

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

Functional Area - Physical Security & Technological Support

Title	Liase with government and regulatory bodies about service delivery and performance of security systems
Code	107689L3
Description	This unit of competency applies to security personnel at supervisory level and above responsible for managing the operations of a company holding a Type III security company license for the design, installation, repair and/or maintenance of security systems and/or devices in Hong Kong. It covers the abilities to liase and work with government and regulatory bodies about service delivery and performance of security systems.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify factors that will impact on liaising and working with government and regulatory bodies</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> <li>• Evaluate the requirements relevant to the operations of a company holding a Type III security company license for the design, installation, repair and/or maintenance of security systems and devices in Hong Kong</li> <li>• Describe the functions and operations of relevant government and regulatory bodies and the laws and regulations relevant to their operations, which may include but not limited to: <ul style="list-style-type: none"> <li>○ The Security and Guarding Services Industry Authority</li> <li>○ The Police Licensing Office</li> <li>○ The Police Security Company Inspection Unit</li> <li>○ The Police Intruder Alarm Inspection Unit</li> <li>○ The Electrical &amp; Mechanical Services Department</li> </ul> </li> <li>• Describe the operation of the Police Phased Response System For Intruder Alarms</li> </ul> <p>2. Liase with government and regulatory bodies about service delivery and performance of security systems</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> <li>• Establish protocols and procedures for liaising with relevant government and regulatory bodies</li> <li>• Maintain up-to-date contact details of relevant government and regulatory bodies for quick and effective contact when needed</li> <li>• Develop procedures and guidelines for security personnel to liase with and seek advice and assistance from relevant government and regulatory bodies about service delivery and performance of security systems</li> <li>• Develop procedures and guidelines for security personnel to facilitate the work of relevant government and regulatory bodies</li> <li>• Maintain detailed records of visits and inspections by relevant government and regulatory bodies and the outcome of their visits and inspections</li> <li>• Report to senior management any issues or matters arising from contacts, visits and inspections by government and regulatory bodies associated with service delivery and performance of security systems</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Maintain good working relationship with government and regulatory bodies according to laid-down policies, procedures and guidelines.</li> </ul>

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Remark	
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