

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

Functional Area - Guarding Services

Title	Define the standard of conduct and performance of security personnel for guarding services
Code	107712L4
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 the standard of conduct and performance of security personnel for guarding services.
Level	4
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about the standard of conduct and performance of security personnel for guarding services:</p> <ul style="list-style-type: none"> • Understand the roles and responsibilities and standard of conduct and performance of a security personnel holding a Security Personnel Permit for performing Category A and/or B security work in Hong Kong • Understand laws and regulations relevant to guarding operations which should include but not limited to: <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 • Understand the scope of guarding services • Understand the service level agreements with the clients • Understand the policies, procedures and guidelines relevant to 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. Define the standard of conduct and performance of security personnel for guarding services</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Specify the standard of good conduct of security personnel for guarding services: <ul style="list-style-type: none"> ○ Hold a valid Security Personnel Permit for the type of security work ○ Comply with all the conditions and criteria of the Security Personnel Permit ○ Do not sleep, drink alcohol or smoke on duty ○ Do not accept advantages in connection with duties ○ Treat people with tact and courtesy • Specify the standard of performance of security personnel for guarding services, which should include but not limited to: <ul style="list-style-type: none"> ○ Be punctual on duty in accordance to the duty roster ○ Be suitably attired on duty and wear the specified uniform ○ Exercise due care and diligence in the performance of duty ○ Comply with relevant laws and regulations when carrying out guarding duties ○ Carry out duties in accordance to established policies, procedures and guidelines ○ Operate the systems, devices and equipment safely and in accordance to the training and instructions for their operations ○ Obey all lawful instructions from supervisors and management • Formulate policies, procedures and guidelines for the required standard of conduct and performance

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	<ul style="list-style-type: none">• Publish the policies, procedures and guidelines and train security personnel accordingly• Keep proper records of activities and incidents• Carry out post-incident investigations to identify gaps and failures and follow through until issues are resolved• Perform periodic reviews for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none">• Formulate appropriate policies, procedures and guidelines to govern the conduct and performance of security personnel for guarding services; and• Ensure that the policies, procedures and guidelines comply with relevant laws and regulations as well as relevant Security Personnel Permit
Remark	