

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

Functional Area - Guarding Services

Title	Supervise the conduct and performance of security personnel for guarding operations
Code	107722L3
Description	This unit of competency applies to security personnel of supervisory level and above responsible for managing guarding operations. It covers the abilities to supervise the conduct and performance of security personnel for guarding services in order to ensure that they meet the required standard as laid down in relevant policies, procedures and guidelines.
Level	3
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"> • Be proficient in the policies, procedures and guidelines and contingency plans in relation to guarding operations • Be proficient in the standard of conduct and performance of security personnel for 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 <p>2. Supervise the conduct and performance of security personnel for guarding operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Ensure that security personnel observe the criteria and conditions of a Security Personnel Permit • Carry out regular checks to ensure that security personnel adhere to the principles of conduct when carrying out guarding duties: <ul style="list-style-type: none"> ○ Do not sleep, drink alcohol or smoke on duty ○ Do not accept advantages in connection with duties ○ Treat people with tact and courtesy • Monitor continuously the 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 • Identify gaps and failures and take corrective actions and/or disciplinary actions where necessary • Keep proper records of incidents, actions and decisions • Carry out post-incident reviews for continuous improvement • Report to management incidents/issues requiring their attention
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Supervise the conduct and performance of security personnel for guarding services to ensure that they meet the required standard; and

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	<ul style="list-style-type: none">• Identify gaps and failures and take corrective actions and/or disciplinary actions where necessary.
Remark	