

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

Functional Area - Physical Security & Technological Support

Title	Liaise with clients about the service standards and performance of security systems
Code	107695L3
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 for providing services associated with the design, installation, repair and/or maintenance of security systems and/or devices in Hong Kong. It covers the abilities to liaise with clients about the service standards and performance of security systems and effectively monitor service delivery in order to take timely actions to improve services and/or agree on necessary changes to the service level agreements.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about liaison with clients about the service standards and performance of security systems</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Analyse 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>• Analyse the requirements of the laws and regulations relevant to security services, 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 related regulations</li> <li>○ Personal Data (Privacy) Ordinance, Cap 486</li> </ul> </li> <li>• Analyse the duty of care and third party responsibilities with regard to maintaining safety and security of the premises under protection</li> <li>• Analyse the terms and conditions of the service level agreements with clients</li> <li>• Analyse the status of performance of the security systems for the client's site</li> </ul> <p>2. Liaise with clients about service standards and performance of security systems</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Discuss and agree with clients on the service standards and performance of the security systems required and the methodology for assessing and frequency of reporting about service delivery</li> <li>• Establish measures to monitor complaints and feedback</li> <li>• Collate data about the service standards and performance of security systems and provide regular reports to the clients as required</li> <li>• Coordinate regular and ad hoc meetings with client representatives at working level to address topical issues as they arise in order to identify opportunities for improvement</li> <li>• Hold formal and regular review meetings with clients at senior management level with a view to: <ul style="list-style-type: none"> <li>○ Review the service and operations</li> <li>○ Assess performance against service level agreements</li> <li>○ Resolve deviations from the service level agreements and/or performance specifications of the systems</li> <li>○ Manage the expectation of clients by benchmarking services and performance against similar arrangements by other service providers</li> <li>○ Discuss and agree with clients about necessary changes to service level agreements and budget allocations</li> </ul> </li> <li>• Maintain proper records of all discussions, decisions, actions and outcomes.</li> </ul>

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"><li>• Assess performance using prescribed methodology and provide regular reports to clients about service delivery as required;</li><li>• Hold regular meetings with clients to review, discuss and agree on ways and means to improve performance and any necessary changes to service level agreements; and</li><li>• Maintain proper records of all discussions, decisions, actions and outcomes.</li></ul>
Remark	