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

Functional Area - Guarding Services

Title	Establish service level agreements with clients about guarding operations
Code	107699L5
Description	This unit of competency applies to security personnel at managerial level responsible for managing guarding operations of an organisation or a premises. It covers the abilities to establish service level agreements with internal and/or external clients and ensure that the services comply with the requirements of relevant licence, laws and regulations as well as policies, procedures and guidelines, and meet the service quality and standards agreed with the clients.
Level	5
Credit	3

Competency	Performance Requirements
	1. Knowledge about guarding operations and service level agreements with clients:
	
	• Understand the requirements of a Type I security company license for a company to provide guarding services in Hong Kong if the organisation holds a Type I security company license
	• Understand laws and regulations relevant to guarding operations which should include but not limited to:
	    ○ Security and Guarding Services Ordinance, Cap 460
	    ○ Occupational Safety and Health Ordinance, Cap 509 and associated regulations
	    ○ Personal Data (Privacy) Ordinance, Cap 486
	• Understand duty of care and third party responsibilities with regard to maintaining safety and security of sites under protection
	• Understand the scope of guarding services
	• Understand the costs and resources required for the services
	• Understand the terms and conditions of relevant insurance policies
	• Understand policies, procedures and guidelines relevant to guarding operations
	• Understand the threats and risks associated with the client and the premises under protection
	• Understand the key principles and terms and conditions of service level agreements in respect of guarding services
	• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts
	• Possess the people skills and communication skills to deal with others
	• Possess the literacy skills to clearly and accurately record information and activities
	2. Establish service level agreements with clients about guarding operations
	
	    Be able to:
	• Obtain client's specifications of guarding services and service quality and standards required
	• Assess threats and risks, resources and costs required to meet the client's specifications
	• Develop the proposed service plan, which should include but not limited to:
	    ○ Services to be provided – in-scope vs. out-of-scope services
	    ○ Resources to be deployed
	    ○ Service quality and standards to be expected
	    ○ Obligations of the service provider and the client
	    ○ Legal and regulatory considerations
	    ○ Risk considerations and insurance coverage
	    ○ Protocols
	    ○ Processes involved

Functional Area - Guarding Services

	- o Policies, procedures and guidelines - o Contingency plans - o Service fees - Present the proposed service plan to the client either in a tendering process or in a direct outsourcing process - Consolidate client's feedback and revised requirements as the preferred service level agreement - Establish the formal service level agreement for the approval of senior management and legal advisor and other relevant stakeholders - Obtain the client's final sign-off of the approved service level agreement - Monitor performance and ensure compliance with the terms and conditions of the service level agreement - Carry out periodic reviews and take corrective actions where necessary
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Establish service level agreements with clients that provide effective and efficient guarding services; and - Ensure that the services meet the requirements of all relevant license; laws and regulations; policies, procedures and guidelines; as well as the expected service quality and standards.
Remark	