

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

Functional Area - Guarding Services

Title	Establish security control operations to support guarding services
Code	107701L5
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 determine the functions of the security control and establish security control operations to support guarding operations.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about security control operations:</p> <ul style="list-style-type: none"> • Understand requirements in “The matters to which the SGSIA shall have regard when determining an application for a security company license” with regard to security control operations to support guarding operations if the organisation holds a Type I security company license in Hong Kong • Understand laws and regulations relevant to security control operations: <ul style="list-style-type: none"> ○ 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 • Be proficient in security control operations • Be proficient in guarding operations • 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 <p>2. Plan and prepare for security control operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Determine the functions of security control, which should include but not limited to: <ul style="list-style-type: none"> ○ Serving as a communication hub to support frontline security personnel ○ Serving as a duty reporting centre to coordinate deployment of security personnel ○ Serving as a service centre to handle customer enquiries and complaints ○ Serving as a centre for monitoring electronic security systems and key controls • Serving as a centre for reporting and record-keeping of events and incidents • Develop the security control operations plan: <ul style="list-style-type: none"> ○ Assess risks associated with security control operations ○ Determine the scope of guarding services ○ Determine the functions, services as well as the service standard and quality expected of the security control ○ Determine the construction of the security control which should meet all required standards of safety and security ○ Determine the systems, devices and equipment as well as building infrastructure to support security control operations ○ Determine the operations of the security control which should meet all required standards of security, fire safety, and occupational safety and health as well as service level agreements with clients

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	<ul style="list-style-type: none"> ○ Determine the roles and tasks, shifts and working hours as well as manpower requirements to perform the operations ○ Document the security control operations plan and confirm its scope and objectives with relevant parties ● Implement the security control operations plan: <ul style="list-style-type: none"> ○ Deploy the necessary manpower, systems and devices, and related resources ○ Develop the necessary policies, procedures and guidelines as well as contingency plans ○ Co-ordinate training and drills to familiarise security personnel for guarding services, users and other parties with the control room operations ● Monitor performance to ensure that the control room operations comply with the policies, procedures and guidelines as well as contingency plans ● Conduct periodic reviews of the plan and the operations for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> ● Establish security control operations that become an integral part of the guarding operations; and ● Maintain the effectiveness and efficiency of security control operations through training and continuous improvement
Remark	