## Functional Area - Guarding Services

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| Title | Maintain effective communications for guarding operations |
| Code | 107719L3 |
| Description | This unit of competency applies to security personnel of all levels responsible for performing guarding operations. It covers the abilities to maintain effective communications to support guarding operations. |
| Level | 3 |
| Credit | 2 |
| Competency | Performance Requirements<br>1. Knowledge about effective communications for guarding operations:<br><br>• Be proficient in laws and regulations relevant to guarding operations, which should include but not limited to:<br>   o Security and Guarding Services Ordinance, Cap 460<br>   o Occupational Safety and Health Ordinance, Cap 509 and associated regulations<br>   o Personal Data (Privacy) Ordinance, Cap 486<br>• Be proficient in the policies, procedures and guidelines in relation to guarding operations<br>• Be proficient in the functions and operations of communications systems, devices and equipment for guarding operations<br>• Be proficient in protocols, policies, procedures and guidelines in relation to communications for guarding operations<br>• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts<br>• Possess the people skills and communication skills to deal with others<br>• Possess the literacy skills to clearly and accurately record information and activities<br>2. Maintain effective communications for guarding operations<br><br>Be able to:<br>• Keep track of systems, devices and equipment allocated for communications in support of guarding operations, which may include but not limited to:<br>   o Radios / Walkie-talkies<br>   o Mobile phones<br>   o Any other means of communications<br>• Learn the functions and operations of the systems, devices and equipment<br>• Learn the protocols for communicating with various internal/external parties involved in guarding operations<br>• Learn the call signs, codes and terminologies for communications<br>• Comply with laid-down policies, procedures and guidelines in communications for guarding operations<br>   o Use the systems, devices and equipment for communications only in association with guarding services<br>   o Operate the systems, devices and equipment correctly<br>   o Observe the protocols for communication with internal/external parties<br>   o Observe call signs, codes and terminologies for communications<br>   o Know what and how to communicate clearly and concisely to achieve the desired outcomes |
| Assessment Criteria | The integrated outcome requirements of this UoC are the abilities to:<br><br>• Communicate effectively to support guarding operations;<br>• Ensure that protocols, call signs, codes and terminologies are observed; and |

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|  | • Ensure that messages are communicated clearly and concisely to achieve the desired outcomes. |
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| Remark |  |