

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

Functional Area - Guarding Services

Title	Handle enquiries and complaints
Code	107725L3
Description	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to handle enquiries and complaints in accordance to laid-down policies, procedures and guidelines as well as contingency plans.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about handling of enquiries and complaints</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • Describe the policies, procedures and guidelines relevant to the handling of enquiries and complaints • Describe the concepts and skills for effective communication • Describe the concepts and skills for effective problem solving <p>2. Handle enquiries and complaints</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • Take appropriate actions to handle enquiries/complaints in accordance to laid-down policies, procedures and guidelines • Communicate effectively with courtesy and tact • Exercise problem solving skills in identifying the issues and the solutions • Follow through until the issues are resolved or taken over by an appropriate party, e.g. security control, supervisor and/or management where relevant • Record details about the enquiry/complainant, actions taken and the outcome
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Handle enquiries and complaints in accordance to laid-down policies, procedures and guidelines; and • Communicate effectively and exercise good problem solving skills in the process.
Remark	