Hong Kong. It covers the abilities to manage the servicing of a security system for a client's site.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about servicing of a security system for a client's site</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Describe the requirements of the Security and Guarding Service Ordinance (Cap 460) for security personnel engaged in the design, installation, repair and/or maintenance of security systems and devices to hold a valid Category D Security Personnel Permit</li> <li>• Describe the requirements under the Electricity (Registration) Regulations (Cap 406D) for all workers engaged in electrical work to be registered as an Electrical Worker with the Electrical &amp; Mechanical Services Department</li> <li>• Describe the terms and conditions of the service level agreements with the client</li> <li>• Describe the security system for the client's site</li> <li>• Describe the requirements of laws and regulations relevant to safety and security of the workplace in Hong Kong</li> <li>• Describe the concepts and skills and techniques for project management</li> </ul> <p>2. Supervise servicing of a security system for a client's site</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Develop a servicing plan of the security system for a client's site in accordance to the terms and conditions of the service level agreements</li> <li>• Establish protocols and contact points for servicing of the system at the client's site</li> <li>• Deploy adequate manpower for the servicing as per the agreed schedule</li> <li>• Monitor performance of personnel deployed for servicing to ensure that they perform in accordance to the company's policies, procedures and guidelines and meet the requirements of the service level agreements with the client</li> <li>• Provide regular updates to the client, management and other stakeholders with regard to the status of the system</li> <li>• Inform the client any inappropriate and/or incorrect operations or practices of the system</li> <li>• Follow through with defects and malfunctions identified during servicing until the issues are resolved</li> <li>• Conduct periodic reviews of the servicing plan and its execution with the client in order to ensure that they are relevant and effective.</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Supervise servicing of a security system at a client's site in accordance to the service level agreements with client and the company's policies, procedures and guidelines;</li> <li>• Monitor servicing activities to ensure that they are carried out in accordance to the servicing plan and that proper records are maintained of the actions and outcomes; and</li> <li>• Conduct periodic reviews of the servicing plan and its execution for continuous improvement.</li> </ul>

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Remark	
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